

Bluebird Care Edinburgh Support Service

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Type of inspection:

Unannounced

Completed on:

28 February 2020

Service provided by:

J & J Perry Limited Trading as Bluebird
Care Edinburgh

Service provider number:

SP2008009670

Service no:

CS2008172332

About the service

Bluebird Care (Edinburgh) provides care at home to people living in their own homes across Edinburgh. The service provides a range of services that enable people the freedom to live as safely and comfortably as possible in their own home for as long as they want and are able to. Most people have care staff visit their home to deliver care. A few people have live in carers. At the time of inspection the service was providing care to 135 people.

The company's website states that:

"The ethos of Bluebird Care is good old fashioned service with a "can do" attitude which has been built around a passion to deliver high quality care and an excellent level of service."

The service is dedicated to delivering the highest standard of service with robust systems for monitoring service delivery.

What people told us

We sent out 30 questionnaires and received four back. Of those returned three 'strongly agreed', and one 'agreed', that overall they were happy with the quality of care and support this service provided. All four people 'strongly agreed' that their needs and preferences had been detailed in a personal plan and that they were treated with respect by staff. One person 'disagreed' that the service asked for their opinion on how it could improve.

In the course of our inspection we also spoke to a lot of people with experience of this service. All we spoke to were happy with the care and support they, or their relative, receive. Some general comments included, 'consistency is very good...couldn't praise them enough, wouldn't use anyone else' and 'having regular staff helps a lot...reliability is this service's strength'.

Self assessment

A self-assessment was not required to be completed at this inspection; however the service spoke about their goals and aspirations for the forthcoming 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

Quality of care and support

Findings from the inspection

We found this to be an exemplary service that prides itself in putting the customer first and has an excellent understanding of individual outcomes. This is supported by comments from customers who struggled to find areas for improvement and spoke of the services strengths as reliability, responsiveness and communication. For this reason we graded the quality of care and support this service provided as 'excellent'.

Further to this, customers spoke of receiving excellent care from professional and well skilled staff. Customers also spoke of the unfaltering respect that staff showed them, and we saw this for ourselves through the interactions that we observed. These interactions were compassionate, warm and ultimately very caring. At times we felt we were intruding in conversations of old friends reminiscing about family holidays, favourite cars of the past and children growing up.

We were sceptical about the potentially impersonal nature of online recording and storage of care plans and relevant personal information, but we found this to be an outstanding tool and innovative practice. It was clear that a lot of effort had been employed to input the data to ensure that clear and detailed information was accessible promptly. It is important to note that this information is remotely secure and both staff and customer (and relatives) have access through an app. We also noted that there were paper copies within files held at home. Having this online capability means that progress towards outcomes, such as maintaining self-confidence and independence, can be updated immediately and all involved can share in this achievement.

The personal summary of family structure, past employment, hobbies and interests gave staff a wide variety of topics of conversation with which to engage with the customer. This is particularly important for staff newly recruited or providing care and support to a customer for the first time.

Customer details were very clear and included the person's preferred name. This shows a degree of personalisation to the care, and respects choice, and this continued to be reflected throughout the personal plan.

This was further evidenced in the section 'What you need to know and do to respect my lifestyle choices' and this showed us that people were fully involved in the assessment of their support needs and chosen outcomes.

An awareness of person-centredness was evidenced within legal documents where information was written in the first person, clearly indicating if powers had been activated. This was also seen to be evidenced in the signatures on documents.

There was clear information about any medical diagnosis and this was accompanied by a brief description on how the condition impacted upon the person. This means that staff can be confident that they have the necessary information to provide appropriate health care as well as social and domestic supports. However, the service also understands its limitations and promotes co-working with health professionals to ensure the right person can provide the correct support.

There was an excellent understanding of outcomes and we saw that these were broken down into several key outcome categories to which tasks aligned. For example, tasks of 'change bedding' were linked to outcomes of 'Good personal hygiene' and 'Maintain my home'. This gave a positive contribution to people maintaining health and well-being and feeling pride and confidence.

