

MANAGEMENT ORGANISATION CHART OF BLUEBIRD CARE (EALING)



Ray Mortimer
Director



Dean Morley
Registered Care
Manager & Lead Trainer



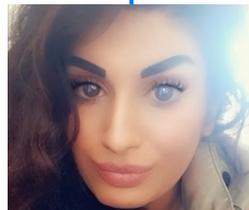
Vjeko 'Jack' Sisarica
Deputy Care Manager &
Mental Health First Aider



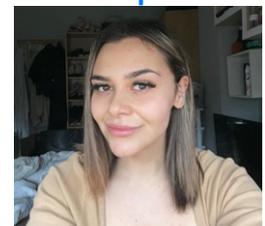
Velichka Nikolova
Recruitment & Coordinating
Manager (First Aider)



Lucy Charlton
Compliance Manager



Baljinder Puaar
Field Care Supervisor



Catherine Barrett
Compliance Officer



**Asmaa Benomar-
Yemlahi**
Team Leader



**Katarina
Tomasovicova**
Team Leader



Frontline Care Staff

ROLE'S, RESPONSIBILITIES AND CONTACT DETAILS

Director – Ray Mortimer

Bluebird Care Ealing is owned by Ray. He has thirty years of experience of managing teams of people and developed over the years a passion for high standards in the workplace. Ray's dedication to outstanding customer service is our inspiration to always to do better and strive to be the very best care provider for the residents of Ealing.

Born and bred in Ealing Ray was introduced to the world of care when his brother-in-law was diagnosed with a terminal illness and Ray decided to devote his time to providing a high-quality care service to the local population in Ealing.

Raymortimer@bluebirdcare.co.uk

020 8810 4666

Registered Care Manager & Lead Trainer – Dean Morley

Bluebird Care Ealing is managed by Dean. He has fifteen years of varied experience primarily in health and social care, and education. Born and bred in Ealing, Dean has built a team of professional, honest, and caring people who have the skills and knowledge to provide the best possible care to the local population.

As the CQC registered manager the buck stops with Dean. He demands the best for our customers and employees alike. Dean will be the first person to visit any potential customers and risks assesses their care needs, creating a care plan that allows the rest of our team to deliver the best possible service. Dean constantly drives the business forwards and ensures that policies and procedures are followed.

Dean has recently assumed the role of lead trainer and has introduced new, industry leading technology to push our limits and specialise our skills.

deanmorley@bluebirdcare.co.uk

07985 382766

Deputy Care Manager – Vjeko Sisarica

Vjeko 'Jack' Sisarica has several years of experience in the care industry and has helped coordinate home care for customers of all needs including mental health, reablement and palliative care. Vjeko joined Bluebird Care in May 2017 as a care coordinator and has since progressed his way to the deputy care manager role.

Vjeko manages much of the day to day running of the business. He supports our whole team in all their varied roles, ensuring they have the tools, knowledge and one to one guidance needed to excel. He is the direct line manager of our Compliance Manager, Recruitment & Coordinating Manager, and Supervisor. Vjeko is our mental health first aider and ideally suited to helping our employees through difficult times.

vjekoslavsisarica@bluebirdcare.co.uk

020 8810 4666

Recruitment & Coordinating Manager – Velichka Nikolova

Velichka joined Bluebird Care as a Care Worker in 2015. In a noticeably short period, she proved to be a fantastic care worker and was promoted to a Supervisor role. Since then, she has been our lead trainer and recruiter. She is now our Recruitment & Coordinating Manager.

With 13 years of experience in the care sector and an unrelenting work ethic, Velichka is a much-respected member of the team, especially among our care workers whom she now coordinates.

Velichka finds and recruits only the very best candidates for our business. She is the direct line manager of all care workers on our team. Velichka can be contacted directly for any enquiries regarding length and timing of visits, cancellations, and preferences feedback on our care team's performance.

