

Blue Star St. Andrews Support Service

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Type of inspection:
Announced (short notice)

Completed on:
20 March 2026

Service provided by:
Blue Star St. Andrews Ltd

Service provider number:
SP2018013177

Service no:
CS2018369363

About the service

Blue Star St. Andrews is registered to provide a support service to adults and older people in their own homes and the wider community. Care at home services are offered in St. Andrews and the surrounding areas. At the time of the inspection, they were supporting 12 people and employed nine staff.

About the inspection

This was a short notice announced inspection which took place between 17 March 2026 and 19 March 2026. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about the 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 five people using the service and five of their family members
- spoke with four staff and management
- observed practice and daily life
- reviewed documents
- reviewed online care questionnaires.

Key messages

- People experienced warm and compassionate care.
- Staff knew people and their relatives well.
- People benefited from a consistent staff team.
- Support plans promoted individual choice and preference.
- The service demonstrated strong leadership.

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. We found significant strengths in aspects of the care provided and how these supported positive outcomes for people.

Health and wellbeing needs were being met through regular visits that supported people with personal care, medication, nutrition, and hydration. Support was delivered in a dignified way that promoted choice and control, enabling people to remain as well and independent as possible. Our evidence demonstrated care had a positive impact on people's health.

Staff knew people and their relatives well. This was evident in the warm and caring exchanges we observed which went beyond being task focused. People told us they enjoyed the interactions with staff and appreciated not feeling rushed. Comments included, "They'll spend time and stay for a chat" and "They're friendly, it's personal rather than just the tasks that need to be done."

Alongside care visits, the service was also able to provide companionship support. This personalised approach supported wellbeing more broadly and people we spoke to said both care visits and companionship visits reduced their feelings of isolation. One family member told us, "She absolutely loves the company."

Staff in the service understood their role in supporting people to access healthcare. Consistent teams meant staff were able to pick up any changes to health quickly. Referrals were made to other health professionals and information shared promptly with relatives, promoting positive outcomes for people. One person told us, "I always know who is coming and when." Communication was highlighted as a key strength of the service by relatives who told us any changes or concerns were promptly shared with them.

We found personal plans were completed to a high standard, with people and their relatives fully involved in planning and reviews. Individual preference was clear in personal plans, and people told us they valued staff supporting them in a way that suited them. One person told us, "Carers help without fussing me, they let me do things my way. They are Gold Star." Care plans and our observations demonstrated the service took account of people's strengths which promoted independence and positive outcomes.

Support was responsive if people's needs changed and there was evidence of care and support being reviewed when this happened. People and their families were involved in this process. This meant people were fully involved in decisions related to their care. We were assured that people benefited from personal plans that were regularly monitored and regular assessments that supported their health and wellbeing.

People told us that care allowed them to remain in their own home and be as independent as possible. Support also allowed peace of mind for families, knowing their relative was being cared for to a very good standard. Relatives told us, "Care means they can have exactly what they want, to be at home" and "We're always comfortable they are being looked after."

Overall, people experienced very good health and wellbeing outcomes, supported by consistent care and support tailored to each person.

How good is our staff team?**5 - Very Good**

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

People experienced care and support from staff who had been recruited through safe and robust processes. Management also demonstrated a clear commitment to ensuring staff had the right values and skills. Staff were passionate about their role and told us they enjoyed working in the service with comments such as, "I'm proud to work for Blue Star," "You are actually a person and not just a payroll number" and "They are absolutely fantastic." The small, family-run nature of the service contributed to staff feeling valued and supported. Effective communication and positive working relationships across the team were evident from speaking to staff and reviewing documents.

Management had good oversight of staff training and learning needs. This was an area for discussion during team meetings and staff appraisals. Staff also felt they could highlight any gaps in their knowledge which would be acted upon by management. Two staff had been given the opportunity to complete their required Scottish Vocational Qualification (SVQ) during their employment with the service. We were therefore confident staff had the necessary training and skills to support good outcomes for people.

An electronic scheduling system allowed an effective process for deploying staff. Most staff felt they had adequate time to carry out their roles and reported social interactions as an important element of the care and support they provided. All staff felt able to discuss any issues with management if there were challenges with time. People we spoke to said staff arrived in time for scheduled visits with one relative telling us, "You can almost set your watch as to when they will come." Continuity in the staff team was also cited as important by people and their relatives.

The staff team were a vital element of supporting positive outcomes for people. People and their relatives talked highly of staff and how they enhanced the care and support. We received many positive comments of this nature, including, "We can't speak highly enough of them", "The staff are so good...we feel very lucky", "They go above and beyond", "Nothing but good things to say about the staff" and "A lovely group of people, they are all brilliant and have almost become part of the family."

The service had a positive culture, supported by a manager whom staff, people using the service, and relatives felt able to approach with any issues or concerns. The staff team benefited from effective leadership and maintained a consistent focus on achieving positive outcomes for people.

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

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