

BLUEBIRD CARE

Dublin South

DOCUMENT

Statement of Purpose

Version 001

Reference Number 01.BBC Dublin South

Summary	Statement of Purpose
Target Audience	All Staff. clients
Next Review Date	November 2024
Date Issued	November 2023
Author	
Revision Number	No 002

1.

Director(s): (Service Provider)	Mr Eddie O'Toole
General Manager/Clinical Nurse Manager/Care Manager: (Person in Charge)	Ms Laura Keenan

Services Provided

Aims and Objectives of the Service:

Bluebird Care Dublin South aims to:

- Provide services that facilitate people to remain in their own homes and community in so far as is possible.
- Provide high quality person centred holistic health and social care to its customers in the comfort of their own homes and community.
- Ensure the customer is placed at the centre of the process, whilst also recognising the role of the family unit in supporting the customer with his/ her changing health and social care needs.
- Provide professional, safe, quality health and social care services in a dignified, respectful, and compassionate manner to all its customers.
- Provide customers with a high standard of health and social care in accordance with evidence based best practice.
- Place the person at the heart and centre of every interaction.
- Treat customers with kindness, consideration, and respect at all times. To sustain a high-quality service which supports and values each customer.
- To provide a person-centred service through ongoing customer, and /or families consultation and involvement in the comfort of their own homes and community.
- Continue to provide safe and effective services, through appropriately– trained, supported, and supervised staff.

- To enable our customers to live as independently as possible in line with their will and preference.
- To be the home care provider of choice.
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Objectives

- To provide a high standard of care and treatment in accordance with evidence based best practice.
- For staff to be sensitive to individual needs and abilities
- To promote the greatest possible independence of every client no matter what their level of dependency.
- The provision of high standards of care, support and respect for clients in their homes and communities
- Maintaining and enhancing the quality of life of clients
- Preserving the autonomy of clients, guaranteeing free expression of opinion and freedom of choice
- Maintaining a safe physical and emotional environment
- Ensuring that the privacy and dignity of residents is respected.
- Provide formal training to staff to promote continuous professional development and training.

Services which are provided

Bluebird Care Dublin South provide services that facilitate people to remain in their own homes and community in so far as is possible. Along with the family & associated health care providers, all clients are assessed for the level of care/services required and the capacity to deliver the required home support/ clinical care.

We follow a person-centred care model, which is the practice of caring holistically for our clients and their families, in ways that are meaningful and valuable to the individual person. It includes listening to, informing, and involving everyone in their own plan of care in ways that are respectful of, and responsive to, individual preferences. We offer a service of personalised care visits from check in visits to complex care.

Services which are to be provided

Bluebird Care Dublin South provide support to all gender groups. Services which are provided include but are not limited to:

Older Person Services

- Dementia
- Parkinson's
- Arthritis

- Cerebral Vascular Accident
- Palliative Care
- Behaviours of concern.

Adults with complex care

- Spinal injury
- Brain injury

Disabilities/ Social care supports to adults.

Physical and sensory

- Cerebral Palsy
- Spina Bifida
- Stroke
- Guillain Barre Syndrome
- Motor Neuron Disease
- Multiple Sclerosis
- Huntington's Disease

Intellectual

- Autism Spectrum Disorder
- Asperger's
- Behaviours of concern

Mental Health

- Substance abuse
- Bipolar
- Schizophrenia
- Eating disorders

We provide services to the following cohort of clients:

- Children with complex Needs
- Adults 18 years & over
- Clients with Physical/Sensory/Intellectual Disabilities
- Adults with a medical diagnosis of Dementia
- Adults 18-65 who require care and support due to chronic illness such as:
 - Arthritis
 - CVA – stroke
 - Multiple Sclerosis
 - Parkinson's Disease
 - Respiratory Condition
- Adults who require care and support as a result of an Acquired Brain Injury.
- Adults with an established Spinal Injury who require support/rehabilitation to live at home.
- Adults who require support with convalescence/rehabilitation post hospitalisation.
- Adults with Physical/Sensory/Intellectual Disabilities.
- College Students who require support to attend college/IT i.e., Personal Assistant.

The specific duties undertaken by Nursing & Care Staff when caring for or supporting a client in relation to any of the above services may include (this list is not exhaustive):

- Assisting the customer with his/ her personal care and hygiene needs.
- Assisting the customer with getting up and going to bed.
- Assisting the customer with Dressing and Undressing.
- Assisting the customer with transfers and mobilising
- Catheter care - emptying of urinary catheter bags.
- Meal preparation.
- Mealtimes i.e., assisting the customer with eating and drinking.
- Medication prompting.
- Assisting the customer with social activities i.e., support with visiting friends, attending clubs, accompaniment to appointments etc.
- Light Housework / Laundry/Shopping

Tasks that **may not be undertaken** by Care Staff include:

