

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	When the Flag Drops Ltd	
The provider was registered on:	11/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bluebird Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	11/10/2018
	Responsible Individual(s)	Simon Robinson
	Manager(s)	Rebecca Zartarian
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	The Registered Manager ensures that all training needs are met for both new starters and current staff by using a tracker which is updated as and when required. Monthly audits identify those who need refresher training and plans are put in place to ensure the deadlines are met. There is a blended approach to training as some is completed online and some is completed face to face.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have continued to support organisations like Job Centres and local community groups in order to raise awareness of the benefits of working in Social Care. We have engaged our current workforce in putting up adverts in their local communities which have also been shared across social media. We have continued to support our existing Care Team and bolster retention through constant open communication and understanding approach and small tokens of gratitude using the Care Friends App.

## Service Profile

### Service Details

Name of Service	Bluebird Care
Telephone Number	01244318348
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	60
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.13
The maximum hourly rate payable during the last financial year?	29.56

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	At the forefront of everything we do is to ensure our staff, customers and their families are happy, feeling safe and valued. We encourage regular communication to ensure we pick up on any worries or concerns and deal with them efficiently, appropriately, in a sensitive manner and following policy and procedure. We have a good following on all our social media outlets: LinkedIn, Facebook, Instagram, Twitter and our microsite. We have received reviews through Google, Facebook and homecare.co.uk. Regular 3 monthly reviews take place where there is an emphasis on the standard of care, care plan updates, recruitment ideas and identifying any areas of concern. Compliments for staff are taken and shared with those involved. Any concerns are escalated if appropriate. Our service users have a good working relationship with the team and feel comfortable to be open and honest with us. An annual questionnaire is used for all stakeholders. Outcomes are shared along with action plans.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	Yes
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

We have an open-door policy where all stakeholders have the ability and are encouraged to communicate with us as and when required. Service users are taken through a formal assessment process where communication needs and preferences are assessed prior to delivering care. We involve the necessary specialists, agencies, professionals and family members as appropriate. If possible and consensual, a family member will join the initial meeting so we can gather further information, understand their preferences and note any of their specific needs. During the first few weeks we engage with our service users to ensure they are satisfied with the care they are receiving and if any changes need to be made.

All our care plans are centred around the service user who has the opportunity to read their care plan prior to giving consent.

Our robust review process also allows us to listen to the voices of our service users and this gives them control in their care. Questions are asked around their specific preferences, any changes to our ways of working and if there is anything they would like to discuss. Updates and amendments are made to the care plans and communicated to care staff accordingly.

Our staff supervision and observation process gives the opportunity to engage with our service users, monitoring the quality of our service. Service users can voice their concerns or compliments at any time. All service users have access to our Complaints, Concerns and Compliment Policy so that they have the information should they need it.

Examples from our service users are as follows:

-A service users' wife had an operation, and he needed some extra support during the day, we requested a temporary increase of care on his behalf. This had a positive outcome as it meant the service users' needs were being met.

-A service user was quite lonely and asked if she could go out. After discussions with the social work team it was agreed that they would have an increase of care. This has had a positive outcome as the service user is now accessing the community more.

We have an embedded culture around honesty and transparency which allows all stakeholders to feel comfortable in sharing views. Everyone is listened to and the feedback from service users confirms this. One service user commented, "Bluebird Carers keep me living independently. They are absolutely amazing, I couldn't ask for anymore. My carer always goes above and beyond."

