

Yasnad Limited

Bluebird Care (Bury & Bolton)

Inspection report

3 The Rock
1st & 2nd Floor
Bury
BL9 0JP

Tel: 01616973047
Website: www.bluebirdcare.co.uk/bury-bolton

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27 November 2023

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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 (Bury & Bolton) is a domiciliary care service providing personal care to people in their own houses and flats in the community. At the time of our inspection there were 75 people using the service. 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 inspection, the service was providing personal care to 66 people.

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

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people. We considered this guidance as there were people using the service who have a learning disability and or who are autistic.

People felt safe, and staff knew what to do if they thought people were at risk. Staff managed people's medication safely. Staff recruitment processes were robust and staffing levels ensured peoples' needs were met. The provider followed current infection prevention and control guidance.

People's needs were assessed, and support was coordinated, innovative, and personalised. Staff were trained to provide support whilst promoting independence. Staff approaches promoted dignity & respect.

Staff were trained and competent in providing individualised support whilst promoting people's independence. The registered manager ensured staff were well supported and able to carry out their roles effectively. People were involved in decisions about their support needs and the service was committed to working in partnership with healthcare professionals to improve and maintain people's health and wellbeing.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

People told us staff were polite and always asked before providing support. Staff approaches promoted dignity & respect. Staff knew how to support people to ensure end of life needs were met.

People and family members knew how to make a complaint. They were confident their complaint would be listened to and acted upon quickly. Lessons were learned when concerns were raised, and these outcomes were communicated to staff.

The provider was open and honest in its approach to supporting people. They were in regular contact with people receiving support to ensure they obtained feedback on the quality of support provided.

The registered manager ensured systems were in place to monitor and audit the quality and running of the service.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 28 November 2017)

Why we inspected

This inspection was a planned inspection based on the date the service was last inspected.

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?

The service was safe.

Details are in our safe findings below.

Good ●

Is the service effective?

The service was effective.

Details are in our effective findings below.

Good ●

Is the service caring?

The service was caring.

Details are in our caring findings below.

Good ●

Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good ●

Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

Good ●

Bluebird Care (Bury & Bolton)

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

This inspection was carried out by an inspector and 2 Experts 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 (Bury & Bolton) is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because we needed to be sure the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 14 November 2023 and ended on 27 November 2023. We visited the office on 14 November and 15 November 2023.

What we did before the 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 the registered manager and 2 care coordinators. We spoke to 4 support staff. We spoke with 5 people receiving support and 5 relatives.

We reviewed 8 people's support records, including 3 records of medicines administration. We looked at staff files in relation to recruitment, and a variety of records relating to the management of the service, including policies and procedures.

We asked the registered manager to send us documents before and after the on-site inspection. These were provided in a timely manner and this evidence was included as part of our inspection.

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 we rated this key question good. At this inspection the rating has remained good. This meant people were safe and protected from avoidable harm.

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

- People were protected from abuse. The provider had policies and procedures for safeguarding and whistleblowing to protect people from the risk of abuse.
- The registered manager modelled an open and transparent culture which encouraged people to raise any safeguarding concerns.
- Staff were aware of the different types of abuse and had been trained in their responsibilities for safeguarding adults. Staff knew what actions to take if they witnessed or suspected abuse.
- The registered manager ensured lessons were learned and practice changed if any trends were identified.

Assessing risk, safety monitoring and management

- The registered manager assessed individual risk and implemented controls to mitigate these.
- Risks associated with the provision of peoples' support had been assessed. Risk assessments were detailed, and person centred.
- Staff had completed training which the provider had deemed as mandatory to keep people safe
- People told us they felt safe. One person said, "Staff always make me feel safe; they motivate me and know me well."

Staffing and recruitment

- The registered manager ensured there were enough staff, with the right training and skills, to meet people's needs.
- The provider had effective recruitment processes. Recent records showed staff being recruited safely, with appropriate checks completed.
- The service had an electronic system to enable coordinators to track late calls effectively and to make alternative arrangements through consultation with people, where appropriate. No calls had been missed and staff told us managers would help with support tasks when needed.
- Relatives told us there were always familiar staff available. One relative said, "This service is absolutely brilliant; we have had the same staff member for a number of years now. We have total continuity of care."