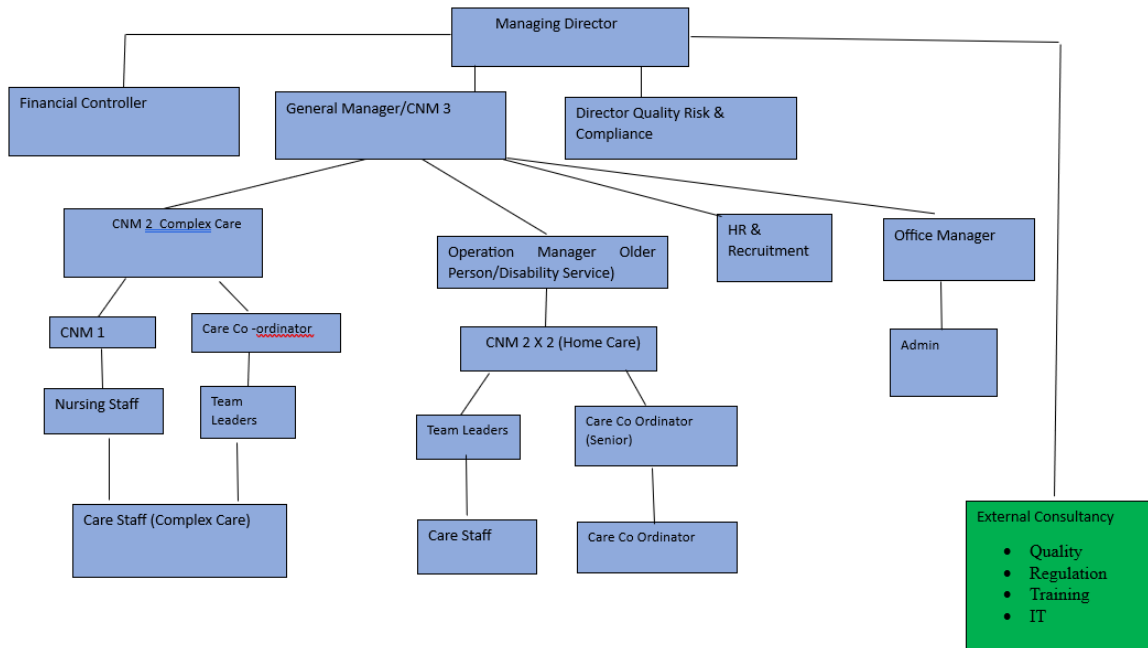
- Any care task not identified in the care plan.
- Any care task not agreed by the Clinical Nurse Manager.
- Administration of medication

The **specific duties** undertaken by the **Clinical RN Team**

- Carrying out an assessment of the client's health and social care needs, (in consultation with the family / acute setting/other stakeholders) and developing/ implementing a care plan for the client based on needs identified and reviewing accordingly in accordance with relevant standards and legislation.
- Providing evidence based clinical care in line with Nursing & Midwifery Board of Ireland guidance documents.
- Risk assessments of clients and risk management of the homecare environment.
- Supporting and implementing any quality and improvement initiatives.
- Developing and maintaining good and effective working relationships
- Provision of mentorship and training to staff as required.
- Providing reports on the client's condition and wellbeing to the appointed HSE Project Lead. Any concerns raised pertaining to the client's wellbeing to be immediately reported to the assigned CNM 3 /Person in Charge.
- Promoting and providing family centred care and creating a caring and safe environment for the client and their family in the home setting.
- Providing staff supervision and monitor the necessary training requirements as identified through a training needs analysis.

Organisational Structure of the Service:

Bluebird Care Dublin South Organisational Chart 2023



Franchise Director

The Franchise Directors role and function is to provide a managerial leadership role within the franchise with a strong focus on the strategic and operational development of the service. She has the overall accountability for care quality, customer safety and clinical outcomes at the franchise.

Person in Charge

Has responsibility for the management and implementation of the quality-of-care delivery and care outcomes, compliance with policies and legislation, and the quality and safety arrangements within the franchise. and is accountable to the Franchise Director.

Finance Manager.

Manages and reports on all financial operations in the company in relation to clients & staff. Prepares financial records & forecasts for the Franchise Director.

HR Manager:

Works with management team to plan workforce requirements. Manages operations for recruitment and staff hiring.

Quality & Clinical Governance Support:

Supports the management & staff of Bluebird Care Dublin South in the development and delivery of the Quality Improvement Programme, providing evidence that services are caring, well led, safe and effective. To ensure compliance with all regulatory requirements.

Clinical Nurse Managers

The Clinical Nurse Manager is responsible for oversight of adult cases. They hold responsibility for the management, implementation of the service, care outcomes, compliance with all relevant policies and legislation and the point of contact for families and the HSE. They manage the staff performance and training programme. They report directly to Person in Charge.

Care Coordinators: The Care Coordinators role is very customer and staff focused as their role requires them to be in daily communication with both staff and customers. The Care Coordinators ensure that the care package is provided and address any operational issues that may arise in relation to the daily delivery of services. Any issues that they are unable to address are forwarded without delay for the attention of the person in Charge/Clinical Nurse Managers.

Operations Manager Older persons/disabilities

To efficiently manage the day to day running of the business. Allocate resources and monitor performance to deliver high quality, safe and effective homecare to customers within budget. Manage all aspects of the staff team. Provide strong leadership so staff are clear about their respective duties and responsibilities and have the support they need to carry out their roles safely. To provide high quality homecare services that support customers so they can enjoy the best quality of life. The Operations/General Manager is directly accountable to the franchise owner(s) and to any national regulatory body for home care.

Care Staff – Care Assistants.

The role of care staff is to provide personal care and assistance to support the customer to live and remain independent in his / her own home and community. Care staff will implement the requirements of the customer care plan, perform the duties and tasks as identified through the customer assessment and promote customer comfort and wellbeing with respect and dignity.

