

Bliss Care Solutions Ltd Housing Support Service

Bliss Care Solutions
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Type of inspection:
Unannounced

Completed on:
9 May 2025

Service provided by:
Bliss Care Solutions Ltd

Service provider number:
SP2019013403

Service no:
CS2019377663

About the service

Bliss Care Solutions Ltd, provide Care at Home and Housing Support services to older people and adults with learning disabilities, supporting them with their daily tasks, assisting them to resume or continue to live independently at home and in the community or place of their choice.

The Provider lists key aims and objectives as follows:

- To support service users to continue to live independent as possible in the comfort of their homes, rather than in hospitals or long term care homes.
- To provide high quality level of Person Centred care to all clients based on, compassion, dignity and trust.
- To exceed set standards and achieve high levels of consumer satisfaction and care.
- To provide excellent and ethical management practices in our services, by building open, respectful, trustworthy and honest relationships with our service users, their families and other stakeholders within the field.
- To offer all staff high quality training on an on-going basis, ensuring they reach and achieve their personal development goals thus achieving staff satisfaction, retention and growth in their capacity to provide quality care.
- To promote the independence and quality of life of service users through the provision of a professional, reliable and consistent care service.
- To ensure that the service is delivered flexibly according to the needs and wishes of the client.
- To ensure that all service users receive written information on the organisation's procedure for handling complaints, comments and compliments, and how to use them.
- Respecting each individual's right to independence, privacy, dignity, fulfilment, and their right to make informed choices based on risk assessments.
- To match the nominated carer / support worker as closely as possible with the service user and to respect the need to change the carer / support worker in the event of subsequent incompatibility.

About the inspection

This was an unannounced inspection which took place between 1/5/25 and 6/5/25 . 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 information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we spoke with eight people using the service and five of their family representatives. We also spoke with nine staff and management , observed staff practice and reviewed a wide range of documentation. We also spoke with three involved professionals.

Key messages

Staff were well trained in areas relevant to the work they undertook.

People who experienced care, and their family members, consistently expressed satisfaction with the quality of the care provided.

Management were viewed as accessible and responsive.

There was a good level of staff retention in the service. This helped the delivery of consistent care and the building of good relations between staff and they people support.

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
How well is our care and support planned?	4 - 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 evaluated the service's performance in this key question as very good. Positive findings significantly outweighed areas for development.

People who experienced care told us staff were always polite and respectful, advising that support was provided with appropriate warmth, kindness and compassion. These approaches to care delivery helped build positive relationships with staff and enabled people to get the most from their support.

Care was consistently described as being provided at a pace which suited people's needs and abilities. People told us staff promoted their independence and encouraged them to maintain their skills of everyday living. We heard "they are always patient, I never feel rushed, and they encourage me to do what I can myself, that's really important for me".

Family representatives spoke encouragingly about the service. We heard very good feedback around the quality of care provided, "they have worked hard to build good relations with XXXX. Staff are kind and communicate effectively. This has helped us build trust and confidence in Bliss Care".

It was clear there was meaningful focus on partnership working between people experiencing care, family members and Bliss Care staff. This helped ensure care was person-led and supported positive well-being outcomes.

The service understood when people's changing needs required additional aids or equipment. Management were pro-active at making referrals to external professionals from Health and Social Care and other health and community-based agencies. These responsive approaches helped Bliss Care deliver effective well-being outcomes for people.

People, and their family representatives, told us that staff were diligent in their use of Personal Protective Equipment (PPE) and observed good Infection Prevention and Control (IPC) practice. We noted an appropriate emphasis on IPC whilst observing staff during home visits. This diligence helped maintain very good health and well-being outcomes for people.

Medication administration was effective, with people being supported to take their medication as per prescriber's instruction. The service should develop their recording of topical medication administration. We highlighted this to management during inspection, receiving an undertaking that this aspect of medication administration recording will be improved.

How good is our staff team?

5 - Very Good

We assessed the performance of the service as very good. Important strengths in the way the service performed significantly outweighed areas for development.

Staff recruitment followed national best practice guidance for services in social care settings. This meant people who work at Bliss Care Solutions were suitably vetted for working with people who experience care.

Staff had a thorough induction, undertaking a wide range of training relevant to the work they undertook. New workers always shadowed experienced staff, learning by observation and peer guidance during the

initial weeks of their employment. This helped them develop their practice and positive relationships with the people they supported.

Management routinely undertook observations of staff practice. Observations were wide ranging and covered all key aspects of practice. This helped ensure workers were delivering care to a very good standard.

Staff were registered with the SSSC. Management had oversight of who was registered

We considered staff training during inspection, sampling from individual staff learning accounts. Analysis of the training records showed staff had undertaken a range of learning appropriate to their roles and responsibilities. This focus on training helped ensure staff had the skills required to facilitate high quality care.

Staff informed us they enjoyed their work, feeling valued by their management and by people they supported. We noted good levels of staff retention in the service. This helped the provision of consistent care and indicated that staff were committed to the service.

All staff we spoke with identified values based approaches to their work. There was a good awareness of the service's aims and objectives, as well as core principles found in the Health and Social Care Standards.

How well is our care and support planned?

4 - Good

We assessed the performance of the service as good. There were significant strengths in the way the service performed, with some areas for improvement.

People told us they were closely involved in planning their support, from initial assessment and throughout on-going care delivery. Personal plans reflected this, with good detail and personalised information around people's background, their routines, self-care abilities, choices and preferences.

The quality of documentation and the detailed information around people's preferences helped ensure support was personalised.

Personal plans were dynamic and updated as people's presentation and needs changed. Risk assessments were regularly reviewed. Some personal plans needed more detailed risk evaluations, or a clearer description of how identified issues were addressed.

People participated in six monthly reviews. The reviews would be enhanced by placing a greater focus on documenting the outcomes arising from care and a more evaluative focus on appraising the service provided.

We made an area for improvement which addresses improvement around risk assessment and service review.

Areas for improvement

1. Risk assessments should address all identified concerns and detail how they are managed during care delivery.

Service reviews should have a greater evaluative focus, with detailed discussion of support outcomes and the way the service impacts on positive well being.

Health and Social Care Standards-My Support-My Life:

-1.15 My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

-1.24 Any treatment or intervention that I experience is safe and effective.

-2.17 I am fully involved in developing and reviewing my personal plan, which is always available to me.

-4.14 My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

1. Personal plans and risk assessment documentation should clearly reflect assessed levels of support provided, indicating the individuals capacity to safely manage medication and outlining staff's role in medication administration.

Health and Social Care Standards-My Support-My Life:

1.15- My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

2.23 If I need help with medication, I am able to have as much control as possible.

4.11 I experience high quality care and support based on relevant evidence, guidance and best practice

This area for improvement was made on 12 May 2023.

Action taken since then

Case note recordings clearly indicated support provided. Aspects of personal planning documentation needed development. We made an area for improvement at this inspection around risk assessment, personal planning and service review.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	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
3.1 Staff have been recruited well	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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