

Foveri Limited

# Bluebird Care Durham North

## Inspection report

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## Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Requires Improvement ●

# Summary of findings

## Overall summary

### About the service

Bluebird Care Durham North is a new service registered to provide support to people living in their own homes in County Durham. The service is registered to provide personal care to both younger and older people, including those living with sensory impairments, dementia, mental health issues, physical disabilities and a learning disability or autistic spectrum disorder.

Not everyone using Bluebird Care Durham North receives a regulated activity. CQC only inspects the service being received by people provided with 'personal care.' This is help with tasks related to personal hygiene and eating. Where they do, we also take into account any wider social care provided. On the day of our inspection Bluebird Care Durham North were supporting eight people with the regulated activity of 'personal care.'

### People's experience of using this service and what we found

People and relatives spoke positively about Bluebird Care Durham North. People felt safe with the staff who supported them. They received good care from a consistent staff team who arrived on time, were professional and communicated effectively. Calls lasted for the correct duration.

Recruitment procedures were mostly safe and effective, but some background checks had not been documented thoroughly. We have made a recommendation around recruitment records.

Systems to monitor the quality of care and support provided were mostly effective. We have made a recommendation around the auditing of medicines.

People were supported by kind and caring staff. People and relatives told us they were treated with respect and dignity. Staff supported people in a compassionate manner and encouraged people's independence.

Risks were identified and managed appropriately. There were enough staff to meet people's needs and people were protected from the risk of abuse. Staff had been trained in infection prevention and control and used personal protective equipment to help keep people safe.

Staff had the skills and knowledge to carry out their role effectively. Staff training in relevant areas was up to date.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for

granted. Right Support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

The service was able to demonstrate how they were meeting the underpinning principles of right support, right care, right culture. People were provided with the right support which enabled them to make choices and promoted their independence. People received the right care that was provided in a person-centred way which promoted their dignity. The service provided the right culture for people in an environment where they were included and empowered by care staff.

Care records were person-centred and reflected people's current needs. People were involved in decisions about their care. Staff were aware of people's communication needs and how best to support them. People's concerns and complaints were dealt with promptly and consideration was given to how improvements were made.

People's views and opinions of the service were sought and acted on. People told us the service was well managed.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

#### Rating at last inspection

The last rating for this service under the previous provider was good (published 3 February 2018). This was the first inspection of this service since it has been operated by Foveri Limited.

#### Why we inspected

This inspection was prompted by a review of the information we held about this service.

#### Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below.

### Is the service effective?

Good ●

The service was effective.

Details are in our effective findings below.

### Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below.

### Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below.

### Is the service well-led?

Requires Improvement ●

The service was not always well-led.

Details are in our well-led findings below.

# Bluebird Care Durham North

## **Detailed findings**

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

#### Inspection team

The inspection was carried out by one inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

#### Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own homes.

#### Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. At the time of our inspection there was no registered manager in post.

#### Notice of inspection

We gave a short notice period of the inspection because we needed to be sure that the provider would be in the office to support the inspection. Inspection activity started on 29 March 2022 and ended on 11 May 2022. We visited the location's office on 29 March 2022.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. The provider was not

asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

#### During the inspection

An Expert by Experience spoke with four people who use the service and three relatives on 6 April 2022.

We spoke with the nominated individual who was also one of the directors. A nominated individual is responsible for supervising the management of the service on behalf of the provider. We spoke with another director who was also the office and recruitment manager and a care co-ordinator.

We reviewed three people's care plans and risk assessments, medicines records, three staff recruitment files, quality monitoring records and COVID-19 risk assessments.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at quality checks and recruitment practices.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection for this newly registered service under the provider of Foveri Limited. This key question has been rated good. This meant people were safe and protected from avoidable harm.

### Staffing and recruitment

- Recruitment procedures were mostly safe and thorough, however gaps in employment and other background checks had not always been documented thoroughly.

We recommend the provider reviews their record keeping for staff recruitment and takes action to update their practice accordingly.

- People and relatives told us they felt safe with the staff who supported them. One person said, "We are very happy and feel safe in their care." People and relatives told us staff arrived on time and stayed for the full allocated period.
- There were enough staff to meet people's needs safely. People received consistent care from staff who knew them well.

### Using medicines safely

- Medicines audits had identified areas for improvement. However, records did not detail in depth what had been specifically checked and what subsequent action had been taken.

We recommend the provider reviews their medicines audits and takes action to ensure enough detail is recorded.

- People were happy with the way they received their medicines.
- Staff completed training in medicines administration and their competency to administer medicines was assessed regularly.

### Systems and processes to safeguard people from the risk of abuse

- People and relatives said they felt the service was safe.
- Staff had completed safeguarding training and had access to relevant policies and procedures. They understood how to raise any concerns about poor practice.
- The management team and staff were clear about when to report incidents and safeguarding concerns to other agencies.

### Assessing risk, safety monitoring and management; learning lessons when things go wrong

- Risks to people's safety and welfare were identified and well managed.
- People's care plans included risk assessments about current individual care needs and their home

environment. Control measures to reduce risks, such as trip hazards, were set out in care plans for staff to refer to.

- Accidents and incidents were thoroughly documented, reviewed for trends, and lessons were learnt where appropriate.
- There were systems in place to reflect on events and ways of working. Staff were encouraged to share their learning and discuss best practice.

#### Preventing and controlling infection

- Staff had completed training in infection prevention and control and were provided with the personal protective equipment they needed. One relative told us, "The carers wear full PPE and they always leave things clean and tidy."
- The provider had relevant policies in place to support effective infection prevention and control.



# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

This is the first inspection for this newly registered service under the provider of Foveri Limited. This key question has been rated good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- People's care needs were assessed before they started to use the service. Assessments were centred around each person's needs and choices. There was clear involvement of the person and detailed descriptions of care tasks with a focus on the person's wellbeing, which led to a holistic approach.
- Care records included evidence of people's consent to their care and support. People we spoke with confirmed consent was sought appropriately

Staff support: induction, training, skills and experience; supporting people to eat and drink enough to maintain a balanced diet

- People and relatives told us they felt staff were competent in their role. One relative commented, "Staff are well trained, including using the hoist." Another relative told us, "We would be an ambassador for this company. Their skills are excellent."
- Staff had completed training in relevant areas to ensure they could carry out their role safely and competently.
- New staff completed a comprehensive induction, including the Care Certificate and worked with experienced staff members to learn about their role. The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in the health and social care sectors.
- Staff received ongoing support through regular supervision sessions.
- Staff supported people with eating and drinking where they had needs in this area.

Supporting people to live healthier lives, access healthcare services and support; staff working with other agencies to provide consistent, effective, timely care

- People were supported to maintain their health and wellbeing.
- Care plans promoted people's health and staff supported people with accessing other health services when needed.
- Staff alerted a health care professional or relative if they had concerns about a person's wellbeing. One relative told us, "If [family member] needed additional medical intervention they would let me know. This happened recently when [family member] needed a chiropodist. They sorted it out after consulting me."

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible,

people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty.

We checked whether the service was working within the principles of the MCA, whether appropriate legal authorisations were in place when needed to deprive a person of their liberty, and whether any conditions relating to those authorisations were being met.

- At the time of the inspection nobody using the service was subject to restrictions of their liberty under the Court of Protection, in line with the MCA legislation.
- People told us they were involved in decisions about their care. A relative told us, "They do ask for consent, but really it is now inferred and implied because of the relationship they have with [family member]. They certainly give them choices about what and how they complete that care."

# Is the service caring?

## Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

This is the first inspection for this newly registered service under the provider of Foveri Limited. This key question has been rated good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People and relatives were complimentary about the care and support provided. They told us staff were caring, kind and respectful. A relative said, "The carers are very kind and compassionate, amazing or in fact, perfect."
- People's care records reflected people's communication needs, for example, if a person had a hearing impairment, and how staff could support them with this. They also included information about their diverse needs, such as religious and cultural needs where relevant.

Respecting and promoting people's privacy, dignity and independence

- People and relatives said staff promoted people's privacy and dignity. One person told us, "Staff are very kind and thoughtful, always helpful and showing us respect and privacy. Before they go, they always ask if they can do anything else."
- Staff supported people to maintain their independence without compromising their safety.
- People's information was stored securely and used appropriately in line with the provider's policies and government regulations. Each staff member had own secure login details to access any information stored electronically.

Supporting people to express their views and be involved in making decisions about their care

- People, and where appropriate families, were consulted about the care they needed and how they wished to receive it.
- People and relatives told us they were involved in developing people's care plans and their views were listened to and respected. A relative told us, "The care plan has been reviewed and updated recently to reflect some important changes in [family member's condition]. I am fully involved in this process and leave notes relating to their care needs when appropriate. They also do this for me. Communication is very good."

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

This is the first inspection for this newly registered service under the provider of Foveri Limited. This key question has been rated good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People received care and support that was focused on their individual needs, preferences and the things which were important to them. Staff monitored people's changing needs and brought these to the immediate attention of managers, who promptly arranged for reviews or referrals, as required.
- Care plans reflected people's current needs. Staff we spoke with knew people's needs and preferences well.

Meeting people's communication needs

Since 2016 all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard. The Accessible Information Standard tells organisations what they have to do to help ensure people with a disability or sensory loss, and in some circumstances, their carers, get information in a way they can understand it. It also says that people should get the support they need in relation to communication.

- The service was meeting the AIS. People's communication needs were assessed and appropriate measures were put in place to support them.
- Care plans contained relevant information about people's communication needs. Information could be provided in different formats if this was required.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- Care records included information about people's important relationships.
- People were supported to attend events and do activities they valued, if this was in line with their care plan. People's care plans included information about their life histories and how they liked to spend their time.

Improving care quality in response to complaints or concerns

- People and relatives knew how to raise concerns, although nobody we spoke with had any. The service took a proactive approach to complaints and staff engaged with this. For example, identifying potential causes for complaints and taking mitigating action.
- Concerns or complaints were dealt with in a timely and appropriate way. One relative said, "They are very responsive and issues are dealt with straight away."

End of life care and support

- Care records contained people's wishes in relation to end of life care where they had felt able to discuss this sensitive matter.

# Is the service well-led?

## Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

This is the first inspection for this newly registered service under the provider of Foveri Limited. This key question has been rated requires improvement. This meant the service management and leadership was inconsistent. Leaders and the culture they created did not always support the delivery of high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; continuous learning and improving care

- The management team undertook a range of regular audits and checks which were mostly effective in identifying and generating improvements. However, as detailed in the 'Safe' section of this report, we found audits had not identified recruitment records and medicines audits could benefit from more detail. A registered manager was not in place and existing governance arrangements did not always provide enough assurance.
- The management team were open and responsive to our inspection feedback. They were committed to continuous improvement.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; how the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The management team promoted a positive, inclusive and empowering culture. They were committed to ensuring all staff promoted person-centred care so people could experience good outcomes.
- The nominated individual understood the duty of candour and their duty to be open and honest about any incident which caused or placed people at risk of harm.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- Feedback from people who used the service and their families was regularly sought and acted upon. People and relatives told us the service was well-managed. One person told us, "The quality of care is above and beyond my expectations."
- The management team and staff understood the importance of promoting equality and diversity and respecting individual differences.

Working in partnership with others

- The service worked in partnership with other professionals and agencies to enable effective co-ordinated care for people.