

Freedom and Lifestyle Limited

# Bluebird Care East Staffs & South Derbyshire

## 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?	Good ●

# Summary of findings

## Overall summary

About the Service:

Bluebird Care provides is a domiciliary care service. The service provides personal care and support to people living in their own homes in Uttoxeter and the surrounding areas. At the time of the inspection 10 people were receiving support.

People's experience of using this service:

Improvements had been made in the area of Mental Capacity. The registered provider complied with the principles of the Mental Capacity Act (MCA) 2005. Staff received training around MCA, they understood and respected people's right to make their own decisions and where possible, encouraged people to make decisions about the care they received.

People's level of risk was appropriately assessed, reviewed and effectively risk managed. Staff told us that they were provided with relevant information in a timely and effectively manner and able to provide the correct level of support that was required.

Staff received safeguarding training and were familiar with the safeguarding and whistleblowing procedures; they knew how to report any concerns and the importance of keeping people safe.

Staff told us they were fully supported by the management team, that they received regular supervision and were provided with learning, training and development opportunities.

The registered manager ensured that staffing levels and recruitment practices were safely managed. People received continuity of care from regular staff who were subject to the appropriate pre-employment checks.

Medication procedures were safely in place. Staff received medication administration training and competency levels were regularly checked.

There was an up to date medication policy in place and staff had access to this policy at their convenience.

People were treated with dignity, respect and their independence was encouraged by staff who supported them. We received positive comments from people who received support from Bluebird Care staff.

Confidential and sensitive information was safely stored and protected in line with General Data Protection Regulations (GDPR).

Care records contained detailed information about people's likes, preferences and wishes; staff were familiar with the importance of providing 'person-centred' care and developing positive relationships with people they supported.

The registered provider had a complaints policy in place; people were provided with complaint information from the outset and knew who to raise concerns with.

The quality and safety of the care was monitored, assessed and reviewed. The registered manager was committed to providing care that was high-quality and person-centred.

A range of different quality assurance measures were in place; these helped the registered manager to identify areas of strength but also areas of development that needed to be addressed.

Rating at last inspection: At the last inspection service was rated 'Good' (report published August 2016). At this inspection we found that the registered provider continued to provide a 'good' provision of care. The evidence we reviewed and feedback we received continued to support the rating of 'good'; there was no evidence or information from our inspection or ongoing monitoring that demonstrated serious risks or concerns.

Why we inspected: This was a planned, announced inspection to confirm that the service remained 'good'.

## 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 remained 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 remained caring

Details are in our Caring findings below.

### Is the service responsive?

Good ●

The service remained responsive

Details are in our Responsive findings below.

### Is the service well-led?

Good ●

The service remained well-led

Details are in our Well-led findings below.

# Bluebird Care East Staffs & South Derbyshire

## **Detailed findings**

### Background to this inspection

#### The inspection:

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

#### Inspection team:

The inspection was completed by one adult social care 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:

Bluebird Care is a domiciliary care service. The service provides personal care and support to people living in their own homes in Uttoxeter and the surrounding areas

The service had a manager registered with The Care Quality Commission (CQC). This means that they and the registered provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection:

We gave the service 48 hours' notice of the inspection visit. This is because it is a small service and the registered manager is often out of the office supporting staff or providing care. We needed to be sure that they would be in the office when we visited.

#### What we did:

Before our inspection we looked at information we held about the service. The registered provider had

completed a Provider Information Return form (PIR). A PIR is a form we ask registered providers to submit annually detailing what the service does well and what improvements they plan to make. We reviewed information stored on our database, such as notifications that the registered manager is required, by law, to submit to us as and when incidents had occurred. We also spoke to the Local authority and commissioning team to gain feedback about the service. We used all this information to formulate a 'planning tool'; this helped us to identify key areas we needed to focus on during the inspection.

The inspection took place on the 28 February 2019

During the inspection we spoke with one director, registered manager, one deputy manager and four members of staff. We also contacted four people who were receiving support and two relatives. We checked three care records of people in receipt of support, recruitment records of four members of staff and other records relating to the overall management and quality monitoring of the service.

# Is the service safe?

## Our findings

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

People were safe and protected from avoidable harm. Legal requirements were met.

