

Bluebird Care Edinburgh Support Service

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Type of inspection:

Unannounced

Completed on:

17 December 2018

Service provided by:

J & J Perry Limited Trading as Bluebird
Care Edinburgh

Service provider number:

SP2008009670

Service no:

CS2008172332

About the service

Bluebird Care (Edinburgh) provides care at home to people living in their own homes across Edinburgh. The service provides a range of services that enable people the freedom to live as safely and comfortably as possible in their own home for as long as they want and are able to. Most people have care staff visit their home to deliver care. A few people have live in carers. At the time of inspection the service was providing care to 129 people.

The company's website states that:

"The ethos of Bluebird Care is good old fashioned service with a "can do" attitude which has been built around a passion to deliver high quality care and an excellent level of service."

The service is dedicated to delivering the highest standard of service with robust systems for monitoring service delivery.

What people told us

Thirteen people who received care from the service and/or their relative returned care standard questionnaires to us. They all agreed, seven of the 13 strongly agreeing, they were happy with the care they got from the service. They said they had a care plan that detailed their needs and preferences and that staff had the skills to care for them and treated them with respect. Comments included;

"Generally very nice ladies, genuinely care about (name)."

"We have only been using the service for a short time so we are still in the "learning phase. So far, we have been very happy with the service provided and are contemplating further input/help from the service. We would not do that if not satisfied with the service provided."

"Bluebird are very good and reliable. If anything is wrong they are quick to rectify....too many new people confuse my mum but Bluebird do try to minimise that."

"I can tell you (name) is most appreciative of his care."

"Sometimes it feels like there are different staff coming each week."

We were able to check this with the service. There had been a few weeks when one of the regular carers had left and the other was on holiday when a number of different carers had visited. More recently two regular carers had been visiting the person.

We met four people on visits with care staff. They were all very happy with their care and the carers who cared for them. We spoke to two relatives by phone. They were very happy with the service their family member was receiving. They said,

"We're very, very satisfied with the service. Continuity is important. We've got that. We have two regular carers and two or three others who know the routine and can cover when needed. We've no complaints. Management have been great and carers excellent."

"The way they look after my (family member) is exceptional. All the family are very happy with the care. We have continuity, therefore care tasks are straightforward. If we have any concerns they're dealt with."

Self assessment

We are not asking services to submit a self assessment for this inspection year. Instead we ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection. We shared our new Quality Framework and suggested they could look at how they use this to evaluate their service and plan future improvement.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

People were very happy with the care they or their relative got from the service. The provider made sure they could deliver the care the person needed and wanted before starting any care visits. They listened to the outcomes people wanted to achieve, for example to stay in their own home, to have companionship, to keep their home clean and tidy, and planned care to help people achieve what they wanted.

People and, where relevant, their relatives were fully involved in planning their care. Care plans gave a real sense of the person, which helped staff get to know them. They included the detail needed by staff to be able to deliver the person's care in the way they wanted. Care staff could access the person's care plan remotely on their Smartphone. They received alerts immediately if there were any changes to the planned care. People could feel their care was right for them.

The service had a reliable electronic system to make sure they reviewed people's care with them regularly. The supervisor checked their needs were being met, they were happy with the staff caring for them and that they were happy with service. They made any changes or improvements required. People were very happy with communication with the service. They felt able to contact office staff at any time, felt listened to and confident they would get a helpful response.

Consistency, continuity and reliability are very important, particularly for people receiving care in their own home. The two co-ordinators had extensive knowledge of the needs and preferences of each person the service cares for and of carers' availability and experience. They used this knowledge along with the electronic scheduling system to make sure visits were scheduled to allow care staff time to deliver people's care and travel between visits. Each person had a small team of regular carers. Co-ordinators used their knowledge and the scheduling system well to make sure familiar staff visited when the regular carer wasn't available for any reason. People experienced stability in their care from staff who knew their needs, choices and wishes well.

We saw excellent care being delivered;

- carers used gloves and aprons appropriately to prevent infection
- personal care was carried out in a way that respected the person's privacy and dignity
- medication was administered and recorded safely using the electronic recording system
- equipment was used competently and confidently to help people transfer
- choice was offered and independence encouraged.

Care tasks were completed to a very high standard and in a very personal way, paying attention to things that were important to the person. Carers always checked if the person needed anything else and made sure their home was clean and tidy before leaving.

Everyone spoke very highly of their carers. People were treated with respect and were confident staff had the skills to care for them. The service was careful to employ staff who were safe to work with vulnerable people, who would treat people with dignity, respect and compassion and who really wanted to care for people. New staff's induction was thorough, with excellent five days of training to prepare them for their role. They completed shadow visits with experienced carers to make sure they were confident and competent to deliver care on their own. Lead carers made sure staff were well supported during the first few months; informally, at practice observations and through regular 1:1 meetings. New carers competence was confirmed at an end of probation review.

Care staff had an annual 1:1 meeting to review their performance, set objectives for the next year and agree a personal development plan. The service had introduced a mid-year 1:1 meeting to review progress with the agreed objectives and development plan. Staff completed regular refreshers in key topics to make sure they were up to date with best practice. Lead carers carried out regular practice observations to make sure care staff followed best practice when carrying out care. The service had a plan in place to further develop learning opportunities for staff in topics such as dementia care, Parkinson's, palliative care, stroke, diabetes and multiple sclerosis. This will further enhance people's confidence in staff providing their care.

Staff could feel valued, involved and an important part of Bluebird Care service. The employee of the month and year recognises staff who go above and beyond with valuable rewards. Care assistants had been successful in progressing their career, taking up roles as supervisor, co-ordinator and recruitment resourcer and trainer. Other care assistants could see there were opportunities to progress their career in care, motivating them to continue to improve their practice.

What the service could do better

The provider and manager have a clear vision for the service, expect high standards and lead by example. We feel confident this will make sure the service continues to demonstrate very high standards and be innovative in how the service develops.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
16 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
13 Oct 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
9 Nov 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
16 Feb 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
7 Mar 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
6 Mar 2013	Unannounced	Care and support Not assessed Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
28 Sep 2012	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 2 - Weak 2 - Weak
7 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
20 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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