Velichkanikolova@bluebirdcare.co.uk

020 8810 4666

Compliance Manager – Lucy Charlton

Lucy joined Bluebird Care Ealing in August 2016 as an administrator. She progressed into recruitment and is now growing her own team as our Compliance Manager. Lucy's previous employment was based in recruitment and retail and just before joining us she completed a business and administration apprenticeship within the care sector.

As compliance manager, Lucy ensures that everyone on the team is adhering to statutory regulations so that everyone involved in our service is safe at home and at work. Lucy leads our investigations in to concerns and complaints and can be contacted directly by our customers if they have any. Lucy is a much-loved member of our team. She is an honest, thoughtful, and compassionate colleague and is ideally suited to impartial and fair investigations.

lucycharlton@bluebirdcare.co.uk

020 8810 4666

Compliance Officer – Catherine Barrett

Catherine is yet another shining example of talent and progression in our business. She joined our team in 2018 as a care assistant and has been promoted to compliance officer. Catherine has always been a favourite among her customers and has a positive, caring and honest nature.

Catherine supports Lucy in enforcing our policies and procedures 'In the field'. She is our go to person for ensuring safe delivery of our services to customers. Catherine supports the care workers to get to grips with the everchanging world of statutory regulations, as well as reinforcing the basics, such as PPE use and timekeeping. Catherine is our eyes and ears on the ground to ensure everyone feels happy, safe, and well informed. She can be contacted directly to raise any concerns or complaints.

Ealingcompliance@bluebirdcare.co.uk

020 8810 4666

Field Care Supervisor – Baljinder Puaar

Baljinder joined Bluebird Care in 2021 and has assumed the challenging role of Field Care Supervisor. Baljinder has several years of experience in the health and social care sector, including management of residential care establishments. Baljinder has the exactly the right skills, knowledge, and experience to provide our customers with person centred care plans, and to ensure they only receive the best quality care available.

Baljinder is primarily focused on improving our customer's home care service. She is our go to person for updating, improving, and developing care plans. Our customers are encouraged to contact Baljinder directly with any updates and developments in their care needs.

baljinderpuaar@bluebirdcare.co.uk

07483 133969

Team Leader – Asmaa Benomar Yemlahi

Asmaa joined Bluebird Care in October 2017 as a care worker and made an immediate impression on the team. Her calm, caring and professional attitude made her a perfect candidate for promotion. In January 2018 she became one of our Team Leaders. Asmaa has previously worked as a healthcare assistant in a hospital and in a mental health centre in Spain. She also has experience as a laboratory technician.

In her role as Team Leader, Asmaa is focused on ensuring our team of outstanding care workers get the support they need to be safe, supported, and successful in their roles. Asmaa is one of our go to people for a variety of topics that crop up in our care worker's days. She is a vital link between the management team and our vital frontline workers. Asmaa will ensure that the care worker's needs and opinions are always heard and incorporated into the development of our services.

ealingteamleader@bluebirdcare.co.uk

020 8810 4666

Team Leader – Katarina Tomasovicova

Katarina firstly joined Bluebird Care Ealing in 2015 as a live-in carer. She was an absolute favourite of customers and colleagues alike. In October 2019 Katarina deservedly entered a new role as a Team Leader. Katarina also has previous experiences as a field care supervisor and a care coordinator.

In her role as Team Leader, Katarina is focused on ensuring our team of outstanding care workers get the support they need to be safe, supported, and successful in their roles. She is one of our go to people for a variety of topics that crop up in our care worker's days. Katarina is a vital link between the management team and our vital frontline workers. She will ensure that the care worker's needs and opinions are always heard and incorporated into the development of our services.

ealingteamleader@bluebirdcare.co.uk

07483 175412

Care Workers

At Bluebird Care Ealing we are extremely proud of the outstanding team of care workers we employ. They are the best at what they do and are constantly working to improve their performances. Our care workers are deservedly remunerated with some of the best pay, training and working conditions available anywhere within the industry.