Using medicines safely

- The provider had processes in place to support people with prescribed medicines.
- The registered manager ensured staff received medicines training and had processes in place to assess their competency to ensure they could administer medicines safely.
- The provider had an electronic medication administration system in place. This allowed staff and managers to review records daily to reduce the risk of errors. People's medication records confirmed they

received their medicines as required.

Preventing and controlling infection

- Staff followed effective infection prevention and control measures to help ensure people were safe and protected from the risk of infection.
- The registered manager had plans in place to alert other agencies to infection control concerns affecting people's health and wellbeing.
- The provider's infection prevention and control policy was up to date.

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.

At our last inspection we rated this key question good. At this inspection the rating for this key question has remained good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- Information gathered during assessments was used by the registered manager to develop support plans which helped staff to get to know people and understand their needs through personalised approaches. For example, specialised support for people transitioning across provider services. One relative told us, "From pre-assessment to final review, I can safely say Bluebird Care's (Bury & Bolton) input has been compassionate and offered consistency. It has been an essential approach to [my relative] entering community services, after a long period of institutional support.
- The registered manager ensured staff met people's fluctuating needs. For example, one person received targeted support which enabled staff to promote their independence and daily living skills and reduced the risks of self-harm and neglect.
- People's needs were reviewed regularly. Support plans were personalised, strengths-based, and reflected their needs and aspirations. People, those important to them, and staff reviewed plans regularly together.
- The service had recently purchased a 'care assist' kit to support staff to provide timely and effective care. Staff were trained to use the equipment to assess people's vital health statistics, such as blood pressure and oxygen levels in the blood. This had a positive effect on people's wellbeing because they did not need to be admitted to hospital for treatment.
- Healthcare professionals felt the service was effective. One Healthcare professional said, "Bluebird Care Bury & Bolton are a shining example of good practice."

Staff support: induction, training, skills and experience

- People's needs were consistently met by a skilled and dedicated staff team.
- Staff developed and refreshed their knowledge through an induction, followed by a programme of shadowing, appraisals, and on-going training. Staff felt supported and had frequent opportunities to meet with their managers to discuss and reflect on their practice.
- The registered manager ensured staff's health and wellbeing was supported through regular healthcare assessments, access to mental health wellbeing services, lone working assessments and equality impact assessments.
- All the people and relatives we spoke to were highly complementary about staff. One person said, "I'm very confident with staff; they always ask my consent and know how to support me. They are excellent and their consistent approach and dedication keep me going."

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support; Supporting people to eat and drink enough to

maintain a balanced diet

- The service was committed to working in partnership with healthcare professionals to ensure people received timely, effective care to maintain their health.
- The provider ensured people were encouraged by staff to make healthy lifestyle choices, including a strong focus on healthy eating, and supporting community activities which promoted people's individual wellbeing needs. For example, staff supported one person by developing individualised meal planning, exercise regimes, and routines to encourage healthy living and to improve motivation. This allowed the person to lead an improved quality of life, including accessing community activities such as fishing and rugby which were important to them.
- Staff worked collaboratively with healthcare professionals to ensure effective, joined-up care. Health professionals told us, "Bluebird Care (Bury & Bolton) were instrumental in supporting [person] with pre and post appointments with surgeons and clinicians, as well as daily support to manage healthy diets, calorie counts and nutritious food."
- Staff empowered people to make choices about their own health care and sought to improve their care and support using best practice links with healthcare professionals. For example, one person who struggled with personal touch was supported to develop trusting relationships with staff who offered consistent support. This led to a marked improvement in the person's personal care and communication skills, effectively reducing skin integrity risks. Healthcare professionals told us, "Staff are caring in nature, respectful, persevere when they are faced with an unopened door, and build positive relationships to ensure as much engagement as possible."

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 MCA 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 take 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 when this is in their best interests and legally authorised under the MCA. When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty. We checked whether the service was working within the principles of the MCA.

- The provider had processes in place to ensure the service worked within the legal requirements of the MCA. Assessments of people's needs included people's capacity to choose and make decisions.
- Staff demonstrated an awareness of supporting people to make decisions and understood the principles of the MCA.

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.

At our last inspection we rated this key question good. At this inspection the rating has remained good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People received kind and compassionate support from staff who used positive, respectful language which people understood and responded well to.
- The registered manager ensured people's equality and diversity was considered and people were treated fairly, regardless of their age, sex, race, disability, or religious beliefs.
- The provider supported people to access services culturally and spiritually important to them.

