

TM Care Limited

Bluebird Care (Reading, Wokingham, Windsor, Maidenhead, Bracknell)

Inspection summary

CQC carried out an inspection of this care service on 10 December 2018. This is a summary of what we found.

Overall rating for this service

Outstanding 

Is the service safe?	Good 
Is the service effective?	Good 
Is the service caring?	Good 
Is the service responsive?	Outstanding 
Is the service well-led?	Outstanding 

This inspection took place on 10 December 2018 and was announced. The provider was given 48 hours' notice prior to the inspection. This was to ensure senior staff would be available to speak with us and assist with the inspection.

Bluebird Care (Reading, Wokingham, Windsor, Maidenhead and Bracknell) provide personal care and support to people in their own homes. At the time of inspection, 70 people were using the service who had a variety of needs such as; people with a physical disability, dementia, and frailty. Some people were receiving live-in care services from the provider.

There was a registered manager in place. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

People and their needs were placed at the heart of the service at Bluebird Care. The management of the service were dedicated in creating, nurturing and championing a culture within the service that was professional, compassionate and innovative. The registered manager and provider were prominent role models. They took a leading role in demonstrating the values and standards they

expected staff to embody by focussing on continuous improvement leading to positive outcomes for people.

The service was committed to promoting staff wellbeing and recognition. The service provided a range of employee benefits and support and had introduced a new recruitment process to ensure appropriate and good quality staff were recruited and retained.

The service had a strong sense of social responsibility and played an active role in the community. The service had won numerous awards for the quality of care and 'customer' service. The service worked closely with other agencies to support people's wellbeing.

The provider found innovative ways to support people who received care in their homes from the risk of social isolation and enrich people's lives through supporting them to connect with others, the community and engage in activities away from their homes. The service worked closely with healthcare professionals and provided outstanding end of life care

The service used technology to improve the quality of care it provided. The service had an electronic monitoring system which staff accessed using their work mobile phones. This helped to ensure that people's care plans contained the most current information and people received the right care at the right time. This meant that key information could be communicated and updated swiftly to respond to people's changing needs.

The service was responsive and involved people in developing their care plans, which were detailed and personalised to ensure their individual preferences were known. People's care plans had information about people's care needs, their wishes regarding independence and any risks identified and how to minimise these.

There was guidance in place to protect people from the risks of harm and abuse. Staffing levels were sufficient to support people safely and where there were any short falls these were covered internally. The provider had an effective recruitment process to make sure the staff they employed were suitable to work in a care setting.

Risks to people were assessed and action was taken to minimise any avoidable harm. Medicines were managed safely and administered as prescribed and staff had regular competency checks.

Staff ensured people were protected from the risk of acquiring an infection during the provision of their personal care. Processes were in place to ensure any incidents were reflected upon and relevant changes made for people's future safety.

People's needs had been assessed and they had a care plan to meet their identified needs. Staff were trained to support people with an array of health care needs, in line with recognised best practice. People were supported by staff who had the required skills and training to meet their needs. Where required, staff completed additional training to meet individual's needs. People were supported to eat and drink sufficient for their needs.

Staff worked both within the service and across organisations to ensure people received effective care. People were supported by staff to ensure their healthcare needs were met and healthcare professionals' guidance was followed.

People reported they were treated in a kind and caring manner by staff. People were supported by staff to express their views and to be involved in decisions about their care. People's

independence was promoted by staff who encouraged them to do as much for themselves as possible. Staff treated people with dignity and respect and were sensitive to their needs regarding equality, diversity and their human rights.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning **03000 616161**