We love to receive feedback from our customers on the performance of our team. We understand how important your service is and we want the absolute best for you.

We encourage our customers to please make all contact regarding our service, including cancellations and visits via the office. Please avoid requesting our care worker's personal telephone numbers and instead contact the above team members. In this way, we can ensure that both you and the care workers are properly protected and supported.

FAQ's FOR OUR CUSTOMERS

Q. How do I receive my invoices and how often do I pay?

A. We invoice monthly. At the end of each calendar month, we will email or post your invoice depending on your preference. You can change this method anytime by asking our field care supervisor. We request payment via either direct debit or bank transfer within 7 days of receipt. If you would like to set up a direct debit, please ask our supervisor. It is important to note that you only pay for the time we spend with you. You do not need to pay the care workers directly for anything unless they are doing shopping for you.

Q. How do I cancel or restart a visit, and will I be charged?

A. Please contact our Recruitment & Coordinating Manager on 020 8810 4666, or by email at Velichkanikolova@bluebirdcare.co.uk You will not be charged for cancellations providing we are given 24 hours' notice. A shorter notice period may result in a charge and you can refer to the terms and conditions section of your care plan for more information. To restart your service please simply contact Velichka with your desired start date.

Q. Will my care plan be left in my home?

A. Historically care plans have always been left in customer's homes. To better protect your data, and be more environmentally friendly, we have limited this to the front page of your care plan only. This will be kept in a blue Bluebird Care lever arch file. The front page contains a QR code which allows emergency responders access to your care plan if needed.

You are always welcome to view your care plan at any time. This can be done by downloading our Open Pass app, or by requesting a full printed version. Please contact our field care supervisor for either option.

We kindly request that these folders are left in an accessible location and are returned to us at the end of your service.

Q. What if my long-term care needs change?

A. We aim to detect long term changes in your care needs first and discuss these with you. These conversations may take place with your care workers or our field care supervisor. However, sometimes health conditions can change suddenly, and you can prompt a change in your care package yourself. Please simply contact our supervisor on 07483 133969 or at baljinderpuaar@bluebirdcare.co.uk

Baljinder will review your care and work closely with the rest of our team to ensure the right support is in place for you. This may include a change in your visits, additional training for our staff and further partnership working with other health professionals. We will help relieve some of the stress and worry by increasing your care at short notice. Bluebird Care Ealing provides everything from 30-minute visits to 24-hour live-in care and nighttime support.

Q. What training, skills and qualifications do my care workers have?

A. All our care workers have completed a Care Certificate which includes core modules such as infection control, medication, moving and handling, safeguarding and much more. They have also all completed or are completing a minimum of a Level 2 NVQ in health and social care.

In addition to the above, our care workers have qualifications and training far exceeding the normal standards. At Bluebird Care we have introduced over 60 training modules in everything from Sepsis, Dementia Care, Acquired Brain Injuries and Mental health. We regularly review and assess competency, and refresh training courses throughout the year to ensure our knowledge is kept above industry standards.

Q. How do we check that staff are suitable for the role?

A. We are extremely fussy about who we employ. On average we will recruit less than one in 50 applicants. In addition to this we will always ensure that a fully enhanced criminal record check is completed prior to employment. This is periodically updated and reviewed. All staff have proven their right to work in the UK and are screened and tested for good communication skills, competency and having a kind, caring and honest character.

New members of our team are placed on a 6-month probation period. They are regularly supervised and supported to ensure they meet our standards. Our dedicated team leaders are focused on ensuring our team have all of the skills and competencies that are needed.

Q. Can I keep my favourite care worker/s visiting regularly?

A. Yes you can. We appreciate that it is your home and your rules. We will never send anyone to you if you do not want them to visit.

Please let us know who a best match for you is. We will do all we can to keep them as a regular visitor. There may be times when it is not possible for one care worker to provide your entire care package. This may be due to their other commitments or in times of sickness/ annual leave. We would strongly recommend you exploring a few options and helping us build a small team of regular care workers. This allows us to increase your care more easily if your needs change. You may just find another favourite!

