



Inspection Report on

Bluebird Care

**Bluebird Care
Riverside House
Brymau Three Trading Estate River Lane
Chester
CH4 8RQ**

Date Inspection Completed

15/11/2023

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About Bluebird Care

Type of care provided	Domiciliary Support Service
Registered Provider	When the Flag Drops Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	12 March 2020
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

The service provides effective care and support to people living in their own homes. Care plans are comprehensive and kept accurate through regular reviewing. People describe the service as exceptional and express great satisfaction about the quality of care and the flexibility of the service. Some have gained more independence since receiving a service focussed on maintaining and re-enabling people's skills.

Care staff are safely recruited and trained in subjects important to maintain safe working practices. They are knowledgeable in their field and people are very happy with their professionalism and compassionate approach to their work. Staff enjoy working for Bluebird Care and feel valued by the management team.

The provider has excellent oversight of the service; the responsible individual is in the office most days and works closely with the manager. They routinely audit all aspects of the service. They know what is working well and where changes might enhance the service.

Well-being

People have choice and control over their day-to-day life. Their views are important to the service as people are at the centre of their care plan. Plans are drawn up in a face-to-face meeting with people and their carers prior to service commencing. They tell the service what they want and how they want the support to be delivered. It is clear in plans what outcomes people want to achieve and the actions necessary to help them reach their goals. The views of people and their carers are continually sought through frequent reviews, so the provider can be certain people are receiving exactly the care they need and prefer. Changes are made promptly and most of the time immediately should anyone want to change the way their care is delivered.

Care plans consider how people can be supported to be healthy and happy and to enhance their independence. Feedback about the effectiveness of the service describe it as '*exemplary*', '*professional*' and '*proactive*'. People have been supported towards independence by knowledgeable care staff, their care plan focussing on re-enabling the person. Care staff are familiar with the people they support and are able to help them use their strengths and skills and think of ways to overcome obstacles, such as suggesting different kitchen tools or alternative methods of carrying out tasks.

Everyone receiving a service from Bluebird Care can be reassured by the service provider's safeguarding policies, which people are able to see for themselves. Written information provided to people on commencement of the service along with the service's digital app, informs people of how to contact management any time day or night should they have any concerns. Safeguarding training is mandatory for all staff and every care staff member has opportunity to meet with management at any time.

Maintaining family relationships is important to people using the service and the agency respects this. Family members are involved in the care delivery to the extent they prefer, their views are sought and listened to. The person's carer is able to enjoy their own time doing what they what to do while care staff take responsibility for the person's care; they can log on to the service's app from their own phone to check progress.

Care and Support

People and their families are involved in quarterly reviews of their care and support plans. We saw these plans are dynamic, always changing as care needs alter. People told us the manager regularly contacts them to check the care is still effective. People also told us they can change specifics around their care at any time, staff are responsive and pre-empt care needs; they are helpful, kind, and flexible.

Person centred plans focus on how outcomes will be met; they provide a clear picture of the individual, their interests, hobbies and what is important to them. Highly effective, reenabling support has improved some people's independence skills to the point they are confident of a future where they will no longer need support. Someone told us how other agencies had not delivered the same excellent quality of care to them in the past. Three people told us how they have also improved. They describe the staff as *'excellent; so friendly and compassionate'*. Another praised the way staff deliver care with full regard to their privacy and dignity. A professional told us the care is always *'person centred, and realistic; the service never offers care and support without looking at how achievable it is, taking on board all of the impacting factors that will affect care delivery'*. The service provider has successfully supported someone with complex needs to prevent admission into a residential facility. Everyone we spoke to would recommend the service to others.

There are effective mechanisms to safeguard people to whom they provide care and support. Safeguarding policies and whistleblowing policies, safeguarding training, and opportunities for staff to meet with management privately, all help to ensure people are properly protected. These safeguarding policies are available to people using the service, so they also know what to do. People we spoke with all confirm they would immediately contact the office if they were concerned or unhappy about practices. They have phone numbers so they can contact someone from the service at any time.

There are safe systems for helping to ensure effective medicines management. All staff are trained in this and their ongoing competency checked several times a year. Information transcribed onto the database is checked by another member of the management team to ensure accuracy. Staff capture administration of medication on a digital app on their mobile devices immediately and this can be checked on the service's database. An alert is created if medication is missed. Records show the manager is vigilant and audits records constantly.

Leadership and Management

The provider has highly effective governance arrangements in place to ensure quality care is provided. The RI (responsible individual who oversees the service) is in the office most days and supports the manager in their work. Records show every aspect of the service is audited continuously to help ensure consistently safe practices, suitably qualified staff, and that processes and policies remain effective. Conclusions are drawn from the checks and measures in place during monthly 'risk analysis' meetings between the manager and RI. The RI and manager use this information to check their compliance with regulations and associated plans are drawn up to track progress with any improvements.

The RI's oversight of the business is excellent due to their mostly daily presence and the quality assurance systems in place. Feedback from people using the service, their families and professionals involved is gained during the three-monthly reviews of care, by telephone and through questionnaires. Conclusions of the audits and feedback is brought together in a quality-of-care review report every six months. The provider knows what is working well and where improvements could be made. The manager shares lessons learned and good practice with the wider organisation; they also engage with local groups and forums to promote domiciliary care as an alternative to residential care, and with students in schools and colleges to promote the value of care work as a career choices.

Staff and professionals confirm there is an excellent culture in the service; the manager and their team are described as '*open and honest and always approachable*'. The culture promotes staff confidence in coming forward with any issues; staff say they have absolutely no hesitation when they want to speak with someone from the management team. The manager acknowledges staff are pivotal to a successful service and listens to and respects their views. They have drawn up a plan to involve care staff in future reviews of people's care acknowledging they can add a useful and different dimension to discussions about effectiveness of care delivery. Staff say they respect the manager and each other and they value the sense of camaraderie. They confirm management arrange work to ensure travel time between different people is kept to a minimum.

The service provides support to people only following as assessment to assess whether the resources and expertise available are sufficient. Recruitment processes help ensure safe recruitment of suitable staff who go through induction, shadowing more experienced staff and both mandatory and service user specific training.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
58	Regulation 58 medicines (1)The service provider must have arrangements in place to ensure that medicines are stored and administered safely. (2) These arrangements must include the arrangements for— (C) regular auditing of the storage and administration of medicines. (3) The service provider must have a policy and procedures in place in relation to the safe storage and administration of medicines and must ensure that the service is provided in accordance with this policy and these procedures.	Achieved

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Date Published 29/12/2023