

Care service inspection report

Bluebird Care Edinburgh

Support Service Care at Home

Unit 4
Castlebrae Business Centre
40 Peffer Place
Edinburgh
EH16 4BB

Inspected by: Stephen Ball

Type of inspection: Unannounced

Inspection completed on: 6 March 2013



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Contents

	Page No
Summary	3
1 About the service we inspected	4
2 How we inspected this service	6
3 The inspection	11
4 Other information	15
5 Summary of grades	16
6 Inspection and grading history	16

Service provided by:

J & J Perry Limited Trading as Bluebird Care Edinburgh

Service provider number:

SP2008009670

Care service number:

CS2008172332

Contact details for the inspector who inspected this service:

Stephen Ball

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support		N/A
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

Not applicable to this report. Please see report of inspection concluded on 28th September 2012.

What the service could do better

Not applicable to this report. Please see report of inspection concluded on 28th September 2012.

What the service has done since the last inspection

Please see Statement 2 of Quality of Staffing and Statement 4 of Leadership and Management.

Conclusion

Not applicable to this report. Please see report of inspection concluded on 28th September 2012.

Who did this inspection

Stephen Ball

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com.

This service registered with the Care Inspectorate on 19th May 2008.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.

A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate."

About the service we inspected

Bluebird Care (Edinburgh) is part of the Bluebird Care franchise group of companies. Bluebird Care is a national provider of care in the home, specialising in working with customers and their families who require social care in their own homes. The service offers a unique service of tailored care visits from 30 minutes to full live-in support.

Care and support provided:

- * Assistance with personal care
- * Support managing medicines
- * Assistance with moving around the home
- * Support to prepare meals
- * Support with shopping
- * Cleaning the house
- * Outings
- * Short breaks for carers (Respite care)

The aims and objectives of the service: (Taken from their website)

The service aims to be friendly and approachable whilst always maintaining a very professional and customer focused attitude. We realise that making decisions about care can seem very daunting. The need for care can often arise at a stressful time, for example, when you or a loved one has been ill. Or perhaps, it has been getting

increasingly difficult for you or a loved one to manage at home and you are thinking that some help may now be needed.

At the time of our inspection, 130 customers were using the registered service.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - N/A

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

This report provides information detailing the progress made by Bluebird Care Edinburgh in meeting specific improvements required by Social Care and Social Work Improvement Scotland.

This report assesses whether or not there has been significant improvement in relation to the relevant requirements of improvements which had been detailed in our previous inspection report of the service undertaken on the 28th September 2012.

The specific improvements detailed in our previous inspection of the service were as follows:

1) The service provider must not employ any person in the provision of a care service unless a successful disclosure check has been undertaken under the Protecting Vulnerable Groups Scheme.

This is to comply with the Scottish Statutory Instruments (SSI) 2011 No 210, Fitness of employees (9.1)

The National Care Standards, Care at home, Standard 4 Staffing and Management.

Timescale: With immediate effect on receipt of this inspection report.

2) The service provider must make proper provision for the health and welfare of service users by ensuring that they have appropriate quality assurance systems in place.

This is to comply with the Regulation of Care (Scotland) Regulations 2002 SSI 2002/114 Regulation 4(1)(a).

Timescale: Within 3 months of receipt of this inspection report

This inspection report

We wrote this report following an unannounced inspection carried out by inspector Stephen Ball at the offices of Bluebird Care Edinburgh on the 28th February 2013.

In this inspection we gathered evidence from various sources including the relevant sections of policies, procedures and other documents including:

We spoke with:

- * The director of the service.
- * The human resources co-ordinator.

We looked at:

- * Relevant policies and procedures relating to safer recruitment.
- * Quality assurance information.
- * Looked at 9 staff files from those recruited since our last inspection of the service.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The requirement

The service provider must ensure risk assessments for customers are reviewed on a minimum 6 monthly basis or less if required. This is to comply with the Scottish Statutory Instruments (SSI) 2011 No 210, Welfare of users 4.1.a Timescale: Within a 4 week period on receipt of this inspection report.

What the service did to meet the requirement

We will follow this up at our next inspection of the service.

The requirement is: Not Met

The requirement

The service provider must not employ any person in the provision of a care service unless a successful disclosure check has been undertaken under the Protecting Vulnerable Groups Scheme. This is to comply with the Scottish Statutory Instruments (SSI) 2011 No 210, Fitness of employees (9.1) The National Care Standards, Care at home, Standard 4 Staffing and Management. Timescale: With immediate effect on receipt of this inspection report.

What the service did to meet the requirement

Please see Statement 2 of Quality of Staffing and Statement 4 of Leadership and Management.

The requirement is: Met

The requirement

The service providers must make proper provision for the health and welfare of service users by ensuring that they have appropriate quality assurance systems in place. This is to comply with the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 SSI 2002/114 Regulation 4(1)(a) Timescale: Within 3 months of receipt of this inspection report

What the service did to meet the requirement

The requirement is:

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

Not applicable

Taking the views of people using the care service into account

Not applicable

Taking carers' views into account

Not applicable

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support - NOT ASSESSED

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 – Very Good

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths

We looked at all the staff files for those who were recruited to Bluebird Care Edinburgh following our last inspection of the service.

We checked the dates for when staff references were obtained, along with the checks under protection of vulnerable groups scheme (PVG). We also looked at the staff induction and training records to ensure staff are well inducted and trained. The core training staff cover included the following:

- * E-learning.
- * Understanding dementia.
- * Managing challenging behaviour.
- * Understanding human rights.
- * The principles of care.
- * Health and safety awareness.
- * First aid at work.
- * Food hygiene.
- * Moving and handling.
- * Administration of medication.

Our assessment of these documents told us that all the staff had been recruited in a safe and robust manner, in line with the service's policies and procedures and current legislation.

Areas for improvement

We highlighted with the management of the service that the Bluebird Franchise group should review their staff recruitment application forms to include a section for the candidate to record whether they are a member of any recognised registered body, for example the Scottish Social Services Council. SSSC. We are therefore making this a recommendation. Please see recommendation 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service provider should review their staff recruitment application forms to include a section for the candidate to record whether they are a member of any recognised registered body.

National Care Standards, Care at Home, Standard 4 - Staffing and Management.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

As part of this inspection, we looked at the quality assurance procedures and practices in place to ensure staff are recruited in a safe and robust manner.

The evidence we saw showed us that the staff files all had file audits in place, a document detailing when relevant documents had been processed. This provided the service and ourselves as inspectors a clear record of the timelines involved in recruiting the staff and following their relevant safer recruitment procedures.

Areas for improvement

The service should continue to develop on the existing good practices in place in relation to quality assurance.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - Not Assessed	
Quality of Staffing - 5 - Very Good	
Statement 2	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
28 Sep 2012	Unannounced	Care and support 4 - Good Staffing 2 - Weak Management and Leadership 2 - Weak
7 Oct 2010	Announced	Care and support 6 - Excellent Staffing Not Assessed Management and Leadership Not Assessed
20 Aug 2009	Announced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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