Personal Assistant

The role of the Personal Assistant can vary from the traditional role of the Care Assistant. The primary focus is to work with individuals who have a physical/sensory/intellectual disability or who because of an accident or stroke may have an acquired brain injury. The Personal Assistant provides a supportive and enabling environment that encourages independent living within the community. This role is specifically tailored to the needs of the individual customer and can vary from person to person but may include personal supports (assisting with personal hygiene etc.), educational supports (assisting a college student), social activities, and some domestic supports.

Shadow Shifts: Shadow shifts are organised for the whole staff whereby the carer is inducted into the house and the client's care. Our Clinical Lead would then consult with the family.

Rostering: The rostering for home support is managed by the Co -Ordinator staff.

Arrangements in Place to Deliver a Safe and Quality Service

Quality & Clinical Governance is the responsibility of, and is held by, Bluebird Care Dublin South. Our Franchise Support Centre, , provides advice and support in all aspects of our day-to-day service provision including Clinical Governance but decisions and responsibility lie with The Bluebird Care Dublin South Team. The purpose of the Bluebird Care Dublin South Quality & Safety Committee , in conjunction with the Managing Director, is to support the provision of a quality service to clients, its operational policies and procedures, while being conscious of adhering to the highest standards of clinical governance and quality.

Bluebird Care Dublin South have policies, procedures, processes, and systems in place to ensure delivery of a safe and quality services to its customers, and a safe working environment for staff, together these form the main pillars of our Quality Assurance / Quality Improvement process.

This is broadly organised through the following:

- Customers
- Staff
- Quality Control/Governance Systems

The arrangements in place for the Customers and staff commence with the initial assessments completed with the customer and/or their representatives, this provides managers with the relevant information to ensure that appropriately skilled staff are assigned according to the needs identified. As part of this assessment, we also complete a home environment risk assessment, this ensures that it is a safe working environment for our staff to meet the needs of each customer.

There are systems and processes that are implemented relating to Incident/Accident management through the risk management process, whereby we complete quarterly audits & analysis of all Incidents/Accidents, Medication errors, complaints & safeguarding and identify the common trends for learning outcomes to improve our services. Internal audits also include review of customer & staff files to ensure all relevant & required information is available for staff to provide a safe service.

As part of our quality improvement programme, we complete regular customer & staff surveys and have several ways we receive feedback through customer care reviews, support visits and regular effective communication with managers. The operational risk register is reviewed as part of our quarterly risk management process.

The Complaints process is a robust effective system that provides customers with reassurance that we listen to their concerns and respond appropriately within a given

timeframe. This is the same process utilised for Safeguarding and reporting of any concerns, the managers work closely with the HSE Safeguarding team and implement any safeguards as required. All policies & procedures are in line with National Policies and standards, and we have systems to check that staff have read & understood policies required for safe delivery of services.

The business continuity plan ensures that all contingencies are in place, staff aware, for any eventuality that may pose a threat to continuance of business, many of these have been tried & tested over the past couple of years with good effect. The business continuity plan is regularly reviewed & updated to ensure all contingencies are in place and staff are aware of the processes.

The system implemented for rostering & service delivery (One Touch) have contingencies that provide alerts to staff if there are late/missed calls that can be acted upon quickly to assure the customer that we are aware and are responding effectively. The rostering system has the functionality of time & attendance through GPS so managers can see if staff have arrived at customers home and stayed the required length of visit. Customers can also view their care schedule for the week through this system and are communicated with relating to any changes to their visit times and/or staff member.

There are both local & national clinical governance for supports – national through our Franchise Support centre & local by our clinical nurse manager. National meetings are held every quarter where all clinical practices are reviewed & updated, as required, and the sharing of best practices and initiatives with all clinical nurse managers within the Network.

The role of the Bluebird Care Dublin South Quality & Safety Committee is to:

- provide direction, advise and leadership for the Managing Director, Bluebird Care Dublin South in relation to the integration of quality clinical governance into all levels of strategy, operations and planning and management.
- provide strategic advice to the Managing Director of Bluebird Care Dublin South on priority areas and issues from a client and other stakeholders perspective.
- The Terms of Reference are complemented by the Bluebird Care Dublin South policies and procedures, quality standards, financial procedures, human resources and clinical practices and procedures, and management structure.

Key Elements of Quality & Clinical Governance Programme

- Clinical Governance structure & overall accountability
- Monthly Quality & Safety Committee Meetings
- Information systems to ensure effective flow of information on safety & quality.
- Compliance Audit by Bluebird Care Dublin South Clinical Governance Lead
- Statement of Purpose
- Compliance with legislation
- Strategic Planning
- Policy, Procedures & Guidelines

- Assessment of compliance with national standards
- Suite of Performance Indicators
- Clinical Governance assessment
- Compliance with HIQA standards
- Robust recruitment and selection procedures including professional credentialing and Garda vetting.
- Staff Supervision
- Programme for Clinical Audit
- Maintenance of competencies to deliver safe & effective care.
- Complaint's procedures
- Customer feedback
- Staff Feedback
- Staff Training
- Incident Management
- Adult Safeguarding measures
- Health & Safety programme
- Risk Management
- GDPR compliance
- Designated officers for
 - Safeguarding Adults
 - Safeguarding Children
 - Health & Safety
 - Complaints & Incidents
 - Infection control
 - Health & Safety
 - GDPR

Arrangements in Place to Ensure Fitness of Staff

All staff recruited are required to provide:

