

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Bluebell Care at Home LTD	
The provider was registered on:	20/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bluebell Care at Home Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	20/11/2018
	Responsible Individual(s)	Victoria Buckley
	Manager(s)	Julie Macintyre
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We offer both online training and classroom training for all staff. Each member of staff undertakes mandatory training at the start of employment and then they are kept up to date through refresher training. We actively promote all training and encourage our team to develop themselves within the Care Sector. Training is identified through Supervision and our Training Matrix and we ensure there is enough money within our yearly budget to support both Mandatory and Non-Mandatory Training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	In the last year we have began outsourcing our job advertising to Indeed, through the website we have generated a lot of interest and from it employed 2 members of staff. Our recruitment drive continues and we frequently use Social Media as a means to promote new job opportunities. Our retention has remained high overall, we promote personal growth within the business and support staff through training and being given a fair wage - as far as the Sector will allow.

Service Profile

Service Details

Name of Service	Bluebell Care at Home Ltd
Telephone Number	01352218130
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	15
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.13
The maximum hourly rate payable during the last financial year?	22

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Prior to any care being provided an introductory meeting is set up with the Service user. During this meeting information is passed to the Service User on Bluebell Care at Home, this documentation includes the Service User Guide and meet the team documentation. Following the care package commencing the Service User is then sent a quality assurance questionnaire each year. We promote and encourage an 'open door' policy of communication and the Responsible Individual and Manager are always available for the Service User and their families.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Prior to commencing services with ourselves either the Manager or Responsible Individual will carry out a home visit and initial assessment. During this assessment the Service User's views and care requirements are taken into account in order to ensure that the care planning is person centred and tailored to their specific needs/ requirements for care. All staff are adequately trained and any identified training needed is provided prior to commencing the package ensuring that the needs of the Service User are safely met. During the initial assessments carers/ advocates or family are actively encouraged to utilise our open door policy regarding complaints, compliments, concerns, changes to care planning or general queries. We actively review all care planning documentation on a three monthly basis this allows for a proactive approach when updating any changes to the care being provided. Both the Responsible Individual and the Manager carry out care calls and are responsive to the changing needs of the Service User and allowing for open, transparent and consistent communication. Through our annual quality assurance Service Users are able to anonymously contribute their view on the Service Provision including any suggested improvements.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Bluebell Care at Home support a reablement approach when providing care to our Service Users. We promote and encourage independence to maintain health and wellbeing. Where able we support and encourage individuals to be as independent as possible, this could include supporting to arrange appointments, connect and re-connect with family and friends and to take control over everyday life. When required we will look to involving external agencies to promote our Service Users' overall wellbeing this could include GP's for referrals, Speech and Language or local charities which provide befriending services and respite for the Service Users' Carers. We have developed good working relationships with the local GP Practices and District Nursing Teams thus allowing for open and easy communication. People who use our service are involved with their own care ensuring that their optimum level of wellbeing is always maintained. At Bluebell Care at Home our feedback from Service Users', and their families are always positive, feedback is gained through communication both verbal and in writing from daily communication, talks with service users and family members and during RI visits. Feedback from family members is that they feel comfortable with the Carers looking after their loved ones and know if there are any concerns, they are told about them straight away. We are able to provide a consistent service due to our high staff retention rates. All Care staff are trained and maintain their skills by undertaking refresher training. We encourage staff to engage in training that is not mandatory to their everyday role to increase and develop their skill set ensuring that the highest standard of care is being provided by highly trained, competent, skilled professionals.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Bluebell Care at Home takes great care in the recruitment of staff, carries out all possible checks on recruits to ensure that they are of a high standard, all our Care Staff are registered with Social Care Wales, this includes the Responsible Individual. Bluebell Care at Home ensures that new employees are checked through the Disclosure and Barring Service (DBS), all employees are encouraged to join the update service and Bluebell Care at Home ensure that Enhanced DBS update checks are made at least yearly. For those who do not join the update a new Enhanced DBS check is applied for 3 years. We have a robust Safeguarding Policy in place. This policy is available to staff and individuals we support - we also provide documentation including information on Safeguarding and who to contact if concerned in the Service Users' information pack, this is given at the beginning of the package. Within this pack Service Users' are also made aware of what is acceptable behaviour and communication with staff. Bluebell Care at Home policies follow as detailed the North Wales Safeguarding Procedures and ensure that all our staff have the appropriate training to recognise and report concerns around safeguarding. This training is conducted either via classroom training or online. We encourage all staff to report any concerns that they have with the individual that we support to the Management team immediately.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 9

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	10
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	1
Manual Handling	3
Safeguarding	2
Dementia	1
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DoLs Catheter Care Risk Assessment Medication Administration Level 3 Dysphagia Mental Capacity Act
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	3
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	3
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	2
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Control First Aid Fire Safety Medication Dysphagia Palliative Care Oral Care
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	6
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	2

Other types of staff	
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Does your service structure include any additional role types other than those already listed?	No
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