

Blissful Homecare Ltd t/a Percurra East Dunbartonshire Support Service

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Type of inspection:
Unannounced

Completed on:
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Service provided by:
Blissful Homecare Ltd

Service provider number:
SP2023000225

Service no:
CS2023000343

About the service

Blissful Homecare Ltd t/a Percurra East Dunbartonshire provide care at home and support to adults in the comfort of their own home. Their aim is to support people to live as independently as possible in their own home and receive care that meets their needs. People using the service will be supported to feel physically and emotionally safe in their own homes and in their community. They strive to support people to live their lives their way.

About the inspection

This was a full unannounced inspection which took place on 16, 17, 18 and 22 April 2025. 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 one person who was the only person experiencing care in the service
- spoke with three staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- The person received a very person-centred service.
- The owner and manager knew the service very well and offered direct support when needed.
- Staff worked very well together and communication was thorough.
- Care plans were good; however, needed some improvements.
- Leadership was very good and a new manager had newly started.

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 leadership?	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 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.

At this inspection, there was one person experiencing care using the service. Although several people had been supported in the previous months. They felt very well supported by their staff team and had built trusting relationships. The manager and the staff were highly knowledgeable about the person's wishes, needs, and outcomes.

People's experiences were regularly monitored and measured to ensure they were happy and receiving the service they wished. If the manager found that people were not satisfied with any aspect of their care, the manager responded to this very quickly. This meant people could feel confident that their views were listened to and valued.

People's health care needs, such as eye care, hearing, and oral health, was documented and monitored. If staff picked up that the person was experiencing difficulty with any of these areas, they would contact relatives or other professionals if necessary. As a result, people could feel secure in the knowledge that their health care needs were supported.

People felt able to approach the manager if they were unhappy and felt confident to complain if necessary. The manager and staff were significantly knowledgeable about the service and the people being supported. This meant people received the right care according to their care plan.

Any improvements suggested to the manager throughout the inspection process and at feedback were taken on board and agreed.

We heard from a person that they would like to get out to walk more; however, the hours that they received could not incorporate this into their support. However, the manager advised that they would look into this and discuss with relatives and the Health and Social Care Partnership if appropriate.

How good is our leadership?

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.

A development plan was in place to monitor and measure the improvements the service needed to make. This covered all aspects of service delivery.

Quality assurance was carried out in various ways to capture and assess staff performance and record keeping. Some examples of this were spot checks carried out by the manager who turned up unannounced at the service. Staff practice was observed and the way they engaged with people. Staff recordings were read to ensure correct information was being communicated and written respectfully. This meant people could be assured that their service was being continually monitored for improvement.

Nutrition, medication, and accident and incident audits were completed, which demonstrated that people

received significantly good support in these areas. As a result, the monitoring of people's health and wellbeing outcomes were very good.

People's views are sought by the manager who meets face to face to discuss the service. This happens on a regular basis so there is early intervention if there are any issues. Therefore, people do not need to feel concerned without having these resolved quickly.

Development and progress of this area will continue once more people receive a service. However, the owner has been very much involved with the service and the people they were supporting. This responsibility will also be shared by the new manager going forward.

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.

At the time of inspection, there were two support staff, the owner/manager and the new manager who just started in their role. This will be a complement to the service with added expertise for people and staff.

The support staff understood their roles and responsibilities and what was expected of them while supporting people. Staff were very experienced in care and had the right and appropriate training to carry out their role. As a result, people received the right kind of support at the right time.

The staff and the manager worked closely together to ensure all shifts were covered to meet the people's outcomes. The staff communicated very effectively with each other to ensure great continuity of care and effective passing of information.

We saw evidence of how staffing arrangements were changed to accommodate the person's preferences and changing needs. The manager was highly creative with moving the support hours if they assessed the person needed extra support for their health and wellbeing.

How well is our care and support planned?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

Care plans were in place and set out the needs and outcomes people hoped to achieve. These were created and updated with the involvement of the person and their relatives. This ensured people were empowered and had control over the outcomes they wished to achieve.

Care plans offered extremely good descriptions of who the person was and their wishes, needs and outcomes. Health conditions were recorded so staff were aware of how this impacted on the person and how they needed to support them. The person's likes and dislikes were documented; however, some information had not been updated to reflect the staff's new findings. This could lead to misunderstandings and concern from the person.

Risk assessments were in place; however, these could be clearer in what the risk is and how the staff

support to minimise the identified risk. We gave examples to the managers who advised they would add this information immediately.

People's various support needs such as washing, showering, dressing, oral health, and continence care were recorded. However, this area needed further information to guide staff in detail of how to support the person. Staff were so familiar with people's routines that they had not recorded the step-by-step support needed (see area for improvement 1).

Care plan reviews took place regularly to assess how people were meeting their outcomes. People and their relatives were involved in this process. Health and wellbeing needs were discussed, such as hearing and mobility issues, as well as what the person's views were in this area of support. This maintained people's independence and control over how their outcomes would be met.

Areas for improvement

1. Staff should ensure that care plans are detailed and demonstrate a step-by-step instruction of how to support people with specific aspects of their support for consistency of staff practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'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' (HSCS 1.15).

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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
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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