Q. Do my care workers need to stay the full length of time?

A. Yes. You should get what you pay for and we want you to have value for your money. If too much time has been allocated to your visit, we can review your care plan. There is no need for any of our care workers to rush off as we are incredibly careful at ensuring enough travel time is allocated between customers. We do not do back-to-back visits, and all our staff are allocated rest breaks in between visits.

Q. When can I contact the office?

A. Our office is open from 08:30 to 17:00 Monday to Friday. You can contact our team directly on their mobiles (if applicable) or call 020 8810 4666. You may also email ealing@bluebirdcare.co.uk to reach our whole team.

Our emergency out of hours service is available on 020 8810 4666 from 07:00 to 22:00 Monday to Sunday. This is operated by regular members of our team on a roster basis.

Our night-time care workers can call our registered care manager any time between 22:00 to 06:00 for emergencies.

Q. How do I raise a concern, complaint, or compliment?

A. All concerns, complaints and compliments can be raised initially with your care worker, or by directly contacting our compliance team on 020 8810 4666 or at EalingCompliance@bluebirdcare.co.uk

We will respond within 24 hours and will complete our investigations within 28 days. A guide for more information on how we handle complaints is available in your welcome packs and on request.

We are always grateful for feedback, good or bad. It is particularly appreciated when our team are given compliments for their efforts and this can be done via our office team, Google reviews or at <https://my.workingfeedback.co.uk/homecare/ealing/bluebirdcare.co.uk>

If we have not answered your question here, please feel welcome to call us on 020 8810 4666 or email ealing@bluebirdcare.co.uk

FAQ's FOR CARE WORKERS

R. Who is our immediate line manager?

- A.** The Recruitment & Coordinating Manager is the direct line manager for all care workers. However, the Team leaders will support you remotely and in the field by conducting regular team meetings, supporting with professional development, staying in contact during sickness absence, and generally making sure your feedback is always heard. Please contact your team leaders in the first instance and they can either answer your question or direct your enquiry. You can contact a team leader by emailing ealingteamleader@bluebirdcare.co.uk

Q. How do we request annual leave, report sickness, or make changes to our availability?

- A.** Please contact the Recruitment & Coordinating Manager in all of the above instances.

Q. How do we raise grievances or complaints?

- A.** All grievances can be raised with the Compliance team at ealingcompliance@bluebirdcare.co.uk If the grievance is about our compliance team, you can raise the grievance with the Deputy Care Manager.

Q. What if a customer's health or care needs are changing?

- R.** All new information regarding a customer's health must be recorded in your care notes. These will be audited daily by the Supervisor and acted on quickly. If the change in a customer's care needs is urgent, care workers must inform the Supervisor directly, or call 999 for life threatening emergencies.

Q. How do we raise a safeguarding?

- R.** Safeguarding concerns of abuse must always be immediately reported to the Registered Care Manager (RCM). The RCM will then delegate responsibilities to relevant members of the management team. Your team leaders will be your immediate support in any difficult and upsetting situations. The Deputy Care Manager is our mental health first aider and is available to ensure your well-being is protected.

Q. Who deals with our rosters?

- R.** The Recruitment & Coordinating Manager.

Q. Who shall I contact if I have issues with my pay?

- R.** Contact the Deputy Care Manager for all pay related concerns, including when you need a payslip.

Q. Who should I refer the customer to if they want to make a complaint?

- R.** Please refer the customer to our Compliance team at ealingcompliance@bluebirdcare.co.uk They will stay in contact with the customer and keep them updated on the progress of our

investigation. The Compliance Officer may need to visit the customer to collect statements and gather evidence.

Q. What do I do if the customer wants to speak to my manager?

R. Please refer the customer to the Recruitment & Coordinating Manager. If further escalation is required Velichka will know what to do next.

