

## Bluebird Care (South Lanarkshire) Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
13 February 2026

**Service provided by:**  
BJMCA Ltd t/as Bluebird Care

**Service provider number:**  
SP2012011790

**Service no:**  
CS2012306827

## About the service

Bluebird Care (South Lanarkshire) is registered to provide care and support to older people and adults with physical and/or sensory needs in their own homes and the wider community.

The service is provided by BJMCA Ltd t/as Bluebird Care and is part of the Bluebird Care franchise group of companies.

At the time of the inspection the service was supporting approximately 146 people living within Lanarkshire.

## About the inspection

This was an unannounced inspection which took place on 10 and 11 February 2026 between 09:40 and 14:00. In addition, further off-site work was completed to review records received from the service on 12 February 2026. The inspection was carried out by one inspector from the Care Inspectorate and an inspection volunteer conducted telephone interviews.

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 16 people using the service and 10 of their family/friends
- spoke with 23 staff and management
- observed practice and daily life
- reviewed documents
- spoke with five visiting professionals.

**Key messages**

- People received safe, consistent care from confident and well supported staff.
- Staffing was well planned, ensuring people got the right support at the right time.
- Strong teamwork and communication helped staff meet people's needs effectively.
- The service responded quickly to changes, helping maintain positive outcomes for people.
- A previous area for improvement relating to incident recording has now been met.

**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 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.

People experienced warm and compassionate care that supported their health and wellbeing effectively. Staff treated people with dignity and respect. One relative described carers as "very pleasant" and "consistently respectful" towards their family member. People felt valued through these positive interactions, which helped build trusting relationships over time.

Families said they were involved in decisions when people could not share their wishes and one person commented, "All of the family are involved in any decision making". This supported person-led practice and helped uphold people's rights. Staff listened carefully to people and adapted support based on their choices. This helped people feel respected and in control of their daily routines.

People experienced consistent and positive outcomes because staff understood their responsibilities well. Staff applied training in dementia, mobility, wound care, and other areas to support people safely. Families expressed strong confidence in the service's ability to meet health needs and provide dependable support. People valued support with meaningful activities, including memory groups, art clubs, and encouragement to stay independent with daily tasks.

Staff responded quickly when people's health needs changed and concerns were shared promptly with the right professionals. This approach supported early intervention and prevented unnecessary health deterioration. Feedback from families and professionals highlighted positive health outcomes. Comments included, "Communication is excellent" and "They always report concerns timely". This showed that staff worked well with healthcare partners to maintain people's wellbeing.

Personal plans were generally clear and detailed, which helped staff provide safe and consistent care. Staff used the plans well and this reduced risk for people. Some differences in information were noted, but this was due to moving to a new system. The plans also helped people and families understand the support given. Some people told us they did not know they could look at their plan, however the manager agreed to remind them of this. Most reviews were completed on time and updates were added quickly. This showed good oversight. A few reviews were overdue but the service had already taken steps to address this.

Medication systems were well organised and regularly checked, helping identify issues early and keep people safe. Actions were taken quickly when concerns arose, which supported good health outcomes. The service recognised the need to strengthen medication practice and had started to take action to improve this.

Management maintained strong oversight through regular analysis, audits, and meetings. This helped improve safety and outcomes for people. Incidents were reviewed promptly and appropriate action was taken. Managers shared learning with the staff team, which strengthened safe practice. This supported a proactive approach to people's health needs.

Overall, people's health and wellbeing benefited from very good care. People were treated with kindness, their needs were recognised early, and care was tailored to support safe and positive outcomes.

**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.

People, relatives, and staff told us that staffing levels were generally appropriate and met people's needs. Staffing was well structured and effectively managed and rotas showed well planned shifts, reliable attendance, and protected breaks for staff.

The service used a range of systems to ensure safe staffing levels. Risk and dependency information helped the service respond quickly to changing needs and provide safe, well timed support. Regular reviews of this information ensured people consistently received the right support at the right time. Quality checks, included monitoring missed visits and delivered hours, helped ensure people received the care they should. Plans were in place to make sure people still got the care they needed if the service was ever disrupted.

People told us that staff understood their needs, provided safe support, and had enough time to deliver high quality care. Comments from people we spoke with included, "The carers are respectful and very good" and "[Relative] is treated with respect. This has been excellent".

New staff shadowed experienced colleagues, helping them build confidence and skills before working independently. This meant people were supported by staff who were confident in their roles and able to provide safe, consistent care from the outset.

People received consistent, confident care because staff were well supported, worked effectively together, and resolved any issues quickly. Feedback from people highlighted that staff communicated well, listened, and made them feel valued. One visiting professional told us staff were "Always available and open to speak to" and a relative told us "The carers are respectful and very good". Feedback was mixed, with some people saying the staff who visited them were not always the same. One person commented, "Different carers not good for [relative]", while another said, "Mainly been the same two carers which [relative] appreciates".

Staff wellbeing was prioritised through regular support, accessible managers, and measures that promoted resilience, teamwork, and open communication. As a result, people were supported by confident, well supported staff who worked effectively to meet their needs. Staff also had access to counselling and staff-focused events, which reinforced a positive and supportive environment.

**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**

To ensure the Care Inspectorate has a clear, up-to-date record of incidents in the service, the provider should ensure relevant notifications are submitted.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I use a service and organisation that are well led and managed' (HSCS 4.23).

**This area for improvement was made on 18 March 2025.**

### Action taken since then

The provider had submitted relevant notifications as required, giving the Care Inspectorate a clear and up-to-date record of incidents. This showed improved compliance with guidance and better oversight of events in the service.

**This area for 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](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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