

Bluebird Care Ayrshire Housing Support Service

Prestwick Business Centre
Ladykirk Business Park
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Prestwick
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Telephone: 01292 435810

Type of inspection:
Unannounced

Completed on:
11 September 2025

Service provided by:
CAYR Limited

Service provider number:
SP2022000083

Service no:
CS2022000122

About the service

The service was registered on 17 May 2022. The service provider is registered as CAYR Limited 75A Pepper Place Edinburgh EH16 4BB.

The care service is run as Bluebird Care Ayrshire and based in Prestwick Business Centre Ladykirk Business Park 9 Skye Road Prestwick KA9 2TA.

This is the first inspection of this service, which is currently providing care and support to approximately 35 people in the community with a small team of 17 staff.

About the inspection

This was an unannounced inspection which took place on 9, 10 and 11 September. 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:

- Spoke with four people using the service and four of their relatives
- Spoke with seven staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals
- We also received three completed questionnaires from people using the service and three from their relatives.

Key messages

- Consistent team of regular staff, well managed by a conscientious coordinator ensuring continuity of care packages.
- Service provides very good induction and training programme for the staff team.
- Consistent and experienced manager providing leadership and positive role model.
- Very good feedback from people being supported and their relatives.
- Care staff provide a very good standard of care and support to people in the community.
- Care planning and assessments were completed with detail and person focused.
- The service provided very good support for people's health and wellbeing, with staff demonstrating warmth, compassion and a strong understanding of individual needs.

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 evaluated this key question as very good, as the service demonstrated significant strengths in promoting and supporting people's health and wellbeing.

People experienced care and support that was compassionate, respectful, and tailored to their individual needs. Staff were attentive and responsive, and there was clear evidence that people felt safe, valued, and well cared for.

A key strength of the service was the continuity of staffing, which enabled people to build trusting and supportive relationships with those providing their care. This consistency helped reduce anxiety and contributed to improved emotional wellbeing. People told us they appreciated seeing familiar faces and felt reassured knowing who would be supporting them.

Staff were skilled and confident in identifying changes in people's health and wellbeing and took appropriate action, including liaising with health professionals when needed. This proactive approach ensured that people received timely and effective support.

The coordinator played a vital role in ensuring that the same staff regularly supported individuals. This not only enhanced continuity but also supported the development of meaningful relationships, which had a positive impact on people's overall wellbeing.

The service also recognised the importance of social interaction and emotional support, even during short visits. Staff made time to engage with people, contributing to a sense of connection and reducing feelings of isolation.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good, as staffing arrangements were well planned, responsive, and clearly aligned with the needs of the people being supported.

Staffing levels were sufficient to meet people's needs and promote positive outcomes. The service had a robust approach to recruitment and induction, including a four-day programme that ensured staff were well-prepared and confident in their roles. This supported the delivery of high-quality, person-centred care. This ensured that people in the community were being supported by staff who were skilled and knowledgeable with the right attitude and ethos of care and compassion.

The service placed a strong emphasis on continuity of staffing, which was a key factor in the positive experiences reported by people using the service. Staff were consistently allocated to individuals, allowing relationships to develop and trust to be built. This approach was particularly beneficial for people who were anxious or required more consistent support.

The coordinator was proactive and effective in managing rotas to ensure consistency and reliability. Staff reported feeling well supported and valued, which contributed to high morale and retention. This stability within the team further enhanced the quality of care provided.

How well is our care and support planned?**5 - Very Good**

We evaluated this key question as very good, as we found significant strengths in the service's approach to assessment and care planning that clearly supported positive outcomes for people.

Care planning was person-centred, responsive, inclusive, and with plans developed in partnership with individuals, their families, and relevant professionals. Plans were reviewed regularly and reflected people's changing needs and preferences. This ensured that support remained relevant and effective.

Staff were well-trained and confident in contributing to care planning, supported by a comprehensive four-day induction and training programme. This enabled them to understand the values of the service and deliver care that was consistent with people's outcomes and wishes.

A key strength was the continuity of staffing, which meant that people were supported by familiar staff who knew them well. This consistency helped staff to notice subtle changes in people's health and wellbeing and respond appropriately. The coordinator played a pivotal role in ensuring the same staff supported individuals, which enhanced trust and strengthened relationships.

This had a direct impact on the quality and accuracy of care planning. People told us they felt involved in planning their support and that staff listened to them. This approach promoted dignity, choice, and control. The service had systems in place to ensure that assessments were completed promptly and that care plans were in place within required timescales.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service should continue to develop the content of the care planning documentation and ensure the descriptions of care and support are detailed and staff have fully read and understood the person's support needs. This should also include some general outcomes or aims and evidence of ongoing evaluations being completed. The good standard we saw should be maintained as the service grows.

This area for improvement was made on 19 September 2025.

Action taken since then

We reviewed and sampled the care and support planning documentation and saw that the service had updated and improved the content and clarity of information contained within. This gave staff very good explanations and descriptions of the level of needs and support each person required. These were also well written and gave some important details about the individual and their personal life, likes and dislikes. This helped to create a more person focused picture of the individual and helped the staff to develop good supportive and caring relationships.

This area of improvement has been met.

Previous area for improvement 2

The service management should continue to implement the good standards of quality assurance we saw in practice at this inspection. As the service grows and develops, it is important to build and maintain the good base foundations we saw in the quality assurance procedures in place.

This area for improvement was made on 19 September 2023.

Action taken since then

The manager maintained a very good overview and insight into any issue or concerns within the service. We saw very good levels of competent communication and management oversight in place this helped to ensure the service was developing and analysing the feedback and information regarding the quality and satisfaction with the service provided. This included good communication with the Care Inspectorate regarding any notifications and other organisations such as local authority and social work departments.

This area of improvement has been met.

Previous area for improvement 3

The service should continue to maintain the good standards we found with the induction programme and on-going training being offered to the care staff. As the service grows and develops, employing more staff, this good base of induction and training should be maintained.

This area for improvement was made on 19 September 2023.

Action taken since then

The four day induction programme and the on-going training programme was very good and well organised and managed. This helped to ensure good ethos and culture within the service was built into the staff team at the beginning of their work placement. This helped to create good team dynamics and develop a skilled and knowledgeable workforce that support people well in the community.

This area of improvement has been met.

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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