

## COVID-19 Emergency Support Framework

# Engagement and support call Summary Record

**Rampion Limited**

Location / Core Service address	Date
Bluebird Care (Brighton & Hove) 98 Boundary Road  Hove BN3 7GB	14/08/2020

Dear Rampion Limited

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

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

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<b>Yes</b>	Infection risks to people using the service are being thoroughly assessed and managed.
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**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?**

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<b>Yes</b>	The service has reliable access to the right personal protective equipment and C-19 testing for both staff and people who use the service.
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**1.3 Does the location's environment and layout support preventing and containing transmission of infection?**

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<b>Yes</b>	The location's environment supports the preventing and containing the transmission of infection.
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**1.4 Are working arrangements and procedures clear and accessible to staff, people who use the service, their supporters, and visitors to the service?**

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<b>Yes</b>	Working arrangements and procedures are clear and accessible to staff, people who use the service, their supporters, and visitors to the service.
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**1.5 Are medicines being managed safely and effectively?**

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<b>Yes</b>	Medicines are being managed safely and effectively.
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**1.6 Are risks to the health of people using the service being properly assessed, monitored and managed?**

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<b>Yes</b>	Risks to the health of people using the service are being properly assessed, monitored and managed.
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## Assessment Area 2

### Staffing arrangements

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

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

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

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

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## Assessment Area 3

### Protection from abuse

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

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

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**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?**

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

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## Assessment Area 4

### Assurance processes, monitoring and risk management

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

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<b>Yes</b>	The provider is monitoring and protecting the health, safety and wellbeing of staff.
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**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?**

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<b>Yes</b>	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.
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**4.3 Is the provider supporting staff and people who use the service to raise any concerns and give feedback?**

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<b>Yes</b>	Staff are supported to raise concerns and give feedback about the service.
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**4.4 Is care and treatment provided to people being properly recorded?**

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<b>Yes</b>	Care and treatment provided to people is being properly recorded.
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**4.5 Is the provider able to work effectively with system partners when care and treatment is being commissioned, shared or transferred?**

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<b>Yes</b>	The provider is able to work effectively with system partners when care and treatment is being commissioned, shared or transferred.
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### Overall summary

From our discussion and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic. The service has coped well with the pandemic and nobody using the service is currently positive with Covid-19. Any staff shortages have been covered by other staff and the service currently has a full complement of staff, and a stable staff team. The service has been able to keep

people safe and protect their staff through robust and targeted infection control and medicines procedures, and PPE has been available. Governance systems are in place to monitor quality and you have been able to carry out your roles effectively, and in turn have put initiatives in place to support and reward staff for their efforts and commitment. Staff have engaged effectively with external stakeholders, such as the GP, Local Authority and CCG. You have followed published guidance and supported each other to ensure that people and staff have been cared for appropriately. You have put innovative systems in place which allowed staff to monitor PPE, share information and support each other. The office is open and has adopted social distancing rules, staff have also been able to work remotely. It is acknowledged that the service experienced challenges at the start of the pandemic, however you have reacted sensibly and robustly are providing good care to people in their homes.