

Rampion Limited

# Bluebird Care (Brighton & Hove)

## Inspection report

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Date of inspection visit:  
25 February 2021

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18 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Bluebird Care Brighton and Hove is a domiciliary care agency. It provides personal care to people living in their own homes in the community. Not everyone using Bluebird Care Brighton and Hove receives the regulated activity; 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.

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

Staff took appropriate action following accidents and incidents to ensure people's safety and this was recorded. Staff had a good awareness of safeguarding and could identify the different types of abuse and knew what to do if they had any concerns about people's safety.

Records demonstrated staff were recruited in line with safe practice, and appropriate checks undertaken to ensure that potential staff were safe to work within the care sector.

The registered manager and staff completed detailed risk assessments for both people living in their own homes and staff to ensure their safety. The registered manager had a full record of COVID-19 test results for staff. The registered manager also worked closely with other stakeholders, such as the Local Authority and Public Health England. Staff were wearing appropriate PPE in-line with government guidelines. Staff had completed infection prevention and control (IPC) training. The registered manager had undertaken additional IPC training to support staff with best practice.

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about safeguarding and recruitment practices. The overall rating for the service has not changed following this targeted inspection and remains Good.

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.

Further information is in the detailed findings below.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Bluebird Care Brighton and Hove on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

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

We always ask the following five questions of services.

### **Is the service safe?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Bluebird Care (Brighton & Hove)

## **Detailed findings**

### Background to this 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 was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

#### The inspection

We visited the offices of Bluebird Care Brighton and Hove on 25 February 2021 and the inspection was announced.

#### Inspection team

This inspection was carried out by one inspector.

#### Service and service type

Bluebird Care Brighton and Hove is a domiciliary care agency. It provides personal care to people living in their own houses and flats and specialist housing.

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

We gave a short notice period. This was because of the COVID-19 (coronavirus) pandemic. We needed to know about the provider's infection control procedures to make sure we worked in line with their guidance. Due to the COVID-19 pandemic, we needed to limit the time we spent at the service.

#### What we did before the inspection

Before the inspection we reviewed the information we held about the service and the service provider. We sought feedback from the local authority and healthcare professionals that are involved with the service. We

looked at the notifications we had received for this service. Notifications are information about important events the service is required to send us by law. We used this information to plan our inspection.

During the inspection

We spoke with the registered manager and the provider. We reviewed a range of records. This included policies and procedures, records of accidents and incidents, safeguarding documentation and four staff files.

# Is the service safe?

## Our findings

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- Staff took appropriate action following accidents and incidents to ensure people's safety and this was recorded.
- We saw specific details and any follow up action to prevent a re-occurrence was recorded. Any subsequent action was shared and analysed to look for any trends or patterns and raised with the relevant statutory bodies if required, for example the Local Authority.
- Staff had received training around safeguarding, which enabled them to identify the different types of abuse and know what to do if they had any concerns about people's safety.
- Information relating to safeguarding and what steps should be followed if people witnessed or suspected abuse was available for staff and people.
- There had been some recent safeguarding investigations carried out by the local authority safeguarding team. We saw evidence staff had assisted and complied appropriately with all investigations.

### Staffing and recruitment

- Staff had worked exceptionally hard during the outbreak to keep people safe and meet their needs. The provider had a dependency tool which helped them assess their staffing levels. This tool was accurate and informed the management of the service how many staff were required to meet people's assessed needs.
- Records demonstrated staff were recruited in line with safe practice and equal opportunities protocols. For example, employment histories had been checked, suitable references obtained, and appropriate checks undertaken to ensure that potential staff were safe to work within the care sector.

### How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors to their office from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of their office premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.