### Assessing risk, safety monitoring and management

- People told us they felt safe when receiving support from Bluebird care staff. Comments we received from people included, "I do feel safe because the staff are respectful and polite" and "I do feel safe because the staff are so very good to me. It is regular staff and I get on well with them all."
- People were assessed from the outset, risks were appropriately identified and support measures were put in place to reduce the level of risk and keep people safe. For instance, we saw risk assessments in place for personal care, nutrition and hydration, moving and handling, pressure care and environment.
- Risk assessments were regularly reviewed; they contained up to date and consistent information and allowed staff members to provide the most appropriate level of care and support that was required.

### Systems and processes

- The registered provider had a number of systems and processes in place to keep people safe such as incident reporting procedures and safeguarding processes.
- Staff were familiar with safeguarding and whistleblowing processes; staff understood the importance of complying with such processes and why people needed to be protected from avoidable harm and abuse.
- Staff members told us, "I am very familiar with the procedures and what I need to do" and "I would always record and report."
- Safeguarding training was provided and the registered provider had an up to date safeguarding and whistleblowing that staff could access.

### Using medicines safely

- Medication management processes were safely in place. People received their medications in a safe and timely manner.
- Staff received the appropriate medication administration training and regularly had their competency levels assessed.
- Medication administration records (MARs) were appropriately completed by trained staff.
- Medication audits were routinely completed; this ensured medication compliance was maintained.

### Staffing and recruitment

- Staff generally arrived at their scheduled times and provided the required level of support. People we spoke told us, "The staff arrive on time and are never late" and "Sometimes the staff are not on time and a few minutes late if very late the office always telephone me."
- People received continuity of care and support from regular support staff.
- Recruitment procedures were safely in place. All potential employees were subject to robust pre-employment checks including reference checks, employment history checks and Disclosure and Barring Service (DBS) checks. DBS checks ensure that staff are suitable to work with vulnerable people.

#### Learning lessons when things go wrong

- There was an accident and incident reporting procedure in place.
- The registered manager kept a log of all accidents/incidents as a way of monitoring such events and establishing if trends were emerging.
- Staff were familiar with the accident/incident reporting procedure and complied with the reporting policy accordingly.

#### Preventing and controlling infection

- There was an up to date infection control policy in place.
- Staff demonstrated a good knowledge of infection control procedures and why these needed to be complied with to keep people safe.
- Staff were provided with personal protective equipment (PPE). One member of staff told us, "We get gloves, aprons, first aid kits and hand gels."
- We saw evidence of infection control guidance and support measures in care records we checked.



# 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

People's outcomes were consistently good, and people's feedback confirmed this.

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 Act 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 make 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 with appropriate legal authority. Applications to deprive people of their liberty in community services must be made to the Court of Protection. We checked whether the service was working within the principles of the MCA, whether any restrictions on people's liberty had been authorised and whether any conditions on such authorisations were being met.

- Improvements to this area of effective care had taken place since the last inspection.
- The registered provider was complying with the principles of the MCA, 2005. People were appropriately assessed from the outset, they were not unlawfully restricted and 'best interest' meetings/decisions were in place as a measure of keeping people safe.
- Staff were supported with MCA training and explained their understanding of the principles and why these needed to be followed.
- Care records contained evidence of consent being obtained from people receiving support and where appropriate from relatives who were acting as representatives for people who could not provide consent.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law; supporting people to live healthier lives, access healthcare services and support.

- People's level of support was assessed from outset. The registered manager ensured that Bluebird Care provided the level of high-quality, person-centred care that was required.
- People's overall health and well-being was effectively managed and supported.
- People received a holistic level of care and support from Bluebird care staff and the appropriate healthcare professionals that were also involved. For instance, we saw evidence of people receiving support from district nurses, social workers and GP's.
- The registered manager was encouraged to keep abreast of any relevant guidance and best practice that needed to be considered as part of the support they provided. For instance, the registered manager attended Local Authority training/workshops to familiarise themselves with different aspects of the Health and Social Care requirements.

#### Staff skills, knowledge and experience

- We received positive feedback about the skills and experience of staff. Comments included, "Staff know a lot of different things to support me" and "There is a male carer who is very experienced. The staff are all trained; they have to go into the office for their training."
- Staff completed an 'Induction' phase before they began providing personal care. The induction period included face to face training, 'shadow' opportunities and on-line training.
- Staff were supported with training, learning and development opportunities that enabled them to develop essential skills and tools. Staff told us, "The training has been really good", "The training touches on everything we need to know" and "There's lots of training provided."
- The training staff received was in line with 'The Care Certificate'; this is an agreed set of standards that staff within the Health and Social Care sector are expected to complete.