- Evidence of the person's identity, including his full name address Date of birth and recent photograph
- A vetting discloser in accordance the National Vetting Bureau (Children & Vulnerable Persons) Act 2012
- Details and documentary evidence of any relevant qualifications or accredited training of the person
- A record of current registration details of professional staff subject to registration
- A full employment history, together with a satisfactory history of any gaps in employment
- Correspondence reports records of disciplinary action and any other records of disciplinary action and any other records in relation to his/her employment
- Details of any previous experience of carrying on the business of home care support
- Two written references, including a reference from a person's most recent employer.
- All staff are then assessed and supervised as per Bluebird Care Supervision policy which includes assessment at 2,4, months and probationary assessment at 6 months followed by an annual appraisal and continuous supervision Nursing staff require annual registration with NMBI. All Care Assistants must have / be in a position to undertake 2 QQI approved Level 5 Modules in Care of the Older Person and Care Skills at a minimum to work with Bluebird Care Dublin South and all Nursing Staff must have up to date NMBI registration.
- All job applicants must complete the Bluebird Care job application form, attend a face-to-face interview, provide two referees, agree to be vetted by An Garda

Siochana, complete the Garda Vetting form, provide International Police Clearance if they have resided outside of the Republic of Ireland for 6 months or more from the date of their 16th birthday and provide a fitness to work cert from their GP.

- All new recruits must have QQI Level 5 “Care of Older Person” and “Care Skills” modules completed or have a minimum of 12 months experience and they must sign up to have both modules completed within 6 months of commencing employment.
- All new recruits must successfully complete 20 hours of Induction and People Moving and Handling training before commencement of work. Safeguarding Vulnerable Adults, Children First, Infection Prevention & Control training on HSEland is also included in the Induction training. In addition to induction training, they must be shadowed by a senior carer for a minimum of 8 hours before being allowed to work alone with our customers. In addition to training all new recruits are supervised by the practice supervisor.
- All new staff are on six months’ probation which can be extended to eleven months if required. During the probationary period (including any extension) the staff member will receive enhanced supervision and support, this is done for two main reasons, the first reason is to ensure their fitness for their job and the second is to support and motivate them to be the best they can be.

Skills & Competencies of Staff Employed to Manage the Service

As per HSE requirement, The Clinical Nurse Manager/ Care Manager/Supervisor will arrange **5 hours of shadowing** for each new care assistant and provide him/ her with the detail of the arrangements.

All new staff must receive the following number of supervision sessions at a minimum during the probationary period.

- Month 2 - Formal Supervision
 - Month 4 - Formal Supervision
 - Month 6 -Staff Appraisal at end of probationary period.
- All competency areas must be covered & signed off over the 6-month probationary period. A suite of competency assessments is carried out on all Health Care Assistants and is managed and supervised by their line manager including:
- Client safety
 - Communications Effective Team work
 - Personal Hygiene
 - Promoting Continence Nutrition

- Social Emotional & Cultural Care
- General professional Ethos
- Pressure Area Care

For Nursing staff, a suite of Specific Competencies are carried out by their line manager including:

- Changing a Stoma Bag
- Emptying a Drainable Pouch
- Enteral Feeding
- Medication via Gastrostomy tubes
- Neurogenic Bowel clinical Competency assessment
- Tracheostomy Dressing Change Competent assessment and including tube change and suctioning.
- Oral & Nasal Suctioning
- Medication administration competent

Additionally, under the Scope of Nursing and Midwifery Practice Framework, each nurse is accountable both legally and professionally for their own practice. (NMBI, 2015).

Staffing Arrangements

The required roster will be developed in full consultation with and the agreement of the family (all times and hours will be fully agreed with the family) and the HSE. A copy of the roster will be provided to the HSE Project Lead and the family at the agreed time frames.

The following gives a breakdown of the current staff complement by grade and whole-time equivalent numbers:

Position	In post	No. Of Whole Time Equivalents*
Management		5
➤ Managing Director	1	
➤ Finance Manager	1	
➤ General manager	1	
➤ Clinical Nurse Managers x 4	5	
➤ Quality & compliance Manager	1	
➤ Office Manager	1	
➤ Operations manager	1	

➤ Care Co Ordinator's x 2	1	
➤ Recruitment (Carers)	1	
➤ Hr Manager	1	
➤ Office administrator	1	
Quality & Clinical Governance Director	1	1
Care Assistants (Dependent on Caseloads)	115	V
Nursing Staff	90	V

Emergency Cover: Bluebird Care Dublin South has a 24-hour emergency on-call out of hours service specifically for both Home Support and Complex Care Cases. This is manned by a number of our Senior staff on a rota basis. Should any calls to this emergency service need to be further escalated, either our PIC Quality and Governance Director or our CNM 2 Complex Care or our CNM2 Home support will be available. This will ensure Clinical Governance for all staff delivering care to all clients 24 hours a day.

Referral Arrangements, including Customer guide

Bluebird Care Dublin South based in Dundrum Co. Dublin, provides direct care to customers on behalf of The HSE and other agencies as requested. It also provides services in a private capacity at the request of the individual/family member. Referrals can be by family or allied health care professional on behalf of the client. Following referral an assessment is carried out by the Clinical team and arrangement made if suitable for home care services.