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

- The provider ensured people were fully involved in decisions about their support and treatment.
- Staff supported people to feel empowered to make decisions about their support. Managers ensured people were included through use of technology.
- People said they were asked regularly by managers if they wanted to make any changes to their support plans, and the plans were changed accordingly.
- People told us staff were caring. One person said, "Staff are all very kind and caring. They always listen to me, and I'm always involved in daily decisions about my support."

Respecting and promoting people's privacy, dignity and independence

- Staff promoted people's independence and ensured privacy was maintained.
- Support plans described what people could do for themselves and staff prompted this to ensure independence was maintained.
- Staff understood the importance of respecting people's privacy and supporting them to be as independent as possible in their own home.
- Relatives told us staff were professional and inclusive. One relative said, "Staff are very passionate; they appear genuine, and it is not just a job to them. They are chosen to meet [my relatives] needs and support them the way they want to be cared for."

Is the service responsive?

Our findings

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

At our last inspection we rated this key question good. At this inspection the rating has remained good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- The provider ensured people had clear support plans in place detailing their needs and preferences in a personalised and responsive way.
- The registered manager regularly reviewed people's support needs, including people, and where appropriate, their relatives in decision making and goal setting.
- The registered manager ensured staff had a good understanding of people's needs and kept them informed of any changes to people's support.

Meeting people's communication needs

Since 2016 all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The AIS tells organisations what they have to do to help ensure people with a disability or sensory loss, and in some circumstances, their carers, get information in a way they can understand it. It also says that people should get the support they need in relation to communication.

- The provider enabled people to access information in different languages, easy read versions and in large print if needed.
- Records showed people's support plans included information about communication needs and how these were being met.
- The importance of AIS was shared amongst staff to enhance their knowledge to allow more meaningful support for people.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- The registered manager assessed and recorded people's social needs, wishes and aspirations and supported people to attain those goals.
- Staff spent time getting to know people's background and history to enable them to support participation in activities meaningful to them.
- Staff understood people as individuals and how their needs and emotional wellbeing should be met.

Improving care quality in response to complaints or concerns

- The provider had processes in place to allow people to raise concerns and complaints easily.
- Managers ensured complaints were tracked and analysed to ensure lessons were learned, and improvements were made to people's quality of support.

- People and their relatives told us they knew how to make a complaint and felt confident any issues raised would be dealt with appropriately by managers.

End of life care and support

- Staff knew how to support people and how to access the appropriate health professionals to ensure end of life needs were met.
- Where people had been willing to discuss their wishes for this stage of life, the registered manager ensured their support record reflected this.
- At the time of the inspection no-one was being supported at the end stages of life.

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.

At our last inspection we rated this key question good. At this inspection the rating has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The registered manager led by example and demonstrated an open and transparent approach; they were passionate about promoting a person centred, inclusive and empowering staff culture.
- The provider had processes to make sure people were at the centre of their support, and staff made sure everything they did helped to improve people's wellbeing.
- The registered manager was aware of their role in supporting people's rights and in maintaining equality standards.

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong; Continuous learning and improving care

- The registered manager had a clear vision for the direction of the service which demonstrated ambition and a desire for people to achieve the best outcomes possible.
- The registered manager fully understood their responsibilities around duty of candour. This was underpinned by the open and honest culture and by appropriate policies and procedures.
- The provider had robust processes in place for receiving feedback and suggestions on how to improve the quality of support.
- Relatives told us managers were responsive and effective. One relative said, "the relationship with managers is very good; they are reliable and involve us in everything. I would highly recommend the service."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Working in partnership with others

- The provider had effective governance processes and auditing systems in place to keep people safe, protect people's rights and provide good quality support. For example, the provider had introduced a 'GP Connect' system, enabling the registered manager to access NHS medical records directly with consent. Another example of innovation was the use of an auditing 'app' which allowed the registered manager to review records for trends and lessons learned at any time of day.
- Staff had the skills, knowledge, and experience to perform their roles; they demonstrated a clear understanding of people's needs and were supported by the registered manager to ensure they were competent in meeting people's needs.
- The registered manager ensured people were included in the local community by working closely with

local organisations to support people's social and cultural needs.

- People told us Bluebird Care (Bury & Bolton) was well-led. One person said, "I know the manager and see them often. I would definitely recommend the service."