



## Inspection Report on

**Bluebell Care at Home Ltd**

**Bluebell Care At Home Ltd  
Queens Lane Bromfield Industrial Estate  
Mold  
CH7 1XB**

## **Date Inspection Completed**

12/07/2024

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## About Bluebell Care at Home Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Bluebell Care at Home LTD
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	8 November 2022
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

### Summary

People receive a service from kind and patient care staff who know them well. People and their relatives are carefully consulted in the development of their personal plans to ensure their wishes and needs are fully considered. These plans contain good levels of detail for care staff to follow, clearly explaining the service each individual requires. Care staff treat people with respect, they are on time for visits and update them if they are running late.

The manager and responsible individual (RI) play a hands on role in the delivery of the service. They are included on the rota and deliver care directly to people. They meet new clients and get to know them before handing over care to the staff team. People and care staff value this approach and can be sure the manager and RI are available and approachable if they have any worries or concerns.

## Well-being

People's individual circumstances are considered and they are supported to achieve the things which matter to them. People and relatives told us they receive good quality care and support which meets their needs. One relative told us how other services had struggled to meet the needs of their loved one, but now they feel "*so lucky to have them.*" Care staff can support people with complex moving and handling needs calmly and efficiently. Relatives feel confident to leave their loved one in the capable hands of care staff while they continue with their daily lives. We have received consistently positive questionnaires and feedback from people, relatives and care staff about the service. One professional has told us they are "*very professional and knowledgeable,*" and "*do their best for the service user.*"

Care staff ensure people are protected from abuse and neglect. They complete regular training in safeguarding and have good communication with the manager and RI to raise any concerns they have for people. People know how to raise concerns and complaints and have a copy of the safeguarding policy and blank complaint forms in their personal file. We saw people's preferences for care staff are considered and met where possible. People and families can access their personal records through a family mobile app. This allows them to view the rotas and their daily notes, providing open and transparent delivery of care.

Care staff are encouraged to use the Welsh language and are given a workbook when they commence employment to help their knowledge of basic Welsh words and phrases. One member of staff speaks the language fluently and can be allocated to people who would like to receive a service in Welsh. The service continues to develop their offer of the Welsh language.

## Care and Support

People's individual needs and wishes are considered as part of their initial assessment and as an ongoing process throughout their time with the service. The manager or RI complete all initial assessments and care visits when people first join the service. This is to ensure care is being delivered to meet people's needs before handing over to the care staff team. They give each individual a copy of their personal plan with all the information that is known about the service they require. This is left with the person and their relatives to complete with more details, they can record all the information they want care staff to know about them. This includes details such as their likes and dislikes, their background, and how they want their care to be delivered. The manager and RI have also recently introduced a learning log for new people joining the service. This enables care staff to note anything additional they learn about people as they get to know them. These updates are shared with the team and updated in the next review of the personal plan.

People can expect to receive care and support which meets their needs. The manager or RI carefully consider any risks, and risk assessments are reviewed regularly alongside personal plans. We saw thorough moving and handling plans, which any member of care staff could pick up and follow to ensure transitions are managed correctly. Care staff know people well, and people report the service as being "*outstanding*," "*like a family*" and "*amazing*." One relative told us "*We are lucky to have them*." Care staff complete notes of their visits and these record care is delivered in line with the personal plan and at the times agreed. People have a rota which records which care staff are visiting and includes a photo of the staff member.

Care staff follow safe practices to keep people safe from the risk of infection. They complete regular infection control training and have access to personal protective equipment (PPE). Care staff also receive regular medication training and competency checks and keep clear records of any medication they administer.

## Leadership and Management

The manager and RI are heavily involved in the delivery of the service and provide oversight to ensure good quality care is being delivered. They are available on call 24 hours a day and prioritise the needs of the people they support and their care staff. We received positive feedback for all the staff we engaged with about their leadership of the service, with care staff commenting they are “*amazing*.” One member of staff told us “*They never miss a phone call.*” The manager and RI know people well and see them regularly as they directly deliver care themselves as part of the team. We saw when issues or concerns are raised, they reach out to people to put systems in place, for example, a weekly check, to ensure they feel well supported. They hold regular staff meetings, raising and addressing any relevant issues with the staff team, and giving care staff an opportunity to put forward their views. The RI produces a report every three months, recording their involvement in the service over the period, and any monitoring activities they have undertaken. There are good records of the RI investing time in speaking to people and staff for their views and reviewing a selection of care records. They also produce a biannual quality of care report which reflects on good practice within the service and identifies areas for continuous improvement.

People can be certain they will be supported by trained and skilled staff, who are competent for their roles. The manager ensures recruitment checks are completed for all new staff, and we saw records of disclosure and barring service (DBS) checks, references and identification for care staff. All new staff complete a thorough induction and shadow visits until they feel confident. People told us how well new staff are supported, telling us they noticed how much they had grown in confidence over time. The manager and RI ensure regular training is completed, including specialist training to support individuals with specific care needs. Care staff are given opportunities to develop, experienced members of staff are supported to complete their level four qualification and have opportunities to develop their leadership skills. Care staff value the support they receive and one member of staff told us “*It is the best place I have ever worked.*”

The service provider continues to invest in the service. They have recently sourced a software package to enable them to digitalise their records. They have spent time to ensure they invest in a system that works for the service, trialling systems before settling on the one which best meets the needs of the service.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
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