

## Bright Care (Glasgow) Housing Support Service

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Glasgow  
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**Type of inspection:**

Unannounced

**Completed on:**

28 August 2019

**Service provided by:**

Bright Care at Home Limited

**Service provider number:**

SP2009010602

**Service no:**

CS2015338280

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

The service registered with the Care Inspectorate on 02 November 2016.

Bright Care (Glasgow) provides a combined Care at Home and Housing Support service to older people living in their own homes. Service delivery ranges from a minimum of two hours to overnight care. People can also access live-in support packages. The company office is located in Festival Park, Glasgow.

The service's aims and objectives state:

"Bright Care aim to: improve the lives of clients and the people who care for them, empower clients to have confidence and motivation that increases independence, ensure the welfare and safety of all clients, provide a quality in-home care service to older people in their own home, ensure the wellbeing of clients by responding effectively to emergencies, measure our performance and continuously improve and enhance the quality of our service."

At the time of the inspection, 44 people were using the service.

## What people told us

Prior to visiting the service, we sent 32 Care Inspectorate questionnaires to people using the service and their relatives, 20 of which were returned completed. During the inspection we spoke with three people using the service and four relatives. Some of the comments we received included:

"Excellent as far as we're concerned."

"They seem to care about what they're doing."

"It all goes so smoothly."

"Bright Care afford us the flexibility we wanted."

"The standard of care is excellent."

"We've been very impressed with Bright Care."

"Service is first class."

"The staff are very professional yet friendly towards the client. The service is well organised and takes care to match staff with clients. The office staff keep the clients well informed of any changes to routine."

"[staff member] has provided an excellent service from day 1, taking a personal interest in mum."

"The lead-up to service provision has been excellent, and so far the care given has been personalised, appropriate and very professional."

## Self assessment

The service was not asked to complete a self-assessment in advance of the inspection.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

## What the service does well

People continued to experience excellent care and support that promoted their independence and improved their wellbeing. Excellent communication fostered people's sense of an approachable, responsive service that prioritised their needs and worked in partnership with them. Comments we received included:

"Staff take time to liaise and communicate with us."

"It's all very much about keeping in touch."

"Communication between myself and Bright Care is good, they are only a phone call away and respond to my dad's changing needs immediately and sensitively."

"They work very much in tandem with us."

People felt valued and respected by the caring, enthusiastic and motivated staff who supported them. Staff were held in high regard and people praised their compassion and commitment. Comments about staff included:

"The quality of the carers is excellent."

"The next best thing to having a family member there."

"Bright Care has looked after my Mother for several years and provides kind, capable and honest people for her, they have always been reliable and extremely helpful."

"They're like family now."

Excellent care planning was person-led and people's experiences shaped their care. This ensured people's preferences, needs, and wishes were identified, and their support was right for them. One relative told us:

"They're really keen to find out what's important to my mum."

Another stated: "Mum has a very detailed care plan which has been updated regularly to reflect her changing needs."

People were supported to get the most out of life by engaging in activities that mattered to them. One person conveyed how staff supported their relative's desire to continue cooking homemade soup and meals. They told us of the benefits this brought for their nutrition, general wellbeing and in maintaining their independence. Staff also recognised the benefits that retaining natural support networks brought for people's mental and physical wellbeing. A community group we met explained how collaborative working with the service enabled this. Supporting people to access local social events provided opportunities to connect with others and promoted friendships.

Excellent recruitment processes demonstrated the service's continued focus on 'relationship-building.' Group interviews and discussions explored staffs' experience, attributes, interests and values, and contributed to appropriate matching. Consistently positive feedback demonstrated how beneficial this approach was and the difference it made to people's lives.

One relative commented: "I have been very impressed by the care they take in trying to match the key carer to the client. This has been very successful in my relative's case, making the need for care so much easier for my relative to accept." Another person stated: "I have been impressed with the fact that Bright Care put particular emphasis on finding carers compatible with mum's interests and comfortable in helping her meet her spiritual needs."

A culture of improvement and learning was evident, and staff training and development was a service strength. Training was tailored to people's individual needs. For example, we saw where staff undertook palliative care training to provide better quality end-of-life care for someone. A relative told us: "My mother has dementia and I am very impressed with the level of skills that her carers have. They are always patient and encouraging and support her well. I know that Bright Care has a considerable focus on ensuring staff are dementia trained and this is very evident in their interactions."

Staff competency was regularly assessed and people's views on staff performance were sought during practice observations. Involving people in appraising staff ensured their rights were promoted and upheld. Regular supervision and team meetings provided opportunities for staff to reflect on their practice and ongoing promotion of the Health & Social Care Standards instilled strong values and encouraged staff learning. This assisted them to develop their knowledge and expertise, ensuring people were supported by capable, skilled staff.

## What the service could do better

We discussed how people could be better involved in staff recruitment, particularly where 'live-in' care was provided. This would further promote people's rights by assisting them to have greater control over how their care and support was delivered. The manager acknowledged this and told us the service was looking at how they could take this forward in a meaningful way.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

**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.

**Inspection and grading history**

Date	Type	Gradings								
3 Dec 2018	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
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