Q. What is the difference between a concern and complaint? – Who do I raise these with?

R. A concern is a minor issue that can be resolved in a single conversation, does not put anyone in a significant risk of harm, and the customer is happy with the result. These need to be reported in your care notes and reported to the Compliance team at ealingcompliance@bluebirdcare.co.uk

A complaint is a more serious issue that will require investigation and cannot be immediately resolved. These always need to be reported immediately to the Compliance team.

Q. What is the role of the Supervisor?

R. The field care supervisor role has changed a lot in 2021. They are now entirely focused on updating care plans, reviewing customer's care needs, and liaising with other health professionals to improve our customer's care. The supervisor also carries vital equipment such as blood pressure monitors, thermometers, oxygen saturation monitor etc. They can do a health and well-being visit for customers to keep a close eye on some less obvious symptoms of poor health.

Q. What is the role of the Compliance Officer?

R. The Compliance Officer is responsible for enforcing policies and procedures. They will be working in the field checking that uniform, PPE, proper moving and handling techniques and other systems and practices are in place to keep everyone safe. The compliance officer will sometimes need to interview you to collect statements and gather evidence for investigations.

Q. What is the role of the Team Leader?

R. The Team Leaders are the primary support for our care workers. They are experienced care workers who have an in-depth knowledge of how the management structure works. The Team Leaders are always focused on making sure our care workers get the best support, care, and attention. Team Leaders will stay in regular contact with the care workers, championing their rights and needs and helping them to improve the business.

Q. Who shall I contact if I have technical issues with the apps I use for work?

R. The Team Leaders are your first point of contact.

Q. Who will do my supervisions and appraisals?

R. Supervisions will be completed by Team Leaders and appraisals will be conducted by the Recruitment & Coordinating Manager and/or Deputy Care Manager.

Q. Who will do my training?

- R.** Training is now conducted by the Registered Care Manager. Some refresher training may be delegated to your line manager and team leaders, but the vast majority will be with the Registered Care Manager. You must complete all training assigned to you within the deadlines set. If your training is out of date, we may need to restrict your duties in order to keep everyone safe.

All staff have been pre-assigned specific courses to complete. Some of these are mandatory and will require updating periodically. Other optional courses are available and you can always request training in any area by contact the RCM at deanmorley@bluebirdcare.co.uk

Q. What do I do if a friend of mine wants to work for Bluebird Care, or I think they would be great at working with us?

- R.** The Care Friends App is available to use anytime, and you can earn money by referring friends! You may also discuss this with the Recruitment and Coordinating Manager if you need advice.

Q. How do double-up visits work?

- R.** Double-up visits are rare but will often indicate more advanced care needs for the customer. It is vital that you work closely with your double-up partner and do all possible to ensure the customer's comfort and dignity.

A 'lead care worker' will be assigned to the visits. If you are unsure of who this is please contact the Recruitment & Coordinating Manager. The lead care worker will take charge during the visit and direct the other member of staff to provide support. The lead care worker may be selected based on their experience, training, skills, or knowledge of the customer.

Double up care workers must arrive on time and wait outside of the customer's home to enter together as a team.

Q. How do I get PPE?

- R.** It is the responsibility of every member of the team to collect and keep enough PPE to always perform their own duties. PPE is always available in the office. During the COVID-19 lockdown we have ensured that someone is always available in the office to allow for PPE collection.

PPE will not be delivered to you unless under extreme circumstances. You are required to make time to collect your PPE.

Q. Should I be getting tested for COVID-19?

- R.** Yes! We have a constant stock of test kits and in accordance with government advice you are welcome to take enough kits to be tested at least once per week. The test kits are available with the PPE in the office.

Our customers want us to be tested, and we are responsible for the health and safety of everyone in the business, as well as ourselves and members of the public.