This service also appreciates the important things that may initially appear insignificant.

They note, for example, the importance of 'having a chat'. 'I love to chat. Sit and have a chat and a cup of tea with me'. We saw within file notes that this request was clearly met. It was credit to the service to acknowledge very personal outcomes, in this case of valuing company and minimising isolation.

The only area of improvement that we suggested is that an audit procedure is established to ensure that the quality of contents and recordings are maintained and consistent across all areas of service delivery.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

What makes this an excellent service is not just the robust processes which management have established, but the impact that these processes have on the staff and also the outcomes for those supported by the service. We were particularly impressed by excellent communication and the consultation involved in the service's improvement and development planning.

Although there is a clear hierarchy of management we found that staff and customers were familiar with all individuals within the management team. It was clear that management were as passionate about their service as carers were about the provision of the high quality care and support they provide. The vision for the service, its values, aims and objectives were shared by all staff and very well communicated, via emails and newsletters, to its customers. The consequence of this consultation is that people feel listened to and valued.

We heard from those we spoke to, staff and customers, that all levels of management were approachable, accessible and they had confidence in them. Processes to support staff were in place such as supervisions, appraisals and team meetings and this was formally scheduled throughout the year. Staff told us that they didn't need to wait till a formal meeting to discuss issues and that management could be contacted at any time. Should they not be available, staff were confident that they would hear back with the required information. Other processes included a thorough induction and probationary period. Staff felt this was a supportive process and gave them the skills, and support, to do their job from the outset. 'Refer a Friend' and 'Employee of the Month' were other good initiatives while being incentives for staff to assist with recruitment and to get positive comments respectively.

We also heard that the manager conducts weekly 'risk meetings' with their supervisors which means that any concerns or issues requiring attention can be discussed at an early stage to minimise their impact. We thought this was an excellent practice which responds to feedback and uses this information to improve service delivery.

A very comprehensive quality improvement plan had been produced which had identified many actions to improve the service. This included training in End of Life support, co-working with both the Scottish Social Services Council and Care Inspectorate in topics of Dementia and the benefits of physical exercise, Palliative Care, Mental Health and Diabetes. There was also an intention to develop a provision of Scottish Vocational Qualifications to assist in developing staff knowledge and also career progression.

The improvement plan also covered such areas as improving staff and customer engagement and specific forums were planned to be introduced this year. Exploring Leadership opportunities through the Scottish Social Services Council and workshops on the same topic were also on the services action plan.

There were also further developments within technology which had the potential to make contact with the customer more 'visual' through the use of tablet technology.

We saw a comprehensive list of policies and procedures which were accessible to staff and these made it clear what actions or supports to give within a variety of circumstances. Policies included adult support and protection, accident and incident, participation and medication. These policies are crucial so that people have confidence in a service and meet the fundamental outcomes of maintaining safety and well-being.

Other quality assurance tools included an annual staff survey and an annual customer survey. These were both very well responded to with extremely positive results.

The excellent management and leadership we witnessed, ultimately assists providing personal outcomes for those they support. This included, maintaining independence in cooking, providing opportunities for citizenship and participation in community groups, and the health and wellbeing of the supported person while their spouse was in hospital.

Comments from staff included, "...we are supported from director level, management level, and from each other, we are given opportunity to attend courses, our health and well-being is taken into consideration and we have ample opportunity to communicate".

This was a service that, although working to the highest standards, was clearly seeking to continually improve what was already excellent.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

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.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
17 Dec 2018	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed

Date	Type	Gradings
16 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
13 Oct 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
9 Nov 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
16 Feb 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
7 Mar 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
6 Mar 2013	Unannounced	Care and support Not assessed Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
28 Sep 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 2 - Weak Management and leadership 2 - Weak
7 Oct 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed

Date	Type	Gradings	
20 Aug 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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