

Most Stars Limited

# Bluebird Care (Hounslow)

## Inspection report

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## Overall summary

We carried out an announced comprehensive inspection of this service on 9 July 2014. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the planning of care and treatment. We undertook this focused inspection on 27 February 2015 to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Bluebird Care (Hounslow) on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Prior to people using the service, assessments were being carried out and recorded for their needs. Care plans for people's identified needs were up to date and reflected each person's needs clearly, to provide staff with the information they required to respond to people's needs.

Bluebird Care (Hounslow) provides domiciliary care services for adults with a wide range of needs. The service offers support to people who require help with day to day routines, including personal care, meal preparation, shopping, housework and supporting people out into the community. At the time of inspection there were 34 people receiving personal care.

# Summary of findings

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

We always ask the following five questions of services.

### **Is the service responsive?**

We found that action had been taken to improve responsiveness. Assessments were being completed and recorded for people's needs. Care plans for people's identified needs were up to date and reflected each person's needs clearly, to provide staff with the information they required to respond to and meet people's needs.

We could not improve the rating for Responsive from Requires Improvement because to do so requires consistent good practice over time. We will check this during our next planned Comprehensive inspection.

**Requires Improvement**



# Bluebird Care (Hounslow)

## 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.

We undertook an announced focused inspection of Bluebird Care (Hounslow) on 27 February 2015. The service was informed of the inspection the previous afternoon to

ensure the registered manager would be present. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 9 July 2014 inspection had been made. We inspected the service against one of the five questions we ask about services: is the service responsive? This is because the service was not meeting some legal requirements.

The inspection was undertaken by one inspector. During our inspection we spoke with the nominated individual and the registered manager. We viewed five care records for people using the service.

# Is the service responsive?

## Our findings

At our previous inspection on 9 July 2014 we found people did not have a recorded assessment of their needs made when they were being assessed. Care plans were in place but were not always complete. For example, information about people's religion and interests was not always recorded. We found that one person's care plan was not detailed enough to identify the action staff needed to take to meet their needs during each visit. The person required four visits a day and the care plan only listed the care to be provided at the morning visit, so there was no information about the care and support the person needed and how they wanted to be supported on the other three visits. There were therefore risks that staff might not be able to support a person if their plan of care was not detailed enough to address how all their needs should be met.

At this inspection the registered manager showed us the process in place for ensuring people's assessed needs were recorded. The assessor took a laptop to the person and completed the care plan documents at the time of the assessment visit. We viewed an assessment that had recently been carried out and the information was comprehensive and covered each aspect of the care and support the person required.

We saw the information in the care records was person-centred, informative and provided a good picture of each person, the support and assistance they required and

how this was to be done. Information about the person also included their medical history, likes and dislikes, preferred term of address, religious observances, communication methods and support to make their own decisions. One section of the care record was entitled 'what is important to me', which provided a history of the person's life, to provide staff with information about each person to help them get to know the individual. For someone with multiple visits in a day, instructions for how the person's care and support needs were to be met at each visit were clearly recorded, so staff had the information they needed to respond to the person's needs effectively. We asked about how people's gender preference for care was being met. The registered manager showed us how this was recorded on the computer and demonstrated where someone had a preference for a male or female carer, how the computer system would not permit staff to assign a carer of the wrong gender to that person. The registered manager said this could be used for any preferences, for example, religious or cultural compatibility requests.

We saw records had been reviewed in December 2014 and the registered manager said they were carrying out reviews every three months or sooner if the person's needs changed. The service had worked hard to ensure the records were person-centred and provided all the information staff needed to respond to and meet people's needs.