

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Brico Ltd

Location / Core Service address	Date
Bluebird Care (Guildford) Lion House 147 Oriental Road, Woking GU22 8AP	10/07/2020

Dear Brico 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

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:

You told me that you have had a good supply of PPE throughout the pandemic. You

said that you have set up good communication with staff to ensure they are provided with the most up to date guidance around PPE use and supervisors are conducting competency checks around PPE usage.

Infection control procedures:

You told me you had set up procedures with people about how they would like things to be when staff enter their home around infection control. These plans included people's preferences on PPE and hand hygiene. You said that people gave positive feedback around the way staff acted when coming into their home and their knowledge around the Covid-19 risks.

Testing for COVID-19:

You told me you were aware of how to order or book a test for people and staff. You said that staff would currently be tested if they had any symptoms and they would then be required to isolate as per the government guidance.

Feeling isolated:

You said that staff are aware of the potential for people to feel isolated due to the restrictions implemented. You told me that you are regularly calling people to talk about how they are and check on their welfare outside of the visits. You said that people have commented on how positive this has been and that they knew you were calling to make sure they were ok. You told me about a poetry competition you held with people and the community to ask the question about what care looks like to them. You said you will be putting together a booklet with all the poems in to sound out and share with people.

Care and treatment for covid19:

You told me you had a robust plan in place to support people if they contracted Covid-19. You said this included the staff risk assessment around who would be high risk if a person did contract Covid-19 and ensuring there was a plan in place to continue safe visits. You told me you had good communication with the hospital around anyone being discharged to ensure you know their health needs and Covid-19 status.

Staff cover:

You told me that you were able to maintain a good staffing level throughout the pandemic. You said that in the event that a staff member had been off then you always had suitable cover arrangements in place. You said all staff including office staff and management have been out to deliver care and support. You said that you made sure people were called and spoken to if a staff member was off and not able to attend a call so that the person knew and was kept updated with who would be visiting them.

Supporting staff:

You told me that you have implemented changes to staff support to ensure their wellbeing is considered. You talked about a new scheme you have introduced called a hug in a mug where staff are given a mug as a gift and this is filled with all the information on benefits and support services available to them. You said that you are also training mental health champions within the service. You spoke about making sure staff are spoken to over the phone to ask how they are and check on

welfare.

Improving and delivering care:

You said that people have been supported to keep in touch with family by using technology. You said people who have not used technology before are now learning new skills and you have seen an improvement in peoples mental health as a result. You said that during the pandemic you have identified people who may benefit from live in care and having suggested and implemented this with people you have received positive feedback about how people felt this was the right choice and how they have benefited and started to thrive with the support. You stated you have reviewed people's care plans to include updated information around infection control preferences.