

Bright Care (Stirling) Housing Support Service

The Mill
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Bridge of Allan
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FK9 4JS

Telephone: 01786 439 321

Type of inspection:
Announced (short notice)

Completed on:
17 September 2025

Service provided by:
Bright Care at Home Limited

Service provider number:
SP2009010602

Service no:
CS2016347845

About the service

This service was registered in 2016. It provides housing support and care at home to older people in their own homes. Service delivery ranges from two hours a week to 24 hour live-in support.

The provider's mission statement says they are committed to helping the seniors of the community age gracefully in the comfort of their own homes; to assure them dignity, security and social connections that will enhance their lives. They are also committed to assisting families of seniors by helping to relieve the burdens of care so they may enjoy more relaxed and meaningful family time with their loved ones.

At the time of inspection the service was supporting 35 people.

About the inspection

This was an announced, short notice inspection which took place on 10, 11 and 16 September 2025. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- obtained feedback and spoke with 20 people using the service and five of their families
- obtained feedback and spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- The organisation prioritises building strong and caring relationships between staff and the people they support.
- Medication management practices were found to be very good
- Many individuals were actively encouraged to socialise and participate in local community projects
- Staffing arrangements are effective, and staff work well together to deliver consistent, person-centred care
- Staff described feeling supported and well equipped
- The service demonstrates very good staffing arrangements, with a strong focus on team cohesion, communication, and quality care delivery
- The service demonstrates a very good standard of assessment and personal planning
- Care plans are detailed, person-centred, and regularly reviewed, reflecting each person's individual needs and wishes
- There is strong oversight from management, effective use of technology, and clear involvement from families in the planning process.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

During the inspection of Bright Care Stirling, it was evident that the organisation prioritises building strong and caring relationships between staff and the people they support. Observations indicated a warm atmosphere where mutual respect and understanding flourished, fostering an environment conducive to positive interactions. Everyone spoke highly of the service and we heard:

"We are very happy with the support provided by the team who have always demonstrated the highest levels of professionalism and compassion in their care."

"We have found working with Bright Care to be a fantastic experience. They are so professional, efficient, helpful, and friendly. I would highly recommend their services to anybody."

"The level of service and care I receive is more than satisfactory. My weekly home visits brighten up my day."

"Happy with everything!"

"I am very happy with my care provision and feel that Bright Care go out of their way to ensure my interests are accommodated and I am able to continue with these."

Medication management practices were found to be very good, ensuring that individuals felt secure and well-supported in their healthcare needs. Bright Care Stirling demonstrated strong partnerships with health professionals, ensuring comprehensive support for individuals. One health professional commented on the service's proactive nature, stating that they consistently reach out when needed, which underscores the commitment to collaborative care.

The inspection also noted that many individuals were actively encouraged to socialise and participate in local community projects, effectively combating feelings of isolation that could arise from changing care needs. This proactive approach not only enhances individuals' quality of life but also strengthens their connection to the community.

Overall, the inspection highlighted that Bright Care Stirling is very good in fostering positive relationships, effective medication management and community integration, ultimately enhancing the wellbeing and independence of people they support.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Quality Indicator 3.3 Staffing arrangements are right and staff work well together

The inspection found that staffing arrangements are effective, and staff work well together to deliver consistent, person-centred care. Both staff and people using the service reported high levels of satisfaction with how care is provided.

Staff described feeling supported and well equipped, highlighting the positive working culture. One staff member said, "It's a great company to work for, Natalie and Megan are very approachable. I don't feel isolated as there's lots of good communication." Another commented, "I feel well trained to support people, and if we need extra training, we just reach out and it's arranged." Staff valued having set clients, which helped build strong relationships and confidence. Some mentioned that mileage reimbursement could be improved.

People using the service spoke highly of their carers, describing them as kind, reliable, and respectful. One individual said, "I have my set carers, they're great, very nice, and we just get along." A relative shared a positive experience, stating, "I needed short-notice support for my mum at the weekend and they were very adaptable and even sent over a portfolio of the carer who would come. It was great."

Observations during visits confirmed that staff knew people well and worked respectfully, always gaining consent and involving individuals in their care. Staff rotas, managed through the Birdie system, were well organised, and staff spoke positively about its features.

Recruitment files showed no concerns. The service offers flexible contracts to suit staff and ensure a good match with clients. Training was up-to-date for the majority of staff, and supervision was regular and supportive. Staff also appreciated regular communication through newsletters and team meetings.

Overall, the service demonstrates very good staffing arrangements, with a strong focus on team cohesion, communication, and quality care delivery.

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Quality Indicator: 5.1. Assessment and personal planning reflects people's outcomes and wishes

This inspection found that assessment and personal planning within the service are of a very good standard, reflecting people's outcomes, preferences, and changing needs. There is a clear commitment to person-centred care planning, with evidence of regular review and involvement from both staff and relatives.

Staff described the care planning process as thorough and dynamic. One staff member told us, "Brightcare maintains a comprehensive Care Plan that is regularly updated to reflect each client's evolving needs. Line Managers consistently check in." This approach ensures that care plans remain accurate and aligned with individuals' goals and current support requirements.

From the care plans and risk assessments we sampled, all were found to be person-centred, with a strong level of detail about the individual's preferences, routines, and personal history. Plans included information on hobbies, likes and dislikes, communication needs, and medical history, supporting carers to provide meaningful and tailored care. Instructions for staff were clear, helping to ensure consistency across the care team.

Relatives were generally very positive about the planning and communication processes. One relative told us, "The Birdie app is great, you feel part of the care plan and can see what the carers do. We used it more at the start, but now we have full confidence in the carers, they know Mum now." This highlights both the accessibility of the system and the trust built over time through consistent and effective care.

Future care planning was also evidenced in the sampled plans. While not all care plans included a photo of the person, some did, and this was seen as good practice to support familiarity for staff.

The service has a clear system in place for reviewing care plans. A tracker is used to ensure timely updates, with a structure that includes an initial courtesy call and two formal written reviews per year. Unscheduled reviews are also carried out as needed when a person's situation changes.

In conclusion, the service demonstrates a very good standard of assessment and personal planning. Care plans are detailed, person-centred, and regularly reviewed, reflecting each person's individual needs and wishes. There is strong oversight from management, effective use of technology, and clear involvement from families in the planning process.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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