

Bright Care (Dundee & Angus) Housing Support Service

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Telephone: 0131 344 4670

Type of inspection:

Unannounced

Completed on:

30 October 2019

Service provided by:

Bright Care at Home Limited

Service provider number:

SP2009010602

Service no:

CS2018366574

About the service

Bright Care, the service provider, is a family run business which provides care and support services to people in different areas of Scotland. This service registered with the Care Inspectorate on 24 January 2019.

It provides a variety of support packages to older people living within the community. The services provided include visits for light housekeeping, companionship, assistance to continue enjoying hobbies and interests, and personal care support. The services also offers sleepover and live-in support.

Staff are carefully chosen to match the needs and interests of the people using the service. The service states that it aims to improve the life of clients and the people who care for them and to empower clients to have confidence and motivation that increases their independence.

What people told us

We spoke with a number of people who received a service from Bright Care and with some family members. Prior to our visit to the service we also got some feedback through questionnaires we had sent out. People viewed the service positively and reported on how happy they were with the staff member who supported them. Communication with the office and the manager was also said to be very good.

Some comments were:

- 'She looks forward to her carer visiting.'
- 'Responsive.'
- 'Friendly.'

Self assessment

We did not ask for a self assessment to be completed this year. During our inspection visit we discussed the service's development and improvement plan with the manager.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

It was clear that people were very well supported by this service. It was an enabling service that focussed on people's wishes and preferences. People felt fully listened to and respected. They had confidence in the service and the staff members (Bright carers).

People got to know their Bright carers and vice versa. Through building up relationships and having conversations they were able to tailor the support to just what they wanted. The service always sought to be flexible and responsive in meeting a person's needs and wishes.

People's independence, abilities, expertise and knowledge were fully appreciated and respected. The service put a lot of thought and consideration into what it learnt and continued to learn about what was most important to a person and what suited a person best.

People confirmed they enjoyed their support. It helped them keep up interests and hobbies, keep well and comfortable and generally get the most from their day. The service took account of other commitments and interests a person had and looked to fit in with these in the most helpful way.

When people had a goal or some target they wanted to achieve the service looked to see how they could be of assistance and it had a positive, can do approach to these matters. We could see Bright Carers created a relaxed, friendly and upbeat atmosphere.

People's health needs were fully known about and any concerns or other risk arising for a person were responded to in a professional and capable way. Communication with people, with family, within the service and with external agencies was excellent. This supported people to stay as safe, well and as happy as they could be.

The service and staff recorded care and support matters very well. Meetings (reviews) to check all was going well took place regularly and support plans and someone's care information were kept up to date. This also helped someone in keeping well, safe and happy.

Even the very best services need to keep an eye on how they will continue to improve and develop as a service. There were a couple of points discussed with the manager to do with how well some of the support documents captured people's goals and outcomes and how steps towards achieving these can be recorded. Care planning like this is important as it helps people's goals and outcomes stay on track and we thought this area could be developed more. Also we discussed that, at times, more detail in people's care and support plans could help explain to staff just how someone may be best supported. This will help staff to continue to develop their understanding of what best supports a person's wellbeing and wishes.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Bright Carers came across as having a very good understanding of their role. People reported that were friendly, relaxed, fun and professional. That they had an excellent manner, that put people at their ease.

Bright Care recognised the central importance of their staff. They put a lot of time into their recruitment and made sure that applicants were aware of Bright Care's values.

Recruitment and training at this service ensured that staff got a full introduction to the service and to care. Appropriate checks were undertaken and the training and shadowing for new staff meant people were introduced to new staff before being supported by them and new staff gained the knowledge and support to be able to assist people very well.

People had confidence in their Bright Carers. Staff members knew the importance of building up relationships and getting to know the individuals they supported. They had the personal qualities that enabled them to do this such as a caring, warm and friendly manner. They also understood their professional responsibilities such as promoting choice and independence for a person, respecting a person's wishes and their confidentiality.

At Bright Care, staff had ongoing opportunities to develop their abilities, skills and knowledge. This enabled them to support people even better. Staff felt very well supported by the manager and communication within the service was excellent. The manager supported staff to reflect on care matters and any concerns they may have. This also developed staff's understanding and knowledge of care and support.

We saw some very good examples of staff sharing in people's interests and learning from those they supported. Staff also used their initiative and if they saw a small or a big thing they could do that would make a positive difference to a person they would look to do it. Using initiative like this could brighten up someone's day or see them developing a new interest or address a health concern.

The service should continue to develop its ability to support staff, ensuring they have the knowledge and skills that could support each individual and encourage staff's input and insight into care and support matters. Staff should continue to develop their general knowledge of options and ways for supporting a person's wellbeing and health as well as specific knowledge for the person they support.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The manager was very approachable and always made herself available for people, families and staff. Communication was key in this manager's approach. This service was very well led and strong, caring values informed decisions and any advice about support practice.

The manager had a variety of ways to keep an overview of the service's provision and staff's practice. She was regularly in touch with people supported, family members and staff. This enabled her to keep up with how people were getting on and any questions or queries they might have. People had confidence and trust in the service to listen to them and support them well.

Other monitoring and audits took place which helped make sure practice and support recording was of a high quality, met Bright Care standards and most importantly was assisting the meeting of people's wishes and needs.

For day to day and week to week matters, such as annual leave of a person's usual staff member or absence of manager, the service normally anticipated events and put suitable alternative arrangements in place that meant people continued to get support that they were very happy with. The service was well organised and ran smoothly.

The management at Bright Care both at this service's level and at the larger organisational level continued to examine what it did well, explore what it could improve in and generally keep up to date with new developments and best practice in health and social care.

The service had a development plan in place and this was one way it aimed to keep moving forward and improving its care and support. We saw that the new health and social care standards, which promote caring and compassionate values in care and support, were informing the service's development.

Staff members' value and importance to providing quality support was appreciated. There were opportunities to contribute their knowledge and insights to how the service was providing support and how it could develop.

We thought more consideration could be given as to how people's views are gained, what could work in that respect, and how people's collective views could inform the service going forward.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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