

L&N Services Limited

# L & N Services Ltd t/a Bluebird Care (York)

## Inspection report

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Website: [www.bluebirdcare.co.uk/york](http://www.bluebirdcare.co.uk/york)

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22 September 2022

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## 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

L & N Services Ltd t/a Bluebird Care is a domiciliary care service registered to provide personal care to people who live in their own homes. At the time of our inspection, there were 54 people receiving personal care and support.

Not everyone who used the service received personal care. The Care Quality Commission (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.

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

This was a targeted inspection which considered safeguarding and staffing. Based on our inspection of safeguarding and staffing we found the service was using appropriate systems to ensure staffing levels were appropriate and people were safeguarded from abuse.

People felt safe when receiving support from staff and staff were aware of how to safeguard people from abuse. The provider ensured health and social care professionals were engaged with the safeguarding of people from abuse.

People, relatives and staff were all positive about their experiences with the service. People told us they had reliable support that was centred on them and promoted their health and wellbeing.

There were appropriate numbers of staff to support people when required. Systems were in place to prevent and minimise the spread of infections when supporting people.

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 was good (published 24 September 2019).

### Why we inspected

We undertook this targeted inspection in relation to a specific concern we had about safeguarding systems and staffing arrangements in place at the service. The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to follow up on Warning Notices or to check 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.

### 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?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

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## **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.

#### Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats and specialist housing.

#### 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 a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the 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 (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

#### During the inspection

We spoke with six people and three relatives about their experience of the care provided from the service. We spoke with five members of staff including the registered manager, deputy manager, care coordinator and care workers. We reviewed records relating to the management of safeguarding, staffing rota systems and daily meeting records.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found.

# Is the service safe?

## Our findings

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

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check the provider had appropriate safeguarding systems in place and monitored staffing for the service. We will assess the whole key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse and felt the service was safe. Comments included "The staff are really excellent and I feel really safe when they are supporting me" and "I have nothing bad to say about them they are all very good and I am happy with the care I receive."
- The service had a safeguarding policy in place and the management team followed internal and external processes to keep people safe. Following the inspection, the registered manager implemented additional systems to monitor safeguarding concerns at the service.
- Staff had access to appropriate training and understood how to raise any concerns about safety and poor practice.

Staffing and recruitment

- There was enough staff to meet people's needs. Contingency plans were in place to address staff shortfalls.
- People told us staff mainly arrived on time and on occasions when care staff were running late, the office staff would contact them to let them know. One person told us, "They always arrive very closely to their allocated time and if they are not going to be on time, they let me know."
- Safe recruitment processes were in place.