

Flourish Home Support Services Support Service

78/79
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Type of inspection:
Unannounced

Completed on:
21 April 2026

Service provided by:
Flourish Home Support Services Ltd

Service provider number:
SP2011011552

Service no:
CS2011286375

About the service

Flourish Home Support Service provides a community-based care at home service to adults and older people. This includes personal care, practical help and social support. The service works in Stirling and Clackmannanshire. People supported include those living with dementia, people needing end of life care and people with a learning disability. The service aims to be tailored to individual needs.

At time of inspection the service was supporting 65 people

About the inspection

This was an unannounced inspection which took place on 14, 15 and 16 April 2026. 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 and received feedback from 23 people using the service and five of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People's experiences and outcomes were outstandingly high.
- The service's commitment to social inclusion and community engagement went far beyond traditional care provision.
- The service demonstrated an innovative and inclusive approach to recruitment.
- Leadership within the service was strong, visible, and forward-thinking.
- Flourish Home Support Service had a strong commitment to person-centred care planning and supporting positive outcomes for people using the service.

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?	6 - Excellent
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?

6 - Excellent

The service demonstrated significant strengths in supporting people. People's experiences and outcomes were outstandingly high, and we evaluated this quality indicator as excellent and sector-leading.

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

During this inspection, we found outstanding, sector-leading practice in how people's wellbeing was supported and enhanced. The service consistently demonstrated a deeply embedded, person-centred culture, resulting in exceptionally positive outcomes for people using the service. We observed relationships between staff and people using the service were genuine, compassionate, and highly valued. People spoke warmly and confidently about the care they receive. One person told us "I feel relaxed around my carers, its an excellent service," while another shared "Nothing is too much trouble, the care is consistent and reliable." These experiences were consistent across all feedback, demonstrating a consistently high standard of care delivery.

Relatives described the service as life-enhancing and transformative. We heard; "They have really saved our life, I can't thank them enough," and "They have given my husband a new lease of life." These powerful accounts illustrate the significant and sustained impact the service had not only on individuals but on families as a whole.

Through our observations during shadowed visits, we witnessed exceptionally high-quality interactions. Staff demonstrated warmth, patience, and kindness, while actively promoting independence, dignity, and choice. Communication was consistently respectful and tailored to individual needs. One person described staff as "like a family member coming in," and another said "I class them as my friends." We found that staff knew people extremely well, reflecting continuity, trust, and meaningful relationships, which are key indicators of sector-leading practice.

We found no concerns in relation to infection prevention and control. Staff applied appropriate measures confidently and consistently, contributing to safe and high-quality care. Staff experiences further reinforced the strength of the service. Staff told us they felt valued, supported, and motivated, with comments such as; "I feel listened to and valued," and "They go over and beyond as a employer." Both new and experienced staff spoke highly of the organisation, highlighting that "the induction and training is one of the best I've had" and "it just feels right, we have a very supportive team." This reflected a strong, positive culture where staff wellbeing was prioritised, directly benefiting outcomes for people using the service. We were particularly impressed by the service's innovative and inclusive approach to recruitment, where people using the service were involved in selecting staff. This ensured that staff values aligned with those they support and promoted meaningful inclusion and empowerment.

A significant strength we identified was the service's commitment to social inclusion and community engagement, which went far beyond traditional care at home provision. The development of initiatives such as weekly social groups, coffee mornings, and community activities provided people with meaningful opportunities to connect, reducing isolation and enhancing wellbeing. One relative told us, "my husband has something to talk about now, he is more excited," clearly demonstrating the transformational impact of these opportunities.

Leadership within the service was strong, visible, and forward-thinking. We saw clear evidence of a culture of continuous improvement, supported by robust governance systems, reflective practice, and effective use of feedback. The implementation of electronic care systems and the development of community partnerships further demonstrated a proactive and innovative approach to improving outcomes. The combination of strong relationships, empowered staff, innovative practice, and effective leadership placed this service at the forefront of the sector.

How well is our care and support planned?

5 - Very Good

The service demonstrated a strong commitment to person-centred care planning and supporting positive outcomes for people using the service, therefore we evaluated this key question as very good.

5.1 Assessment and personal planning reflects people's outcomes and wishes

We reviewed people's care plans and found them to be person-centred, detailed, and accessible through the electronic system. Care plans reflected people's needs, preferences, routines, and outcomes, with clear guidance for staff to support safe and consistent care.

People and relatives spoke positively about the personalised support provided. Comments included:

"My carers always try to accommodate my wishes."

"They know me and my husband very well."

We observed staff knew people well and provided warm, respectful, and compassionate support. We saw positive examples of culturally sensitive care, including staff using Spanish greetings and communication prompts to support one person's wellbeing.

Medication guidance and infection prevention and control measures were generally well documented. Care plans also promoted independence, choice, and meaningful social interaction.

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
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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