



## Inspection Report on

**Bluebird Care Pontypool and Ebbw Vale**

**Portland House  
20 Commercial Street  
Pontypool  
NP4 6JQ**

## **Date Inspection Completed**

1 February 2022

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## About Bluebird Care Pontypool and Ebbw Vale

Type of care provided	Domiciliary Support Service
Registered Provider	Harris Health LTD
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection completed since the service was registered under the Regulation and Inspection of Social Care Wales Act 2016 (RISCA)
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

The service operates in two regional partnership footprint areas. The larger of the services operates in the Gwent area. A smaller service operates in the Cwm Taff area. The main office for both services is situated in one central office based in the town of Pontypool.

People receive a consistent and reliable service from the provider. People's opinions are sought, and their feedback is valued. The provider sets high standards for itself, and frequently monitors its performance in order to maintain and improve upon the quality of the support available. There are consistent and sustainable levels of oversight of the service. Care workers are robustly recruited and receive good levels of investment.

## Well-being

People have as much control over their daily lives as possible. A personalised approach is taken by the service and people's preferences are acknowledged and understood. What matters to individuals and how they wish their support to be provided is clearly documented. People are fully consulted and involved in regular reviews of the support provided. Feedback is welcomed and valued, and forms the basis for the ongoing development of the service. People are treated with dignity and respect by care workers they have developed good relationships with. Care staff are knowledgeable and kind. People told us care workers "*always go above and beyond.*" The service recognises the importance of supporting and promoting people's feelings of well-being.

People are supported to be as healthy as possible. People have contact with other health and social care professionals as required. Care staff know individuals well and are able to promptly identify any changes in their individual presentation. Referrals to others takes place where appropriate. Any changes result in personal plans and other care documentation being updated quickly. Care workers have access to the most up-to-date information about the people they support.

People are appropriately protected. There is an effective and up-to-date adult protection policy available at the service. Care workers are trained in adult protection and understand their responsibility to identify and report concerns.

## Care and Support

People receive good quality support, which assists them to achieve their personal goals and outcomes. Personal plans include the individual's perspective, people's preferences and how they want their support to be provided. There is information about individual health conditions and the effects on the person. Plans and risk assessment documentation are comprehensive and provide sufficient detail, which enables care workers to provide support as required. Reviews take place frequently, and people have a voice and are consulted about the support they receive. Feedback from people and changes identified result in personal plans and risk assessments being updated quickly. Detail in these documents contain the most up-to-date information. Care workers spoke positively about their employment, including the information provided to them. One person stated *"I feel really supported, it's a lovely place to work."*

People are complimentary about the service and feel there is commitment to providing good levels of care worker continuity and reliability. People commented positively about the quality of care provided by care workers whom they knew well and who they had developed good relationships with. Care staff told us they are enabled to get to know people *"really well"* and feel confident they can identify any changes in the usual presentation of individuals they support promptly. It was clear, during our conversations with care workers, they had developed detailed understanding about what matters to people and how they want their support provided. Care staff told us the service is *"proactive"* in ensuring they are trained and are confident in their understanding of the range of health conditions experienced by people they support.

The service shows ongoing commitment to following the most up-to-date guidance to keep people as safe as possible during the Covid-19 pandemic. Care workers receive appropriate training on infection control. Care workers told us they have *"no concerns about the availability of personal protective equipment (ppe)"* which has always been available to them as required. Detailed records are held at the service, which includes information about the vaccination status of care workers.

## Leadership and Management

The service operates smoothly and effectively and is committed to supporting people to achieve their personal outcomes. We considered the most recent quality of care review which was completed by the responsible individual (RI). We found this was comprehensive, considered what was working well at the service, identified areas which required further development and detailed how this could be achieved. Feedback is regularly requested from people using the service, their representatives, care workers and other involved parties such as local authority commissioners and social workers. Feedback appears valued, is listened to and forms the basis for the ongoing development of the service. The most recent feedback received is positive and people are happy and content with the support provided. The service has an up-to-date statement of purpose (sop) which details the range and nature of the support available to people. The sop is reflective of the service people receive.

People receive support from care workers who are safely recruited, trained and supervised. On care workers' personnel files we saw comprehensive and safe recruitment practices routinely taking place. Care workers provide detailed employment histories, proof of identity and employment references, which are verified to ensure they are correct. Disclosure and barring service checks (DBS) are in place, prior to the commencement of employment and these are updated at the required frequency. Care workers have access to an induction programme, which is in keeping with guidance provided by Social Care Wales (SCW). There is commitment to ensuring all care workers undertake the qualifications required to enable them to register with SCW. This is a requirement in order to formally recognise care staff are registered as part of the social care workforce. Care workers receive regular supervision, which provides time with their line manager in order to support their continued development. Care workers receive appropriate mandatory training and refresher training to support them in their caring role. Additional training is available for more complex medical conditions such as Parkinson's Disease. Spot checks take place frequently to ensure the quality of the support provided.



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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	N/A



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**Date Published** 07/03/2022