

## Bluebird Care (Dunbartonshire) Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
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**Service provided by:**  
Caledonian Care Consultants Ltd

**Service provider number:**  
SP2008010012

**Service no:**  
CS2010237767

## About the service

Bluebird Care Dunbartonshire mainly provides support to people in their own homes in the East Dunbartonshire local authority area. However, their registration also covers West Dunbartonshire.

The service operates from an office base in Bearsden.

At the time of our inspection, the service provided care and support to 71 people.

## About the inspection

This was an unannounced inspection, which took place on the 7th, 8th and 9th October, 2025. The inspection was carried out by two inspectors 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 eight people using the service and ten of their family members
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- communicated with visiting professionals

## Key messages

The service provides person-centred care that is tailored to individual needs, helping people feel respected, understood, and well-supported.

Staff worked together as a close-knit team, with strong communication and shared responsibility that ensured consistent and reliable care.

Management was approachable and flexible, creating a supportive environment where staff felt comfortable raising concerns and requesting adjustments.

Regular supervision, appraisals, and competency checks helped maintain high standards of care and supported staff development.

People benefited from being supported by familiar staff who knew them well, which helped build trust and provided a sense of stability and reassurance.

## 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

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, because we found significant strengths in how the service provided person-centred care and supported people's physical and emotional wellbeing. These strengths clearly outweighed any areas for improvement.

One of the ways the service supported people's health was by helping them stay active and connected to their communities. Staff regularly took people out to places they enjoyed, such as parks, sports centres, and cultural venues. Staff supported people to college so that they could develop skills and learning. Activities were based on what each person liked and needed. This helped people stay physically active, enjoy social contact, learn new skills and feel part of their community. One family member said, 'They're person-centred and flexible,' showing how the service listened and responded to individual preferences.

Staff also went above and beyond to meet people's health needs. For example, one staff member helped a deaf-blind person get her hearing aids retuned and arranged for a special device so she could hear the television. This made a big difference to her daily life and showed how staff took time to understand and respond to each person's unique needs.

Care plans were detailed and personal. For example, plans included information about people's communication style, health needs, and daily routines. Staff were seen using this information to support people in a way that respected their choices and helped them feel safe and comfortable. This kind of planning helped ensure that care was consistent and supported people's dignity and wellbeing.

Staff were trained to respond well in emergencies. Reports showed that when people experienced medical issues or distress, staff acted quickly and calmly. They used techniques like distraction, contacted the office for help, and later reflected on what happened to improve future care. This showed a strong focus on safety and learning, which helped protect people's health.

People and their families felt confident in the care they received. One person said, 'I think they've judged (the person receiving the service) very well and don't think it's just a fluke that they've picked the right staff for them.' This showed that the service took time to understand each person and match them with the right carers, which helped build trust and supported emotional wellbeing.

While six-monthly reviews were taking place, some people may appreciate a check-in from the service shortly after care begins, just to make sure everything is going well. Introducing a short follow-up call or visit early on could identify any issues quickly and reassure people that their views are important. This would strengthened the service's already very good approach to person-centred care.

## How good is our staff team?

## 5 - Very Good

We evaluated this key question as very good, because we found significant strengths in how the staff team supported one another and how management created a positive and flexible working environment. These strengths clearly benefitted people who received support from the service.

The staff team worked closely together and supported each other in a way that created a strong sense of community. Office staff were not only responsible for administration but also helped with care visits and assessments. This meant they understood the people they supported and could step in when needed. One staff member described the team as 'like a family,' which reflected the warm and supportive culture within the service. The close teamwork between office and care staff meant people received consistent and well-informed care from staff who understood their needs. One person who received support commented 'every week I get an email confirming the schedule. Been very good getting the same person, a game changer.'

Staff felt that management was approachable and genuinely cared about their wellbeing. They were encouraged to speak openly about any personal or work-related issues, and managers responded with understanding and flexibility. For example, a staff member with health issues was supported to adjust her rota to reduce stress. This kind of support helped staff feel valued and able to do their best work, which benefitted the people they cared for. This was reflected in the reliable and compassionate care that was delivered for the people they supported.

Regular supervision and appraisals were in place and used to support staff, not just to check performance. Staff were asked about their training needs and encouraged to reflect on their work. Observational supervisions and competency checks confirmed that staff were confident in their roles and followed best practices. This helped maintain high standards of care and gave staff the chance to develop skills and feel supported. This ensured people were cared for by well trained and competent staff.

Team meetings were held weekly and were well-attended. These meetings focused on practical matters like rota planning, training updates, and service improvements. Staff were invited to share their views and contribute ideas. This regular communication helped the team stay connected and work together to solve problems and improve the service. This meant that people's care was well organised and responsive to their needs.

Employee feedback showed that staff felt supported and respected. They reported having a good work-life balance and felt they could approach management with any concerns. One staff member said, 'There's always someone to talk to,' which showed that emotional support was available when needed. This positive environment helped with staff retention, with some team members having worked at the service for over ten years. This meant that people were supported by carers who knew them well and with whom they could build trusting relationships.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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

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