

Verafrank Aji Limited

Bluebird Care, Newmarket and Fenland

Inspection report

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Date of inspection visit:
27 October 2020
28 October 2020
30 October 2020
02 November 2020

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13 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Bluebird Care, Newmarket and Fenland is a domiciliary (home care) care agency. It provides personal care to people living in their own houses and flats. Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

At the time of our inspection there were 101 people receiving the regulated activity of personal care.

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

People received care and support at a time and duration that met their needs. There were enough staff with appropriate skills to safely support each person. One person told us, "I do get different [care] staff but they all know me. I know I can trust them to arrive, every day." All staff we spoke with told us they did not have to rush people's care and support. Care visit rosters helped ensure staff had enough time to provide people with meaningful care and support. The provider's monitoring systems were useful in alerting any reason staff were running late. The provider's office-based staff contacted people or their relative for situations where care staff were delayed such as an emergency or unexpected traffic delays. Office based staff with care skills were also available to provide care and support should they be needed.

Rating at last inspection

The last rating for this service was Good, (published 2 March 2019).

Why we inspected

The inspection was prompted in response to concerns about staffing levels and to follow up on specific concerns we had been made aware of which indicated a risk to people's safety. A decision was made for us to inspect and examine those risks. We wrote to the provider and asked for information around their systems and processes. This included policies, staffing rota's, people's assessment of needs, the preferred times people wanted to receive care and support and the current policy for how the service managed people's safety (safeguards).

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Bluebird Care, Newmarket and Fenland on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question, we had specific concerns about.

Inspected but not rated

Bluebird Care, Newmarket and Fenland

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about staffing levels. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Bluebird Care, Newmarket and Fenland is a domiciliary (home care) care agency. It provides personal care to people living in their own houses and flats. Bluebird Care, Newmarket and Fenland provides a service to younger adults, older people, people living with dementia, people with a physical disability and people with sensory impairments. Not everyone using Bluebird Care, Newmarket and Fenland receives the regulated activity of personal care. CQC only inspects the service being received by people provided with personal care, help with tasks related to personal hygiene and eating. Where they do, we also take into account any wider social care provided.

The service had a manager registered with the Care Quality Commission. 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.

Notice of inspection

This inspection was announced. We gave the provider 48 hours' notice. This was to ensure we only spoke with people and relatives who had mental capacity to understand our questions. We also needed to be sure the registered manager or nominated individual was available.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. The provider also sent us records to show how they planned, coordinated and audited care visits. We looked at the information we had requested from the provider prior to the inspection and this information was used as part of the inspection plan.

During the inspection

We spoke with nine people, five relatives of people who used the service, eight members of staff including the registered manager. We also spoke with the nominated individual who has overall responsibility for the quality of service provision.

Is the service safe?

Our findings

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

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had received about Bluebird Care, Newmarket and Fenland. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

- Records viewed showed that there were enough staff with appropriate skills to safely support each person. The registered manager explained they only recruited staff who were suitable to work in care.
- We had received concerns that people were being provided with care at a time that was too late for them or at a time people did not expect their care.
- We found staff had enough time to provide people's care and support as well as being able to spend meaningful time engaging with people. One person told us, "I do have a team of care staff. They are all very good, know me well, but any new staff get a bit longer until they are also up to speed." A staff member said, "We never need to rush. If a person's care needs increase, the [provider] reviews this and gives us more time."
- The provider used an electronic care visit monitoring application to respond to any care visit that was outside of the target visit time. A relative said, "The staff always arrive on time, are completely focused on [family member] and hoist them safely and carefully. I can access details about care visit timings through an application on my phone to see when staff arrive and leave." Office based staff were able to assist in providing care such as, an unplanned staff absence.
- We did not look at staff recruitment on this targeted inspection. However, staff we spoke with confirmed that they had been subject to appropriate checks and on previous inspections no concerns had been identified in this area.