#### Supporting people to eat and drink enough with choice in a balanced diet

- Care records we checked demonstrated how people were supported with their nutrition and hydration support needs.
- Staff were familiar with people's dietary support needs; any guidance that needed to be followed was incorporated within people's care plans.

#### Staff working with other agencies to provide consistent, effective, timely care

- People received care and support from regular and consistent staff.
- People received care that was tailored around their support needs and healthcare professionals were involved as and when required.
- We were informed during the inspection that a new electronic person-centred system was ready to be introduced; this would allow staff to update care plans and risk assessments in real time, meaning that care and support was as effective and consistent as it could be.

# 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

People were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; equality and diversity

- People were well treated; they received care and support in a kind, compassionate and dignified manner. People told us, "Staff are all nice every one of them, the staff are so lovely, the girls all work well together, they work as a team", "Staff are very good with me, gentle and kind and respectful" and "Staff are nice to me."
- Relatives also told us, "Staff speak to [person] in such a kind and lovely way" and "Staff are like sunshine breezing in they are always cheerful. The staff always very considerate of both name and myself."
- Equality and diversity support needs were assessed and determined from the outset.
- People received support that was tailored around their equality and diversity needs; the appropriate support measures were put in place as required.
- Staff understood the importance of providing dignified and respectful care, they told us "It's about respecting them and their home", "Treating people as you would want to be treated" and "It's about asking them [people] lots of questions, lots of communicating and plenty of encouragement."

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

- Where possible, people provided their consent to receive the care and support that was required.
- People were involved in the decisions that needed to be made about the care and support being delivered and how this care needed to be applied. One person told us, "The manager comes here to review the care plan" and one relative said, "In the beginning the manager came and we went through everything, together we made the plan."
- People were encouraged to share their views, thoughts and opinions on the quality of care they received and how improvements could be made.
- People were also involved in regular reviews that were taking place; this ensured that the quality and safety of care being provided was reviewed, discussed and changes made were needed.

Respecting and promoting people's privacy, dignity and independence

- Staff promoted people's privacy and independence as well as providing care in a dignified and compassionate way. Relatives told us, "We have only used the agency about six months but the staff are all lovely so considerate" and "Staff are all so nice so considerate; will do anything for [person]."
- One member of staff told us, "We go to great lengths to protect dignity and treat [people] as human beings."
- Staff supported people to remain as independent as possible. Care records we checked demonstrated how staff 'encouraged', 'assisted' and 'supported' people with personal care. For instance, care records contained information such as, 'I would like carers to prompt me to shower', 'I would like to remain as independent as possible' and 'Care workers are to prompt, remind and encourage me.'

- Confidential information was securely stored at the registered address and protected in line with General Data Protection Regulations (GDPR). This meant that people's sensitive and private information was not unnecessarily shared with others.

# Is the service responsive?

## Our findings

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

People's needs were met through good organisation and delivery.

### Personalised care

- Care records contained person-centred information that was individually tailored around people's needs. For instance, care records stated, 'I enjoy fruit for breakfast, such as grapes and bananas and sometimes enjoy a hot chocolate' and 'I would like carers to offer me a hot drink and breakfast of my choice.'
- Staff were familiar with people's support needs; they told us they were able to develop positive relationships with the people they provided support to as there was continuity of care. One relative told us, "Yes everyone [staff] are very approachable, all very nice. And the care plan is reviewed by the manager monthly."
- People were involved in the regular care plan reviews that took place.
- People received care and support that was up to date, relevant and centred around the needs of the person.
- Staff supported people to access the local community. For instance, people were supported with shopping trips, hairdressing visits and pamper appointments.
- The Accessible Information Standards (AIS) was being met. These standards were introduced by the government in 2016; ensuring that people with a disability or sensory loss were provided with information in a way they could understand. Information was provided in different formats upon request.

