

Bright Care (Borders) Housing Support Service

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Type of inspection:
Unannounced

Completed on:
6 November 2024

Service provided by:
Bright Care at Home Limited

Service provider number:
SP2009010602

Service no:
CS2017359302

About the service

Bright Care (Borders) provides a housing support service and care at home service to older people and adults with physical disabilities living in their own homes.

The service provided includes visits for light housekeeping, companionship, assistance to continue enjoying hobbies and interests, and personal care support. They also offer sleepover and live-in support.

At the time of our inspection there were thirty seven people using this service.

About the inspection

This was an unannounced inspection which took place on 4 November 2024. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered since the last inspection.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. 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 assurance, wellbeing, leadership, staffing, and planned care and support.

We confirmed that the service continued to provide a very good level of care and support. We know this because on this inspection we:

- Spoke with people using the service and their families/friends
- Talked with members of staff and the management teams
- Observed staff practice and daily life
- Reviewed a range of documents
- Received feedback from questionnaires sent out.

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

Staff supported people with warmth, kindness and respect. People were supported by staff they liked, trusted and had confidence in their abilities. One person receiving care told us, "I find the service very good, very helpful; they do all sorts of things for me. They are very versatile."

Staff showed a good knowledge of each person they supported, and as a result had meaningful interactions with them. Staff identified changing health needs and recognised when to seek advice from healthcare professionals. People experiencing care felt staff respected them and their homes, supporting their independence, privacy and right to choose how they live. The staffs awareness of their role and their responsiveness meant that people's care and support could be adapted to their changing needs.

The organisation offers many ways which are innovative and changeable to people's needs. This includes overnight care for people who require a higher level of support to those requiring a befriending or more bespoke support package.

To ensure the management team had a good oversight of staff cover, each staff member was given a weekly rota, this made sure people experiencing care had visits that were consistent and scheduled to the needs of each person.

This meant people knew when staff would attend to provide care and support. Staff logged in and out on each visit and audits carried out to ensure appropriate time was spent on visits.

Where support was needed, medication was administered as prescribed by staff who had received training and felt competent and knowledgeable about administering medication. Those who managed their own medication, staff promoted this to allow people experiencing care to remain as independent as possible. The manager carried out audits as well as observations of practice to ensure staff remained competent. This provided confidence that staff were trained and competent to undertake the administration of medication.

People felt confident in their care because they knew who was coming to provide their care and support. Staff knew how best to communicate any changes. Visits were unhurried and not task orientated. Independence and choice was promoted. People were enabled to make informed health and lifestyle choices that contributed to their physical and mental health.

Staff were not rushed and had time to spend with those they supported enjoying activities or going out to use local community facilities.

Leadership

The service was led and managed well, the manager effectively assessed how well all aspects of the service were performing and an improvement plan was in place. Feedback from people receiving support, their families and staff was used to continuously make improvements to the service. People could be assured they were listened to and any concerns acted on effectively.

There were comprehensive quality assurance systems in place. Audits took place across a range of different areas within the service. This included medication, moving and handling, infection prevention and control, support plans and daily notes. Regular observations of practice took place which was then linked into staff supervisions. The manager carried out regular reviews with the people receiving support to evaluate how things were going and make any adjustments or improvements to ensure outcomes were met.

People could be assured that there were systems in place to monitor standards within the service and management were committed to audit and self-evaluation processes to continue to improve the service.

Feedback from the staff was very positive stating they felt very supported and an out of hours system ensured they always could seek advice if required.

Staffing

People could be confident that staff had been recruited safely and the recruitment process reflected the principles of "safer recruitment, through better recruitment."

Supervisions were taking place and observations of practice were linked into the supervisions. A tracker was used by the manager to ensure all supervisions were planned and taking place.

A robust induction took place for all newly recruited staff over four days offering both online and face to face training. Feedback from the staff was very good regarding the induction. Following the induction new staff were introduced to people receiving support and spent time on shadow shifts so they could get to know them and their preferred care and support needs.

Staff told us the management team were supportive and approachable; they felt listened to and valued. Team morale was high and good communication and collaboration between the team was evident. This meant people could have confidence staff were trained, skilled and followed their professional and organisational code.

Planned care and support

All support plans sampled provided staff clear direction about how to deliver each person's care and support. The sample of care documentation viewed provided a good overview of what was important to them, their choices, wishes and preferences. This ensures the care and support delivered to people were person centred and meaningful to them.

Risks were assessed, giving staff guidance on how to keep people safe.

Care reviews were regularly taken place by the manager. People benefited from personal plans which were regularly reviewed, evaluated, and updated, and took account of good practice and their own individual preferences and wishes.

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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