

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

WA & S Associates Ltd

Location / Core Service address	Date
Bluebird Care (Northumberland South) Unit 30 Apex Business Village, Annitsford, Cramlington NE23 7BF	14/07/2020

Dear WA & S Associates Ltd

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

Assessment Area 1

Safe care and treatment

1.1 Are infection risks to people using the service being thoroughly assessed and managed?

Yes Infection risks to people using the service are being thoroughly assessed and managed.

1.2 Does the service have the resources to obtain, and reliable access to, all the supplies, personal protective equipment and C-19 testing it needs, for both staff and people who use the service?

Yes The service has reliable access to the right personal protective equipment and C-19 testing for both staff and people who use the service.

1.3 Does the location's environment and layout support preventing and containing transmission of infection?

Yes The location's environment supports the preventing and containing the transmission of infection.

1.4 Are working arrangements and procedures clear and accessible to staff, people who use the service, their supporters, and visitors to the service?

Yes Working arrangements and procedures are clear and accessible to staff, people who use the service, their supporters, and visitors to the service.

1.5 Are medicines being managed safely and effectively?

Yes Medicines are being managed safely and effectively.

1.6 Are risks to the health of people using the service being properly assessed, monitored and managed?

Yes Risks to the health of people using the service are being properly assessed, monitored and managed.

Assessment Area 2

Staffing arrangements

2.1 Are there sufficient numbers of suitable staff to provide safe care and treatment in a dignified and respectful way?

Yes There were enough suitable staff to provide people with safe care in a respectful and dignified way.

2.2 Are there realistic and workable plans for managing staffing levels if the pandemic or other causes lead to shortfalls and emergencies?

Yes There were realistic and workable plans for managing any staffing shortfalls and emergencies.

Assessment Area 3

Protection from abuse

3.1 Are people using the service being protected from abuse, neglect, discrimination and loss of their human rights?

Yes People were being protected from abuse, neglect, discrimination, and loss of their human rights.

3.2 Are the service's safeguarding and other policies and practice, together with local systems, properly managing any concerns about abuse and protecting people's human rights?

Yes Safeguarding and other policies and practice, together with local systems, are properly managing any concerns about abuse and protecting people's human rights.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Is the provider monitoring and protecting the health, safety and wellbeing of staff?

Yes The provider is monitoring and protecting the health, safety and wellbeing of staff.

4.2 Does the provider have effective systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise?

Yes The provider's systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise are effective.

4.3 Is the provider supporting staff and people who use the service to raise any concerns and give feedback?

Yes Staff are supported to raise concerns and give feedback about the service.

4.4 Is care and treatment provided to people being properly recorded?

Yes Care and treatment provided to people is being properly recorded.

4.5 Is the provider able to work effectively with system partners when care and treatment is being commissioned, shared or transferred?

Yes The provider is able to work effectively with system partners when care and treatment is being commissioned, shared or transferred.

Overall summary

Date of call: Tuesday, 14 July 2020. Time of call: 10:00 hours. Duration of call: 53 minutes.

From our discussion and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic.

Infection control products.

The service had a good stock of PPE, which was accessed both privately and with the support of the local authority. The provider had in place effective systems for distributing PPE to staff who were working out in the community. The service also had good stocks of hand sanitiser and other equipment needed to maintain effective infection control.

Infection control practice.

The service had instigated a range of training aids, written procedures and online support to help staff maintain effective infection control practices. The registered manager had herself produced a range of instructional advice to demonstrate staff such things as donning and doffing equipment and maintaining good hand hygiene. The manager ensured that where national advice was updated this was cascaded to staff in the community.

Care and treatment for Covid19 / Testing for COVID-19.

No one who was being supported by the service had tested positive for Covid 19. Where staff had displayed potential symptoms of coronavirus appropriate action had been taken including accessing testing and seven day isolation.

Non- COVID-19 care and treatment.

Service had continued to support people with their ongoing treatment and well-being and continued to work with community-based services to ensure people received appropriate care.

Staff cover / Staff support and training.

There have been no significant issues with staff cover during the pandemic and systems were in place to ensure visits were maintained, or where necessary increased because unable to be supported by family members. Staff training had been maintained during the pandemic with effective systems in place for staff to attend the main office and complete training on an individual basis.

Temporary changes to the service.

The service had taken on a range of additional tasks to help support people during the pandemic including arranging additional visits, undertaking shopping and the collection of medicines from local pharmacies. The registered manager had also considered people's social and mental well-being and tried to cater for these areas by offering people puzzles, sweets and other items to help with their well-being.

Management of the service / Improving and delivering care.

Day-to-day management of the service was maintained. The registered manager kept in regular contact with staff and ensured that areas such as medicines continued to be supported safely. The registered manager also had regular contact with people who use the service and their families to ensure that their needs continued to be met. The service was able to access support from the local authority as and when necessary.

Innovation.

The manager had taken the opportunity to put in place a number of innovative

solutions to assist people, for example the provision of hospital health passports and medicine passports because families could not always accompany people if they needed to be admitted.