The types of services we provide include:

- Care of the Older person

Persons who require care due to

- Chronic Illness
- Dementia
- Brain/Spinal Cord injury
- Physical /Sensory or intellectual disability

- Care of Adults & Children with special needs
- Care of Children & Adults who require convalescence/rehabilitation post hospitalization.
- Respite care
- Personal assistance support

All Customers receive a copy of the Bluebird Care Guide and a copy of the relevant Care Agreement which outlines the services including:

- HSE Your service your say
- Fire safety in the Home
- Advocacy Services
- Health promotional material
- How to make a complaint
- Contact details of key staff
- Charter of Rights
- Safeguarding information
- Fees for Private customers

Arrangements for Safeguarding & Promoting the Health & Well-being of the Customer

Bluebird Care Dublin South considers the duty of all those employed or involved with the business to take all reasonable measures to prevent or reduce the risk of abuse of all Customers with whom they come into contact in the course of their employment.

We acknowledge our responsibility to ensure that all legislation and statutory guidance concerning protection of a customer is adopted, including reporting any protection issues which are alleged, suspected or disclosed. Bluebird Care Dublin South seek to put in place systems of best practice and procedures that protect all staff members and Customers from unfounded allegations.

Abuse may become apparent in several different ways. Once a disclosure, allegation or a raised concern is brought to the attention of staff it should be submitted to the **Designated Safeguarding Officer immediately** and absolutely within a maximum of 24 hours. No time limit is placed on reporting allegations, concerns or disclosures of abuse therefore historical allegations will be dealt with in the same manner.

Bluebird Care Dublin South commits to protecting the dignity and welfare of Customers entrusted to its care and to support staff with responsibility for them through the following measures:

- Communicating and ensuring that all staff are aware of their duty of care to report any past or current concerns for the safety of the Customer.
- Providing safe systems of work to minimise the potential for abuse.
- Providing information which sets out how Customers, families/representatives and staff can report concerns or complaints of abuse.
- Providing staff with the knowledge and guidance to protect themselves whilst supporting Customers.
- Consulting with each Customer regarding the expectations in relation to their behaviour in a manner consistent with their ability and capacity.
- Rigorous application of recruitment, selection, assignment, and supervision procedures to ensure that staff possess the required skills and attributes.
- Providing induction for all new staff to ensure that they are aware of the standards of support expected from them.
- Providing effective supervision, support, and training for all staff so that they are aware of the standards of support expected from them and shortfalls in standards are dealt with promptly.
- Communicating the policy in relation to abuse prevention (Safeguarding) to all staff.
- Ensuring that the welfare of Customers is of paramount importance and to ensure that the Customer and staff know the action immediately to be taken if abuse is suspected or alleged.
- Managing allegations of abuse against staff promptly and with due regard for the rights of the staff to fair procedures whilst safeguarding the welfare of Customers.
- Bluebird Care Dublin South will operate a no tolerance approach of any form of abuse or harm towards a customer or staff.

Full details of the procedures to be followed are outline in **Safeguarding Policy for Adults & Safeguarding policy for Children**

The Health & Well Being of the service users is promoted protected and reviewed by:

- Development & support of an environment and culture that promotes better health & wellbeing of service users and workforce.
- Implementation and evaluation of health promoting activities.
- Findings from audits/surveys
- Collaboration and working in partnership with other service providers.

Arrangements for Training & Development of Staff

Arrangements for Training & Development of Staff:

Bluebird Care Dublin South ensures that all staff employed receive appropriate induction training for their role, both office and care staff. There is a robust induction framework that consists of face-to-face training, competencies assessed in the field and regular support/supervision meetings.

Staff during their probation period will complete competencies for each area that they will be providing supports for clients, these are completed by the Supervisor and/or the Clinical Nurse Manager/Registered Nurse.

The Induction training consists of the following areas:

- Introducing Bluebird Care
- The values of Bluebird Care
- Structure of office
- Requirements prior to commencement
- Expectations
- Examples of Care Needs
- Communication – office/Customer/Colleagues
- Person Centred Care
- Role of Carer
- Boundary Management
- Supervisions
- Policies/Procedures/Guidance documents
- Infection Prevention & Control – Covid 19/Hand Hygiene
- BRAT
- Care Plans Report Writing/Documentation
- Training – HSELand – Safeguarding of vulnerable adults & Children's First
- Fire Safety & Awareness
- Disability Awareness
- Emergency Assistance
- Dementia Care
- Code of Conduct
- Risks – lone working
- Behaviours of Concern
- Health & Safety
- CNM/Nurses guidance – food hygiene/pressure areas/ stoma/catheters/palliative/safeguarding/medication
- In case of Emergency/On Call
- Incidents/Accidents
- Complaints
- Confidentiality
- Payroll/Annual leave
- Your Wellbeing
- Contacting the Office - detail

Staff are also aware of all standards, regulations, processes, and documentation required for HIQA registered services.

All mandatory training is completed by staff prior to commencing work and refresher training scheduled, these are monitored through our training matrix. Staff also receive specific training related to clients identified needs this could include stoma training, neurogenic bowel training and MAPA, these are recorded and monitored on our training matrix.

As part of the supervision/appraisals staff can identify if they require further training in specific areas or if they would like to complete a course to enhance their knowledge and their roles and/or to assist them with career development. All nurses employed complete continuous professional development through HSE and training and other courses required for the supports they provide.

The clinical nurse manager and Director are train the trainers in Adult Safeguarding. The clinical nurse manager is also train the trainer in Neurogenic Bowel Management. They complete updates/refreshers as required to maintain this role. All carers are required to either have completed QQI level modules for care skills and care of the older person, or equivalent, prior to employment or commit to completing this within a given timeframe from commencement of employment.

