



## Inspection Report on

**Bluebird Care Pontypool and Ebbw Vale**

**Room 5, Birch Suite  
Mamhilad House  
Mamhilad Park Estate  
Pontypool  
NP4 0HZ**

**Date Inspection Completed**

04/03/2024

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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	1 <sup>st</sup> February 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People are happy and are treated with dignity and respect by familiar care workers at Bluebird Care Pontypool and Ebbw Vale. People are involved in their care and co-produce comprehensive personal plans. Wellbeing is promoted through meaningful, personal outcomes. The service has increased the frequency of individual care reviews and intends a more consistent approach to the reviewing of personal plans. This demonstrates commitment to continued improvement. A timelier approach of care visits is needed to further improve care standards. We were offered assurance care workers would be reminded of the importance of undertaking care visits on time.

People are supported by well-trained and dedicated care workers. Care workers are supported and appropriately supervised. A more robust approach to safe recruitment is needed to ensure people are always safe.

The Responsible Individual (RI) has a regular presence at the service. Improved governance arrangements and quality assurance processes means the RI has good oversight of the overall running of the service. Some improvements to the reporting of RI regulatory responsibilities are needed to ensure full regulatory compliance.

### Well-being

People have control over their day-to-day lives. People can access information about the service via an up-to-date and detailed Service User Guide, which tells people what to expect from the service provided. People are listened to and asked for feedback about the service via personal reviews of care. This feedback is used to develop and improve the service for the benefit of people. This has been an area of focus for the service, and we note a marked improvement in the consistency and timeliness of personal reviews in the months leading up to our inspection.

Individual preferences are considered to promote emotional wellbeing. People are offered a service in a language of their choosing, in-line with the Welsh Active Offer. Staff rotas are developed around people's preferred care workers, which are outlined in their personal plans. Familiar care workers are used whenever possible so that people feel comfortable and confident in the care they receive. Personal plans include a good level of social history so that care workers can familiarise themselves with people before providing care. Personal plans include very specific, person-centred detail so that care can be delivered in a personalised manner. Personal outcomes are developed with people to improve their wellbeing. Personal plans and outcomes should be reviewed with people more consistently to ensure they are accurate and relevant. People's wellbeing may be affected if personal plans do not include accurate information. We note the service provider identified this as an area for improvement prior to our inspection.

People are mostly happy and healthy. Significant changes in people's health and emotional needs are outlined at the top of their electronic personal plans so that care workers have easy access to this information. Prompt clinical intervention is sought to help people achieve wellbeing. Care workers take the time to talk to people and have meaningful conversation with them, to help their emotional wellbeing. People and their families mostly offered positive feedback about the quality of care they receive. One person described the service as '*Very good.*' A person's relative told us staff treat their loved one with '*Dignity and respect*', and described care workers as '*Personable.*' Some people would like the timings of their care visits to be more consistent and for care workers to let them know if they are running late.

People are mostly safe from harm and abuse. A comprehensive safeguarding policy helps to keep people safe. Safeguarding matters are dealt with promptly and appropriately. Care workers are trained in safeguarding and know how to report a safeguarding concern. A more robust approach to care worker safe recruitment checks is needed to ensure people are always safe.

## Care and Support

People are supported by familiar and enthusiastic care workers who know their needs. Comprehensive care planning documentation provides care workers with the information

necessary to deliver person-centred care. This means care workers tailor their care delivery based on the needs and preferences of people. Personal plans focus on what is important to people and they provide finer details of how people like their care delivered which helps them achieve wellbeing. Personal plans are accessed via an electronic system. This means people can easily access their own personal plans, and their relatives can see care being delivered in real time.

Care reviews are undertaken regularly to discuss care needs. Personal plans are not always updated in-line with care reviews and should be reviewed in a timelier way, at least every three months, to ensure this information is always up to date. Risk assessments help keep people safe, but these should be more robust. We acknowledge the service provider had identified this as a key area for improvement prior to our inspection and intends to take timely improvement action.

People are supported with health and medication needs by suitably trained care workers. Electronic medication administration records show people are administered their medication in a safe way to help them achieve physical and emotional wellbeing. Health advice is sought promptly so that people can access the right care and support, as early as possible.

Care workers are mostly on time for calls. People who rely on care workers for significant care needs, such as medication administration and personal care, are prioritised. People mostly offered positive feedback about care workers and the quality of care. Some people feel their wellbeing would be further enhanced by more consistent call times. We were offered assurance that care workers would be reminded about the importance of being on time for calls. Where delays are unavoidable, care workers will be reminded of the importance of letting the person know they will be late, if safe to do so.

## **Leadership and Management**

People are provided with accurate and thorough information about the service. A comprehensive Statement of Purpose (SOP) and Service User Guide (SUG) reflects the service provided which helps people choose a service which can meet their needs. Key policies underpin safe and consistent practices.

A recently appointed service manager has offered stability to the service. They have embedded into the service well and show clear commitment to providing high quality care. The RI has a regular presence at the service and has good oversight of its day-to-day running. Improved governance arrangements ensure a smooth and effectively run service. Comprehensive incident, investigation, and safeguarding records are kept. This is analysed to identify trends and patterns, to help keep people safe. Improvement actions are developed to aid continued improvement and development. Some improvements to Regulation 80 reports are needed to ensure all regulatory responsibilities are undertaken. The RI offered us assurance this would be done going forward.

People are supported by care workers who are valued and developed by the service provider. Care workers are regularly supervised and are encouraged to give feedback about the service. Staff offered positive feedback about the provider. One staff member described the service as an '*Amazing*' place to work and told us the service provider '*Looks after its staff and clients.*' Another staff member told us they feel supported and that managers are approachable. Care workers undertake all core training needed before providing care. All staff we spoke to offered positive feedback about the quality of the training programme. Care workers are mostly recruited safely, but we identified some missing employment references. Safe recruitment checks are essential to ensure people are always safe. We were offered assurance any missing employment references would be sought and a more robust approach to recruitment checks would be undertaken going forward.

### 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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