If we have not been able to answer your query here, please contact your team leaders at ealingteamleader@bluebirdcare.co.uk or call 020 8810 4666

FAQ's FOR MANAGEMENT AND SUPPORT STAFF

Q. Should I be getting tested for COVID-19?

R. Yes! We have a constant stock of test kits and in accordance with government advice you are welcome to take enough kits to be tested at least once per week. The test kits are available with the PPE in the office.

Our customers want us to be tested, and we are responsible for the health and safety of everyone in the business, as well as ourselves and members of the public.

Q. Who will do my supervisions and appraisals?

R. Supervisions are completed by your immediate line manager and should take place at least every 3-4 months. Please refer to the management structure for guidance. All management and support team staff will have their appraisals with the RCM.

Q. Where do I access policies and procedures?

R. In the first instance you should always visit NEST for policies and procedures [Policies and Procedures - Home \(bluebirdcare.co.uk\)](#) please use your email address and email password to log in.

If you are unsure on how to interpret a policy and how it applies to your role, please refer to the compliance team. In time they will become experts on how our policies relate to each and every one of our roles.

Q. How should I handle enquiries from customers and potential employees?

R. Growing our business starts with enquiries and first impressions are extremely important. Please always thank the caller for reaching out to us, take their name and contact details and refer them to our website www.bluebirdcare.co.uk/ealing for more information. Enthusiasm, good listening skills and excellent manners are a must. You should always answer every telephone call with "Good morning/afternoon/evening, Bluebird Care speaking, how may I help you?"

For customer enquiries, the callers' details must be immediately passed on to the RCM or field care supervisor if the RCM is absent.

For recruitment enquiries, the caller's details must always be immediately passed on the recruitment & coordinating manager or deputy care manager in their absence.

Q. What should I do if CQC contact us?

R. CQC enquiries should be dealt with promptly and professionally in the same way as any other. Please always take their details, answer any immediate questions that they have and pass on the details to the RCM.

Q. What do I do if I receive a complaint?

R. Please thank the individual for raising their complaint and take as many details as they are willing to give. Please ensure you have their contact details and nature of their complaint. You

should then immediately start a complaint report record and send this to our compliance team at ealingcompliance@bluebirdcare.co.uk

Please apologise to the complainant for the event taking place and send them a copy of the customer guide on complaints. Do not commit to resolving the issue immediately or offer any opinion on the nature of the complaint or imply that the event did not take place. Investigations must be handled in accordance with our policies.

Q. What should I do if I need help during on call duties?

R. On call duties are reserved for emergencies only. If the caller has an issue that is not an emergency, please kindly take the details and email the relevant member of the team.

If you need advice and support during on call, please contact the RCM only. It is important that everyone on the team gets downtime when not on call. The RCM is well placed to offer any advice and support that will be needed to handle an emergency. You can contact the RCM on 07985 382 766 in or out of working hours.

Q. What support is there available outside of the management team?

R. Bluebird Care Ealing is a part of a much wider network. There is an abundance of regional managers available to support us where needed. This may be for business development, compliance, marketing, or training etc. Please always seek help from the management team first.

There is an expectation for everyone on the management and support team to familiarize themselves with our local and regional support network. Please reach out and get to know our regional team so that they can be better placed to support our business grow and improve.

Q. Who should I talk to regarding pay?

R. All conversations regarding pay should be directed to the deputy care manager or RCM in the first instance. They will support you and will liaise with the director to resolve your concerns.

Q. Can I take leave when on call?

R. With enough notice annual leave is very rarely declined. However, we do our best to communicate on call duties well in advance and will need you to consider this when booking annual leave please. Due to the importance of each of your roles it is unlikely that more than one or two of the support or management team will be authorised leave at the same time.

Q. Should I keep to my normal working hours when working from home?

R. Yes! Please keep to your normal working hours even when working from home. This includes taking lunch breaks as well. It is really important for your well-being, as well as the smooth operation of the business.

If we have been unable to answer your query here, please do contact the deputy care manager.