All staff will receive an induction, in line with Bluebird Care Dublin South Policy.

Expectations regarding employee performance and supervision will be agreed at induction. Following successful interview and appointment all new staff are required to attend company's induction programme and mandatory training in Manual Handling, Safeguarding & Infection Control.

Additional training for Care staff includes:

Care planning	Nutrition	Challenging Behaviour
Skin Care	Medication	Safeguarding
Hand washing	Communication	Diabetes
Bed Bathing	Clinical waste	Infection Control
Toileting	Equipment	Covid/PPE
Catheter Care	Health & Well Being	Emergency assistance
Dental Care	Falls prevention	
Stoma Care	Dementia Care	
Intimate care	End of life /Palliative care	

For Nursing staff

Nursing documentation	Palliative care & End of life	Basic life support
Medication Management	Children First	
DNR status	Manual Handling	

Renewal training Intervals

Manual Handling	2 years			Dementia	3 years
BLS	2 years	Children's First	3 years		
Hand hygiene	Annual	Infection Control	2 years		

Arrangements for the Management & Control of the Home Support Provider

Bluebird Care Dublin South have robust governance systems in place that provides oversight for the business on a quarterly basis in line with our quality assurance framework. We have several process and systems in place for the overall management of the business which include service agreements with HSE disability and tender agreements with HSE older persons.

Bluebird Care Dublin South is part of a Franchise network, with a contractual Franchise agreement, and have governance through the Franchise Support Centre for all policy areas, guidance documents, clinical governance, and quality assurance systems. Dublin Health Care Ltd file annual financial returns with relevant bodies for compliance with revenue.

The quality assurance systems consist of internal audits, quarterly analysis, operational risk register, business continuity plan reviews, quarterly quality & safety committee meetings and operational KPI's. this process allows the senior managers and Director full oversight of the operational aspect of the business each quarter.

We have contractual agreements with funders, HSE, through Older Person Tender Process and individual Service agreements for Disabilities.

The management team consists of Managing Director, General Manager, Director of Quality & Governance, Finance Manager This team meets monthly to review all operational, financial, and corporate aspects of the business. Prior to these meetings the Co-Ordinator submits weekly status reports for unallocated hours and the Supervisor submits weekly status reports on service delivery to customers.

The recruitment/HR database includes information relating to the status of new employees and the potential commencement date for staff to plan for new cases and referrals.

Bluebird Care Dublin South have all required documentation for legislation and regulation registration which includes Statement of Purpose; Customer Guides/Charter of Service and Customer Care agreements.

We have all policies, procedures and relevant requirements to comply with National Policy and regulatory authorities.

Accounting & Financial Control Arrangements for the Home Support Provider

Income is generated primarily from the HSE Older Person Services and HSE Disability Services. Further income is generated by contracts with Private Customers.

Invoicing is completed on a monthly basis based on the care calls completed.

Statutory accounts are completed on a yearly basis with Bluebird Care Dublin South year-end 31st December. These accounts are submitted within 6 months to the company's registration office and are subsequently forwarded to both HSE Older Person Services and HSE Disabilities as per HSE requirements.

Bluebird Care Dublin South is fully tax compliant.

Payroll and other expenses such as travel are paid on a monthly basis. Payroll expenses are vouched through One touch systems.

Franchise Support Centre payments are made monthly in arrears based on all income generated, this is monitored through the Monthly Management Report system via One Touch.

Bluebird Care Dublin South enter a yearly SLA arrangement with both HSE Older Person Services and HSE Disability Services.

Older Persons Services – Bluebird Care Dublin South was successful for the 2023 tender that was issued by the HSE which expires in December 2023. A new tender document has been issued by the HSE for which we fully expect Bluebird Care Dublin South.

Insurance Arrangements

Bluebird Care Dublin South has insurance in place through Marsh Ireland Brokers Ltd as below:

Employers Liability -

Public Liability -

Products Liability -

Medical Malpractice Liability -

Directors & Officers liability -

Commercial Combined (office property) policy -

Business Interruption –

- Costs based on the findings of the assessment of need will be prepared and sent to the funder for agreement. The funder may be the customer him/ herself, a family member, the family of the customer, a funding body such as the HSE or another service provider.

- The Clinical Nurse Manager will advise of any entitlements such as income tax relief that may be applicable and will provide information on the payment of charges/invoices.
- Charges and payment schedules will always be agreed in advance of the care service commencing.
- All funding arrangements between the HSE and Bluebird Care for the provision of health and social care needs are governed by a service arrangement. The terms and conditions of the contract will be provided to the customer or where appropriate a family member prior to the commencement of service provision. The customer or family member (where appropriate) must provide their signature to confirm their agreement with the terms and conditions of the contract.

Approval of all invoices, sign off, entered on accounts system, tracking and settlements

Insurance

Cover for all IT, business interruption, Employees, Clients

[Source: Marsh Ireland Brokers Ltd](#)

Arrangements for the Keeping of Documents & Records

It is the policy of Bluebird Care Dublin South to protect the privacy rights of its customers and staff and fully comply with the Data Protection Acts (1988) and (2003) and the General Data Protection Regulations (2018). Bluebird Care as a 'Data Controller' will endeavour to comply with both the Data Protection Acts and good practice.

