

Bluebird Care (Glasgow South) Support Service

2 Stewart Drive
Clarkston
Glasgow
G76 7EZ

Telephone: 0141 638 0167

Type of inspection:

Unannounced

Completed on:

7 March 2019

Service provided by:

CareGlasgow Ltd

Service provider number:

SP2008009694

Service no:

CS2008173228

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Bluebird Care (Glasgow South) Services was registered with the Care Inspectorate to provide a Care at Home Service.

The service aims to provide the information and support that people need to remain living safely in the comfort of their own homes.

What people told us

We visited a number of people who used the service and their families. All of them stated that they were very happy with the service.

The service is accommodating and flexible;

I enjoy the companionship

I have had the same carers for some time now they are very good

I can't say enough about how good the support is

Self assessment

self assessments were not required of the service in this inspection year.

From this inspection we graded this service as:

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

What the service does well

We assessed the service provided by Bluebird Care (Glasgow South) as excellent under the two themes we looked at which were Care and Support and Management and Leadership.

People using the service told us that the support they received was reliable, consistent, flexible and compassionate. These aspects were highly valued by the individuals using the service and their families. This had led to confidence and trust in the service.

The service uses a sector leading system to manage the service it provides. This records the arrival and departure of service staff ensuring no missed calls and enabling monitoring and audit of punctuality and time spent on visits.

In addition notes and records are made onto the system which makes the service safer and more reliable for people using it as the system allows the service management and people using the service to see what was carried out during the visit as soon as it is entered. This can be accessed via mobile phone or computer.

We concluded that this was an excellent system and had led to the service being safer, reassuring to families and robust in its oversight of the quality of the support provided.

Support plans for people using the service contained comprehensive information and were clearly the result of collaboration between the service and people using the service along with other stakeholders where appropriate.

The service management team led the service very well and we could see that the values and drive to achieve and exceed best practice expressed in our discussions with service management was influencing the support workers we observed and talked with. This, we concluded was strongly linked to the high levels of customer satisfaction expressed to us during the inspection.

We saw that the service manager operated best practice recruitment, ensured that staff were supported to register when they needed to, ensured that staff training was up to date and that appropriate checks and tests of competence in areas such as medication management were carried out.

The service manager ensured that staff were inducted into the service well and had a well laid out induction pathway which ensured that they had the right knowledge and skills to provide appropriate support to the people using the service. There was regular supervision and staff received annual appraisal.

We discussed with the service manager and provider plans for future improvement of the service which would be implemented in the near future. The main theme was to explore the up-skilling of support workers to provide enhanced care at home which would enable the service to support people for longer at home and perhaps prevent hospital admission or allow people to return home from hospital sooner. This would be of substantial benefit.

We also discussed that the service was potentially going to be working in a local community and we were able to pass on feedback from members of that community regarding what they would like from care at home services. This was that support workers had more cultural awareness training before supporting members of that community.

What the service could do better

We could not see any issues which we would like to comment on under this heading.

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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings	
15 Mar 2018	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed
18 Jan 2017	Unannounced	Care and support	6 - Excellent

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 6 - Excellent Not assessed
12 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
11 Feb 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
13 Feb 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
26 Nov 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
24 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
21 May 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
4 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 3 - Adequate

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