

Emerald Dreams Limited

# Bluebird Care (Welwyn & Hatfield)

## Inspection report

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Bluebird Care (Welwyn and Hatfield) provides personal care to people living in their own homes. Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided. At the time of this inspection there were 30 people receiving support with their personal care needs.

### People's experience of using this service and what we found

On arrival at the offices of Bluebird Care we noted that the vertical window blinds were not secure and a desk was positioned along the window. This meant there was a risk of passers by having sight of personal and private information they did not have the authority to view. The registered manager took immediate action to move the desk further away from the window and to better secure the window blinds.

Feedback from care staff, discussion with the registered manager and review of staff rotas confirmed that there were enough staff deployed to meet people's needs in a safe and timely manner.

Newly recruited staff had received training to support them in their roles. However, the registered manager reported that some areas of training, such as moving and handling and safe administration of medication, were not appropriate to be delivered by remote means as these are more practical and hands on training sessions. In that instance newly recruited staff worked alongside more senior and trained staff to help ensure the safety of people using the service.

The registered manager had introduced a system whereby if any care worker felt unwell they were to immediately go home and take three days away from work, only returning after a negative COVID-19 test result received. All care workers we spoke with were aware of this and felt reassured because of it.

People were protected from the risk of acquiring infections and the service was clean. Personal protective equipment (PPE) was readily available to staff and all staff were following the latest government guidance.

### Rating at last inspection

The last rating for this service was Good (published 03/05/2018)

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about staffing levels, training for newly recruited staff, sickness management and some aspects of document security. The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned

about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Bluebird Care (Welwyn and Hatfield) on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Bluebird Care (Welwyn & Hatfield)

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about staffing levels and infection control. We will assess all of the key question at the next comprehensive inspection of the service.

#### Inspection team

This inspection was undertaken by one inspector.

#### Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We received feedback from six members of staff including the registered manager.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about Bluebird Care (Welwyn & Hatfield). We will assess all of the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- On arrival at the offices of Bluebird Care (Welwyn and Hatfield) we saw an office desk was positioned alongside a large window. The provider had vertical blinds in place to promote confidentiality however, there were gaps where the blinds were not properly secured. This meant there was a potential risk of someone accessing sight of documents they were not authorised to view. We discussed this with the registered manager, the office desk was moved and the vertical blinds secured with immediate effect.

### Staffing and recruitment

- Enough staff were available to provide care to meet people's needs safely.
- We had received concerns that staff shortages due to COVID-19 had resulted in excessively long working hours. The registered manager provided staff rotas for a four-week period; these did not substantiate the specific concerns raised.
- Staff we communicated with as part of this inspection assured us this was not the case. One staff member told us, "I have found that they (management) are very supportive and give you everything they can for you to be able to carry out the care and support our customers need. I have also found that Bluebird Care have been very supportive dealing with the pandemic and being the ears and the calm voices to be able to support and calm the care workers and customers."
- We did not look at staff recruitment at this targeted inspection. However, a care worker told us, "I have had no concerns with any aspect of their recruitment process or their training program. All their customers are treated well always with dignity and respect and offered choices from the care workers."

### Preventing and controlling infection

- We were not assured that the provider was meeting shielding and social distancing rules. The provider had a policy setting out safe working practice for office staff in line with Government guidance. During our inspection visit we noted staff did not always adhere to social distancing in the office environment.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.

- We were assured that the provider was supporting routine testing for staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.