Bluebird Care Dublin South promotes high standards of security for all Personal Data. The nature of security used may consider what is available technologically, the cost of implementation and the sensitivity of the Data in question. Appropriate security measures must be taken against unauthorised access to, or alteration, disclosure, or destruction of the Data and against their accidental loss or destruction.

We have robust policies & procedures in line with National Policy requirements and all staff are aware of their role in Data Protection. New staff receive training during their Induction framework and policies and guidance documents are available online for all staff. All staff sign a non-disclosure agreement on commencement of employment and all staff contracts include confidentiality agreement. Staff also receive training on appropriate record keeping during Induction so all records are professionally maintained.

We maintain records in Customer's homes that relate to their supports which would involve hard copies of their care plans, customer guide, care agreements and care

notes which are completed by carers following supports received. All customers consent to sharing of information with relevant stakeholders as part of the assessment process.

We cannot take responsibility for the management of records/documents in the customer's home, customers sign to say they have received documents on commencement of service. The Clinical Nurse Manager and/or the Practice Supervisor are responsible for collection review and archiving customer information for care records maintained in the home.

- Access to central IT servers is restricted in a secure location to a limited number of staff, with appropriate procedures for the accompaniment of any non-authorised staff or contractors.
 - Access to any Personal Data within Bluebird Care Dublin South is restricted to authorised staff for legitimate purposes only.
 - Access to computer systems is password protected with other factors of authentication as appropriate to the sensitivity of the information.
 - Non-disclosure of personal security passwords to any other individual (including other employees in Bluebird Care Dublin South)
 - Information on computer screens and manual files must be kept out of sight from callers to Bluebird Care Dublin South offices.
 - Back-up procedures must be in operation for information held on computer servers, including off-site back-up.
 - Personal Manual Data must be held securely in locked cabinets, locked rooms, or rooms with limited access.
 - Special care (including encryption) must be taken where mobile computing (including the electronic transfer of Personal Data via e-mail) and storage devices, such as laptops or USBs are used.
 - Personal Data is not to be stored on portable devices except in essential circumstances. Where deemed essential, the Data must be encrypted. Arrangements are to be in place to fully delete the Data on the portable device when it is no longer being used.
 - All reasonable measures are to be taken to ensure that staff are made aware of Bluebird Care's security measures and comply with them.
 - All waste papers, printouts etcetera must be disposed of appropriately.
- Full details on current Bluebird Care Data Protection Policy

Arrangements for the Notifications of Reportable Events

Bluebird Care Dublin South complies with all legal & regulatory requirements for notifications of adverse/severe events, these would include service arrangements contract with the HSE for specific areas of notifications.

When any immediate action has been taken, the staff identifying the incident should, if they have not already done so, notify the incident to the manager on duty within the area where the incident occurred. It is also the responsibility of the staff to complete the appropriate Incident Report Form as **soon as is practicable after the event occurs and within one working day.**

It is the role and responsibility of the person in Charge to have overall accountability for the management of incidents within their area of responsibility. This includes ensuring that the management arrangements and the roles of all staff in incident management are clearly defined.

Arrangements for Dealing with Complaints & the Steps in Publicising these Arrangements

Bluebird Care Dublin South has a culture of openness and transparency that welcomes feedback. All complaints, raising of concerns, criticisms, or suggestions, whether oral or written shall be taken seriously, handled appropriately and sensitively. These shall be seen as valuable sources of information and used to make improvements in the service provided.

- All comments or complaints shall be viewed as an opportunity to inform service provision and to continually improve the quality of support and services provided to the Customer.
- Customers and their family/representatives shall be confident that making a complaint shall not jeopardise their relationship with Bluebird Care Dublin South nor shall it jeopardise the relationship or quality of support which the Customer receives.
- External contractors, consultants, service providers and visitors shall be assured that making a complaint shall not jeopardise their relationship with Bluebird Care.
- Complaints may be made by any Customer, family/representative, external agency, contractors, staff, or the public about any aspect of Bluebird Care Dublin South. A record is maintained of all complaints made about Bluebird Care Dublin South, and the actions taken by the **Complaints Officer**, in respect of any complaints. Complaints may be made verbally or in writing. Complaints may be made to any member of staff.

Every Customer receives a copy of Bluebird Care Dublin South Complaints Policy and this is left in their home, they also receive a copy of the funders, HSE, Complaints Policy. We advise the HSE of any significant Complaints that may impact services received by customers and our Franchise Support Centre are informed of any Complaints that may impact the overall brand of Bluebird Care.

Bluebird Care Dublin South aims to ensure that all Customers are given the highest quality of care and service. However, if a customer feels aggrieved or unsatisfied with the service of staff or Dublin Healthcare Ltd, a clearly defined complaints procedure exists and full details are set out in the Customer Guide.

The Complaints Officer Bluebird Care Dublin South is Alan Murphy, Director of Quality & Compliance

Tel. No. 01

Email: alantmurphy@bluebirdcare.ie

The following are stages in the Complaints Process:

Stage 1

- Identify who you want to complain to
- Make the complaint in a manner you are comfortable with – verbal or written
- Make it clear that it is a complaint.
- If you make a verbal complaint, the person/staff member will write it down on Complaint Form A and give you a copy.
- If you are happy that your complaint is resolved the person/staff member will write this on Form A.
- You can bring someone with you for support if you wish.
- Through talking about your complaint with the person/staff member involved you may feel that the problem is resolved.
- If, after talking with the person/staff member, you feel the complaint is still not resolved, and you are still unhappy you may bring it to Stage 2 of the process.