### Improving care quality in response to complaints or concerns

- The registered provider had an up to date complaints policy in place.
- People and relatives received a copy of the complaints process from the outset; people told us "My family would make the complaint and they would speak with the manager but we have no complaints" and "No complaints, the manager is here sometimes and I can talk to them." Relatives told us, "There are no complaints to be made, [manager] is very approachable" and "There are no complaints, the manager would listen if we had."
- At the time of the inspection, one complaint had been submitted and was effectively responded to.

### End of life care and support

- At the time of the inspection, nobody was receiving 'End of Life Care'.
- The registered manager confirmed that they would be exploring 'end of life' care training for the staff to complete; this training would provide staff with the correct level of skill and experience that would be required when 'end of life' care was needed.

# 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.

The service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Planning and promoting person-centred, high quality care and support; how the registered provider understands and acts on duty of candour responsibilities.

- People received high-quality, person-centred care. This was evident from the positive feedback we received and supporting documents that we checked during the inspection. People told us, "All the [staff] work well together and get on with each other I think it is a very happy place", "I would recommend them, I think they are a very good company" and "I would recommend any one of the girls [staff]."
- One relative said, "Staff were like sunshine coming in; the staff are so nice and considerate."
- Staff and people told us that the registered manager was committed to providing high-quality care which led to positive outcomes for people.
- Care and support was delivered in an open and transparent manner. Positive relationships had developed between Bluebird Care staff, people receiving care and their relatives.

Managers and staff being clear about their roles, understanding quality performance, risks and regulatory requirements

- The service was well-run. Manager and staff understood the importance of delivering high-quality, person-centred care. Staff members told us, "The culture is very good, we all try and maintain a very high standard of care", "The quality of care is very good", "[Manager] has taught me everything I know" and "There is real team effort here, we make sure good care is given."
- People received safe, effective, compassionate, high-quality care from staff who were familiar with their needs.
- Effective quality assurance systems and processes were in place; Regular audits, checks and reviews enabled the provision of care to be continuously monitored; any improvements that were needed were responded to and followed upon.
- The registered manager had a 'Business Continuity Plan' in place. The plan contained essential information for staff and manager to follow in the event of an emergency situation.
- The registered manager was aware of their regulatory responsibilities; they demonstrated their understanding of the Health and Social Care Act, 2008 and the importance of complying with regulations
- The registered provider had a variety of up to date policies and procedures in place. All policies had recently been reviewed and renewed. Staff could easily access all policies and procedures; they also demonstrated their understanding of specific policies during the inspection.
- The registered manager received regular support from the Bluebird Care Director; weekly 'risk' meetings were taking place and the registered manager was supported with essential training to support them in their role as registered manager.

#### Continuous learning and improving care

- Improvements had been made in relation to the MCA, 2005 following the last inspection.
- Regular audits were taking place and action plans were devised. The registered manager explained how the quality and safety of the care was routinely discussed, monitored and improved upon as and when necessary.
- There was evidence of annual quality audits, health and safety audits as well as routine 'spot checks' being conducted to assess and monitor competency levels of staff.
- Accident and incident reporting procedures were in place; this helped to identify any 'lessons learnt' as well as identifying areas of improvement that needed to be focused on.

#### Engaging and involving people using the service, the public and staff

- People and relatives all told us they felt involved in the care that their loved ones received.
- We received positive feedback about the approach of the management during the inspection. Staff told us, "The service is very good, everybody is caring; the managers and staff", "I definitely feel supported" and "[Managers] are always there to provide support." One relative told us, "I know the manager who calls about once a month. Very approachable person."
- The registered manager circulated 'Customer Questionnaires' to people and relatives. These helped to capture the thoughts, views and opinions about the quality and safety of care being delivered. Feedback helped the registered manager to review areas of strength as well as areas of improvement.
- Monthly newsletters were circulated to staff and people receiving support. Newsletters contained important information such as staff recruitment, 'up and coming' news, satisfaction surveys and helpline information.
- We reviewed several compliments that the registered provider had received. Comments included, 'The company is very well run and all the carers are caring' and 'Just to say a huge thank you for all your kindness, care and support.'

#### Working in partnership with others

- Bluebird Care worked in partnership with people, relatives and health-care professionals when needed. We saw evidence that people received a holistic level of care and support that supported their overall health and well-being.
- The registered provider had recently partnered with a local charity who offered a free and confidential helpline to people who needed social support. The helpline was particularly important for people who felt isolated; they offered a befriending service to anyone who needed it.