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

Bluebird Care values the overall well-being of all our service users and their families. This is achieved through strong communication links with all involved. An intensive induction is completed by all carers so they provide a personalised service for every service user. Care plans are detailed and thorough so that the carers know the routine of each customer. We encourage service users to complete as many tasks as possible independently, always respecting privacy and dignity, through encouragement and building strong professional relationships. This is achieved by reducing the number of carers visiting, so service users are familiar with their carers and vice versa. Bluebird Care maintains active communication links with Social Workers and other professional agencies to ensure that care assessments and medication are supported efficiently. Concerns are escalated to the office staff early so they can be signposted to the relevant agencies, and this is assisted by the carer's knowledge of their service users' abilities and conditions. Regular reviews are conducted with service users, their families, and professional agencies to ensure high standards of care are maintained. These are made by telephone, face to face or through agency meetings. Care notes are regularly audited to ensure the service users' needs are being met and any issues raised by carers are actioned appropriately. Service users have access to a contact number from 6am in the morning until 11pm daily, 365 days a year. This service is manned by the senior staff members who understand every service users' needs. Carers assist service users attending medical appointments as well as with domiciliary activities. Carers will also take them out on day trips or for walks to assist with their wellbeing and independence.

Compliments:

"I appreciate everything that the carers do for me. Everyone who comes are always so respectful."

"The carers are very responsive and raise concerns as they arise, they will do their best to meet my needs."

"All the carers are great, the office team are very responsive and go out of their way to help in anyway."

"Knowing Mum is being looked after so well, and that she enjoys the carers coming, gives me peace of mind. Everyone always goes above and beyond."

"Bluebird offer a fantastic service, always very helpful and genuinely supportive. The team follow a reablement model, always empowering the people they work with to be as independent as possible."

The extent to which people feel safe and protected from abuse and neglect.

At Bluebird Care we assess our customers by their health care and personal requirements. We are restricted by location and staff availability and packages may be rejected based on these factors only.

Our Equality and Diversity Impact Assessment identifies all that we have in place to protect equality characteristics of the people who use and work within our service Bluebird Care is a non-discriminatory company employing staff from all cultures and backgrounds. Our ethos and culture is to treat everyone equally and to communicate with all stakeholders regularly, listening to their feedback and recommendations. We do not discriminate against anyone or any characteristic.

The carers at have extensive Safeguarding training, and annual refresher training. They are supported by the office team who have close links to Social Workers and other professional agencies, as well as family members or next of kin. The initial point of contact for carers is the PASS system where they add concerns to, in the event of a more serious issue the carer will contact the office team. There are formal documents which are completed when concerns or issues arise so that all information shared is recorded and available for evidence if required following the Wales Safeguarding Principles. The office team may make one of several choices, these may include the Registered or Deputy Manager visiting the customer's home, contacting family members, making immediate contact with the relevant professional body or guidance from the Local Safeguarding Board. Where necessary it will be escalated to the Registered Manager who will report to the relevant authorities. At every stage, paperwork is of a high professional standard and where appropriate, the customer and family members are kept informed.

Working relationships are developed with all service users for them to feel able to share any concerns they may have. We have had concerns recently where a service user was having problems with medication, it was going missing, not being delivered which over time could cause significant harm. We called a multidisciplinary review meeting to resolve the issues. Steps and processes have been put in place to ensure the safe administration of medication, ultimately improving their individual's health and wellbeing.

There has been one referral made to the local safeguarding team regarding an unsafe hospital discharge. We have sought advice on several occasions and taken action when required.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 14

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	No
	Deputy service manager	
	Does your service structure include roles of this type?	Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

#### Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Swallow Awareness training GDPR Mental Capacity Act

#### Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Infection Control Basic First Aid GDPR PPE Oral care Skin integrity and Pressure Ulcers
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Care worker - supports vulnerable people to manage their daily activities and to achieve positive outcomes  Finance / Business Manager - supports the directors in managing the finances of the business including payroll and invoicing
Filled and vacant posts	
No. of staff in post	21
No. of posts vacant	5
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	10
Health & Safety	11
Equality, Diversity & Human Rights	10
Manual Handling	19
Safeguarding	19
Dementia	11
Positive Behaviour Management	0
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Contingence GDPR Medication administration Infection Control Emergency Basic First Aid Mental Capacity Act Awareness COVID PPE Oral Health Skin Integrity and Pressure Ulcers
Contractual Arrangements	
No. of permanent staff	21
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	20
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	7
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	2



