



Inspection Report on

Bluebell Care at Home Ltd

**Bluebell Care At Home Ltd
Office 4, St Andrews Park
Queens Lane
Mold
CH7 1JR**

8 November 2022

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About Bluebell Care at Home Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Bluebell Care at Home LTD
Language of the service	English
Previous Care Inspectorate Wales inspection	1 June 2018
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer'

Summary

People are happy with the care and support they receive from the consistent and competent care staff employed at the support service. The Responsible individual (RI), manager, and care staff are, respectful, caring, and take time to get to know people and their representatives. People and their representatives are involved in planning and revising their personal care plans and are in charge of their care and support to achieve their outcomes. Quality assurance systems are in place to ensure continuous improvements are maintained. Care staff are well trained, regularly supported and enjoy working for the service.

Well-being

People have control over their day-to day lives. They feel they are listened to, and their views are considered. It was evident from our observations people are in control of their care and support and how this is delivered, as care staff ensure they are involved in planning how their outcomes will be met.

People can access the right information, when they need it, in the way they want it as they are provided with information that informs them of the service and what to do if they have concerns or a complaint. People and their relatives told us they are treated with dignity and respect by a consistent team of staff that know them well". People are consulted on their views on the service as there are quality assurance systems in place.

People's physical and mental health is promoted through a good information to guide staff contained in individual personal plans that are updated to reflect the individual's current needs and set out how on a day-to-day basis the individual's care and support needs will be met. We saw evidence of coproduction with the personal plans. There are positive relationships with care staff that helps to support people's emotional health and well-being, comments from people were all positive; *"I enjoy seeing them"*; *"the calls brighten up everyone's day"*.

People are protected from abuse and neglect as care staff know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. People told us they are listened to, and communicated with, in a courteous and respectful manner with their care and support being the focus of staff's attention, we observed this on our visit. The service is responsive, and we were told by relatives that they feel they *"can rely on Bluebell to help when there is a problem outside their appointed times"*. Care staff are trained in safeguarding and have clear up to date policies and procedures to guide them.

Care and Support

The service provider considers a wide range of views and information, to ensure the service is able to meet individual's needs and support people to achieve their personal outcomes. They do this by gathering information from a variety of sources and meet with people and their representatives prior to agreeing the support. Personal plans contain a good level of information, they are updated regularly and set out how the individual's care and support needs will be met. Person centred planning is currently being developed throughout the care documentation. People and their relatives receiving support by the service told us of their positive experiences of what they described as a very high standard of care and support; *"care staff are all really kind and caring, they go over and above the call of duty without issue"*; *"we are treated like family"*; *"take time to get to know you and you know them"*; *"they are angels"*; *"best service round here and well known for it"*; *"we work together"*. Staff told us they find it *"very rewarding work"* and that they *"love working for the agency"*.

Individuals feel confident that service providers have an accurate and up to date plan for how their care is to be provided to meet their needs. The plans are straightforward and easy for care staff to follow. Plans are updated to reflect the individual's current needs and set out how on a day-to-day basis the individual's care and support needs will be met. We saw people had copies of their personal plans in their homes. We observed people being in control of their support and how it was delivered, treated with care, compassion, and dignity. Care staff told us *"We have all the information we need and time to read it"*. People, the placing authority (if applicable) and any representatives contribute and agree to the personal plans, we saw each plan was signed by the person and/or their representative. The provider has sufficient policies in place to guide staff and they are kept under review to ensure they are in line with changes to legislation and practices.

People are protected from abuse and neglect. Staff have received training appropriate to their role and have access to policies and procedures that are aligned with national guidance. The manager told us; *"any concerns are immediately addressed; we work in an open and transparent way"*. Staff receive training appropriate to their role. Care staff told us *"We care about all of people's needs not just the care side"*. One person told us they *"feel happy to raise concerns and are assured they will be listened to"*. One relative told us of an emergency outside of the call time was answered promptly.

A relative told us care staff *"have tremendous patience and treat my mum with kindness and respect."*

Leadership and Management

There is a written guide; statement of purpose; that accurately reflects the service provided. There is evidence of annual reviews, and the provider is committed to ensuring an up-to-date copy is made available. The statement of purpose provides clear information to ensure people know how to raise concerns to the provider and local authority and is provided as standard to all people receiving the service.

There is appropriate numbers of staff who are suitably fit, have the knowledge, competency and skills to provide the levels of care and support required for each person. The RI and manager told us they have recruited more staff "*need more staff*" but that the company have recently appointed additional staffing. We saw and heard of well-recruited, trained and supported care staff support people living in their own homes. Staff are recruited safely and provided with an induction and regular training. Care staff told us they have "*regular training provided*". We confirmed this from the training records provided seen, staff file review and discussions with the RI and manager. People told us there is a high level of consistency with staff. One person told us they "*have the same staff all the time*" and that they "*always know who is coming*". We saw people had a list provided each week with the details of call times and care staff. People told us calls are always on time and for their allocated time, we confirmed this from a selection of records and discussions with staff, the manager and RI.

The service is continuously improved by ensuring quality monitoring activities are undertaken at regular intervals obtaining views of people, representatives, professionals, and staff. The RI and manager meet and have regular, often daily communication with care staff. There are sufficient policies and procedures in place that are in line with legislation and practices. The care staff told us that the RI and manager are both "*very responsive and they work alongside us*". They also told us the care team is an "*amazing team of people who care that we give the highest standard of care possible to each service user*", this was confirmed by consistent positive feedback from people, relatives, and professionals. One person commented "*I don't know where they get the girls from as they are all brilliant*".

There are systems for the provision of schedule visits for each person using the service and each care worker. The system in use accurately reflects the actual visit time and time allocated for travel between calls is sufficient. Care staff told us the system is "*very good*" and that they are "*not rushed or under excessive pressure*". People told us call times are almost always on time with traffic or emergencies being the cause for lateness, but they are always kept informed. People and care staff "*always*" stay for the allocated time verified by the rota system. The provider ensures each care worker has a choice of continued employment in line with the requirements of regulation.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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