

Bright Care (Glasgow) Housing Support Service

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Type of inspection:
Unannounced

Completed on:
23 April 2025

Service provided by:
Bright Care at Home Limited

Service provider number:
SP2009010602

Service no:
CS2015338280

About the service

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 service's aims and objectives state:

'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';

'To provide a quality in-home care service to older people in their own home, ensure the wellbeing of clients by responding effectively to emergencies';

'To improve our performance by measuring and continuously enhancing the quality of our service'.

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

At the time of the inspection, 33 people were using the service.

About the inspection

This was an unannounced inspection which took place on 22 April 2025 and 23 April 2025. 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 six people using the service or their family representatives
- spoke with three staff and management
- reviewed documents including personal plans, team meeting minutes, quality assurance audits and staff support recordings.

Prior to and during the inspection we also distributed feedback questionnaires. We received three from people using the service, 11 from family members and 12 from staff.

Key messages

People experienced high quality person led support in their own homes.

The service promoted people's independence and their participation in the community.

Families were fully involved in the planning and review of people's support.

Robust matching process ensured people were supported by the right care team.

Staff felt valued and well supported.

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?	5 - Very Good
How good is our staff team?	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?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

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

People's health and wellbeing should benefit from their care and support. Regular scheduled or live in support was delivered by compassionate and professional dedicated care teams. This offered people consistency of care.

People received support according to their needs and preferences. This included support with personal care, housework, shopping, attending appointments as well as social and emotional support. This helped people to continue to live comfortably and independently in their own home. One family member commented "I can't speak highly enough about Brightcare... if it wasn't for them dad would be in a care home."

Assessment and review processes ensured support remained relevant to people's changing needs. A flexible approach to support ensured people got the right care at the right time. This included additional visits, adjusting support times and a responsive approach to facilitate discharge home from hospital. We saw evidence of changes being made with an individual's care team in response to their preference around meals and nutrition. This ensured support was person led, of meaning to people and improved self-esteem.

Personal plans direct staff to best meet people's identified needs and preferences. Plans were regularly reviewed by senior staff with full family involvement where appropriate. Families confirmed that they worked in partnership with the service and effective communication helped to ensure their loved ones lived their best lives.

One family member, who lives a distance away, shared, "they do a report after every visit and on a daily basis I can see what's happened. Covers what they've done, mood, eating, find it very reassuring."

An electronic planning system was being embedded. The service had identified ways it could be improved to enhance recording and evaluation of people's identified goals and outcomes. This had been shared with the wider organisation.

Staff responded to changes in people's health care needs. Robust communication with families ensured people accessed external health professionals as appropriate. This helped to keep people well. Some people required support with their medication routines and appropriate risk assessments were in place to promote safety. Medication records and care notes were audited by senior staff to ensure good practice in this area. Plans were in place to develop audits to strengthen consistency.

The service offered opportunities for people to come together at social events within the office space and to places of interest such as the seaside and planned trip to safari park. This promoted wellbeing and helped people feel valued and less isolated.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Quality Indicator 3.3 Staffing arrangements are right and staff work well together

Staffing arrangements were determined by a process of continuous assessment. People accessing the service were matched with the right carers with the key priorities being compatibility and continuity. Whilst this could be time consuming feedback was positive, and people felt included in staffing arrangements.

There were a lot of favourable comments about the staff, highlighting their positivity and about the assistance they provided. This meant people received support that was right for them, and their wishes and preferences were known and followed.

The service had a stable staff team and robust contingency plans to cover unexpected staff absences. This level of consistency helped people accept support and feel comfortable with carers being in their homes. It also gave families peace of mind. We heard that it allowed "families to become families" again.

Feedback from staff themselves was positive. They felt valued and well supported by senior staff.

Team meetings and social events provided opportunities to come together and share ideas, concerns and alleviate any feelings of working in isolation. The gathering of views and suggestions was evident through regular staff questionnaires and the organisational 'happiness scale'. This ensured staff felt listened to and valued and supported retention of staff.

Staff are entitled to regular scheduled and meaningful formal opportunities to discuss their own learning and development needs and reflect upon their practice. Senior staff regularly monitored practice through direct observations and staff were involved in discussions about further training that may be of benefit. The management team agreed to strengthen how this was recorded to ensure it reflected the full extent of support received by staff.

Staff accessed training and learning opportunities initially through an induction programme. This took account of a range of mandatory areas required to equip people to do the job.

There was a positive learning culture. Staff confirmed their learning and development needs were supported. Management had good oversight of the organisational training Academy which facilitated options for staff to gain and refresh knowledge. This ensured staff had the right skills and knowledge to meet the needs of the people supported.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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