Bright Care (Stirling)
Housing Support Service

The Mill
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Telephone: 01786 439 321

Type of inspection:
Unannounced

Completed on:
6 May 2026

Service provided by:
Bright Care at Home Limited

Service provider number:
SP2009010602

Service no:
CS2016347845

About the service

This service was registered in 2016. It provides housing support and care at home to older people in their own homes. Service delivery ranges from two hours a week to 24 hour live-in support.

The provider's mission statement says they are committed to helping the seniors of the community age gracefully in the comfort of their own homes; to assure them dignity, security and social connections that will enhance their lives. They are also committed to assisting families of seniors by helping to relieve the burdens of care so they may enjoy more relaxed and meaningful family time with their loved ones.

At the time of inspection the service was supporting 40 people.

About the inspection

This was an unannounced inspection that took place on 5 May 2026 between 10:00 and 13:30 and on 6 May 2026 between 11:00 and 15:00. One inspector carried out the inspection. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, details of registration and complaints, and information submitted by the service throughout the inspection year.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations, and no new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances; wellbeing; leadership; staffing and planned care/support.

During this inspection, we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing, and rights. We knew this because we:

- spent time with three people using the service
- spoke with five staff and management.
- reviewed survey responses from eight people using the service and eight staff members
- observed practice and daily life
- sampled relevant documents.

Key messages

Legal assurances
We found the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place and a range of policies and procedures that promoted good outcomes for people. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing
People felt safe and well supported because the service had effective adult support and protection measures in place. Staff were trained and confident in their responsibilities, understood their responsibility to protect people from all forms of harm, and referrals were made when appropriate. Infection prevention and control practices were embedded, and staff had received the necessary training.

People's health needs were well supported; people made comments such as "the care is excellent", "I am well cared for" and "I feel safe".

Medication systems were well managed, and staff competence meant people could be as independent as possible when taking their medicines.

People told us they were able to stay connected with those important to them and to keep in touch with the local community where it was appropriate. We observed that people were supported to achieve personalised outcomes in a way that supported their dignity and choice. One person told us, "My carers support me to attend local events", whilst another told us "we can still live a normal life with the support we need".

Leadership
People benefitted from a culture of continuous improvement because there were effective governance and quality assurance processes in place, which included the observation of staff practice. Leaders in the service had a good overview of how the service was running and how people were supported to meet their outcomes. People had the opportunity to contribute to the development of the service through regular newsletters and feedback platforms to identify areas for improvements. This meant that people could be confident that the service was well-managed.

Staffing
People were kept safe because the service had effective recruitment practices in place. There was a clear link between the needs of people using the service and the skills and experience of staff being recruited. As a result, feedback about the staff from people who used the service was very positive.

Staff told us they benefited from an induction and training programme that supported them in their role. People's needs were met because induction and training enabled staff to support the needs and outcomes of people using the service. Staff demonstrated strong knowledge and competency, and the manager had clear oversight of training and development needs. A culture of open communication and regular supervision enabled staff to share ideas, raise concerns, and reflect on their practice. Staff told us they felt valued, supported and happy in their roles.

Regular meetings and good communication meant all staff were well informed of people's needs and care requirements. This supported good outcomes for people as care staff were available and observant to their needs.

Planned care/support
Care Plans were detailed and of very good quality, describing what was important to people and how they could be supported in accordance with their preferences and wishes. People and, where appropriate, their families or those important to them, were fully involved in care planning and regular reviews of their support. Information recorded in the daily notes completed by staff was of very good quality and detailed any changes to people's needs or wishes. This meant that effective communication between staff resulted in 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.

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