Stage 2

- Write your complaint using the Complaints Form and what you would like to see happening and give it to the Clinical Nurse Manager or any member of staff.
- If the complaint is about the Clinical Nurse Manager, then forward it to the Director of Bluebird Care Dublin South – Eddie O'Toole. Complaints in different formats, such as audio recorded, can be submitted in the same manner. You can ask for someone of your choice to help you to provide this information.
- The Complaints Officer will work closely with you in dealing with your complaint. The Complaints Officer may decide to refer the complaint to a more senior level if deemed necessary.
- You will receive a written acknowledgement of your complaint from the Complaints Officer within 5 days. If you do not receive an acknowledgement within 5 days, please contact the Complaints Officer to find out why they did not contact you.

Stage 3

If after the stage 2 process you feel the problem still exists, write your complaint, stating what you would like to see happening, and send it to the Director of Bluebird Care Dublin South.

The Director will write to you within 5 working days to say that your complaint has been received and to tell you what is going to happen.

Stage 3 will be a review of the issues, process, and conclusions of Stage 2.

The Director may, where they determine the issue requires to be reviewed, nominate a reviewer.

An outcome of the review will be issued to you and other relevant parties within an agreed timeframe.

In the event that you are not happy with the outcome of Stage 3, below is information regarding an appropriate external body to further your complaint. This option is available at all stages on request.

List of External Agencies to which Complaints can be escalated to

1. Office of the Ombudsman

Address: 6 Earlsfort Terrace, Dublin 2, D02 W773.

Phone: 01 639 5600

Email: complaints@ombudsman.ie

The Office of the Ombudsman is open Monday to Friday between 9.15am and 5.00pm

Ombudsman for Children's Office

Address: Millennium House, 52-56 Great Strand Street, Dublin 1, D01 F5P8

Phone: 01 865 6800

Freephone: 1800 20 20 40

Email: ococomplaint@oco.ie / ombudsmandoleanai@oco.ie

The Office of the Ombudsman is open Monday to Friday between 9.15am and 5.00pm

2. The Office of the Confidential Recipient for Vulnerable

Adults Address: Training Services Centre, Dooradoyle, Limerick
Phone: 061 585603 / 087 665 7269

Email: leigh.gath@crhealth.ie

The Office of the Ombudsman is open Monday to Friday between 9.00am and 5.00pm

3. HSE Consumer Affairs

Address: Oak House, Millennium Park, Naas, Co. Kildare

Phone: 045 880 496

Email: consumer.contact@hse.ie

Bluebird Care Dublin South take all feedback received, both positive & negative, seriously so we can better the services we provide to all our Customers.

Arrangements for the Management of Medicines in the Customer's Home

Bluebird Care Dublin South cannot take any responsibility for the management of medication in any Customer's home, as this is their own home environment and we would have no control outside of hours of service. We have policies for Prompting of Medication and a separate policy for the Administration of Medication – all staff receive appropriate training for their role on Induction and are assessed with competencies in the customers home, where relevant.

Staff for supports to HSE Older Person Services can only support with prompting of medication, this is a restriction under current tender with the HSE. If there is a requirement for staff to prompt medication this is detailed in the Customer's Care Plan and the staff member records if medication is taken by the Customer in the Care notes. We would, if required, collect medication from the pharmacy for customers but we could not take any responsibility for medication received as accurate and in line with a customer's prescription.

If the Customer is with Disability Services and/or a private Customer staff can administer medication. Staff that are required to administer medication receive safe Administration of Medication and must be successful in completing competencies prior to administering medication.

All Medication Administration Records (MAR sheets) are reviewed and monitored on a monthly basis and issues/errors addressed with staff. All medication errors that are reported are addressed immediately for the Customer's safety and wellbeing.

Medication Prompting

- Medication reminding/prompting, is where a customer may not always remember to take his or her medication and a staff member provide a verbal reminder only to the Customer to do same.
- An assessment of a customer's capabilities may show that while the Customer is essentially able to retain control of his/her medicines, he or she may need an occasional verbal reminder/prompt to take his or her medicine, or may need assistance with simple mechanical tasks such as opening bottles, collecting prescriptions etc.
- All staff involved in prompting/reminding Customers for medication management must have received Induction training where their responsibilities are outlined for this process. Clinical Nurse Manager must deliver this section of Induction training.

Further details on '[Administration of Medication](#) ' & '[Medication Prompting](#)' are outlined in Medication Policies.

Policies & Procedures (Schedule 2)

(1) Communication

(2) Complaints

(3) Consent

(4) Data Protection

(5) Dementia

(6) Falls Prevention

(7) Fluids and Hydration

(8) Fire Safety Management

- (9) Food and Nutrition
- (10) Health and Safety
- (11) Infection, Prevention and Control
- (12) Lone Workers
- (13) Medication Administration Support (where applicable),
- (14) Moving and Handling (including Hoist)
- (15) Person Centred Enablement
- (16) Pressure Sore Prevention (Skin Care)
- (17) Record Management and Retention

- (18) Response to Emergencies
- (19) Responsive Behaviour Management (Behaviour that challenges)
- (20) Risk management
- (21) Safeguarding Vulnerable Adults (from Abuse)
- (22) Staff Recruitment (23) Staff Training and Development
- (24) Security of the home
- (25) Service Withdrawal

Document Version History

Version Number	Version update comment	Effective date
V1.0		
V2.0		