



Q MARK BUSINESS GROUP  
OF THE YEAR



## GENERAL INFORMATION GUIDE

# Our Care Supports Your Independence At Home



Find Out More At  
**[bluebirdcare.ie](http://bluebirdcare.ie)**

Bluebird Care General Information Guide | Edition 01

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# Welcome to Bluebird Care

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Bluebird Care was set up in Ireland in 2007 to provide accessible quality safe care for individuals of all ages and varying degrees of ability.

Bluebird Care has 26 offices throughout Ireland providing health and social care services within the home setting and local community. Quality and safety is at the core of all our work, and every office (independently owned and managed) possess the *Q Mark* for Quality.

Bluebird Care provides direct care to customers on behalf of the HSE and other agencies as requested. It also provides services to customers in a private capacity at the request of the individual/family member. As a provider of high quality nursing, personal and social care services, we believe that Bluebird Care is ideally placed to support individuals who wish to be cared for in their home or within their community.

Our staff are trained to place the customer at the heart and centre of every interaction and to provide care and support with kindness, compassion, consideration and respect. We acknowledge that choosing a care provider can be stressful and difficult for any one individual and his/her family. Please be assured that any questions (you may have) in relation to any care concern can be answered by the local Bluebird Care team in your nearest Bluebird Care office.

In addition to supporting you with any decision-making in relation to selecting a service provider, all our offices across Ireland offer a no obligation care assessment. Please see **Appendix A** for a list of, and contact details for all Bluebird Care offices.

This *General Information Guide* has been developed to provide you with relevant information pertaining to Bluebird Care. We hope and trust that you find it informative and helpful. We are only a phone call away and are always happy to assist you in any way we can.



Sincerely,  
**Brian MacGoey**  
*Managing Director*

# About Bluebird Care

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We at Bluebird Care pride ourselves on being a professional, modern service, delivering high quality safe care in the home and community for persons of all ages with varying needs.

## OUR MISSION

Bluebird Care is dedicated to providing professional, safe, quality health and social care services in a dignified, respectful and compassionate manner to all its customers.

## OUR VISION

Our vision is to become the service provider of choice for those who wish to avail of independent high quality, safe and effective health and social care services in Ireland.

## OUR VALUES

At Bluebird Care we value our customers and the staff who care for them. We treat all of our customers with respect, dignity, compassion and kindness. Our staff work in a diligent, professional and courteous manner and uphold the high standards of conduct and performance which is expected off each staff member within the organisation.



# About Bluebird Care

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The following key principles underpin the way in which we deliver care to our customers:



## **Person-Centredness**

Bluebird Care staff place the person at the heart and centre of every interaction.



## **Care, Compassion and Kindness**

Bluebird Care staff treat customers with kindness, compassion, consideration and respect at all times.



## **Dignity and Privacy**

Bluebird Care staff promote and respect the dignity and privacy of the customer at all times.



## **Safety**

Bluebird Care promotes the safety and welfare of all its customers and has a no tolerance approach to any type of abuse or abusive practice.



## **Citizenship**

Bluebird Care promotes the concept of citizenship which confers a status on an individual whereby his/her fundamental right to dignity and respect and other basic human rights as well as his/her rights to participation in society are upheld.



## **Autonomy and Empowerment**

Bluebird Care supports the principle of autonomy and empowerment and recognises the right of all persons to make choices which supports them to live as independently as possible.



## **Confidentiality**

Bluebird Care assures that all customers will be secure in the knowledge that all information about them is managed appropriately and that there is a clear understanding of confidentiality among all its staff.

# Services Provided by Bluebird Care

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We at Bluebird Care provide services that facilitate people to remain in their own homes and community in so far as is possible.

We provide services to the following cohort of clients:

✓ Older Persons

✓ Adults and older persons with a medical diagnoses of Dementia

✓ Adults who require care and support due to chronic illness such as:

- Arthritis
- CVA – stroke
- Multiple Sclerosis
- Parkinson's Disease
- Respiratory Conditions

✓ 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

✓ Children with Physical/Sensory/Intellectual Disabilities

✓ College Students who require support to attend college/IT etc

✓ Adults/Children with complex care needs i.e. Tracheostomy Care

# The Bluebird Care Team

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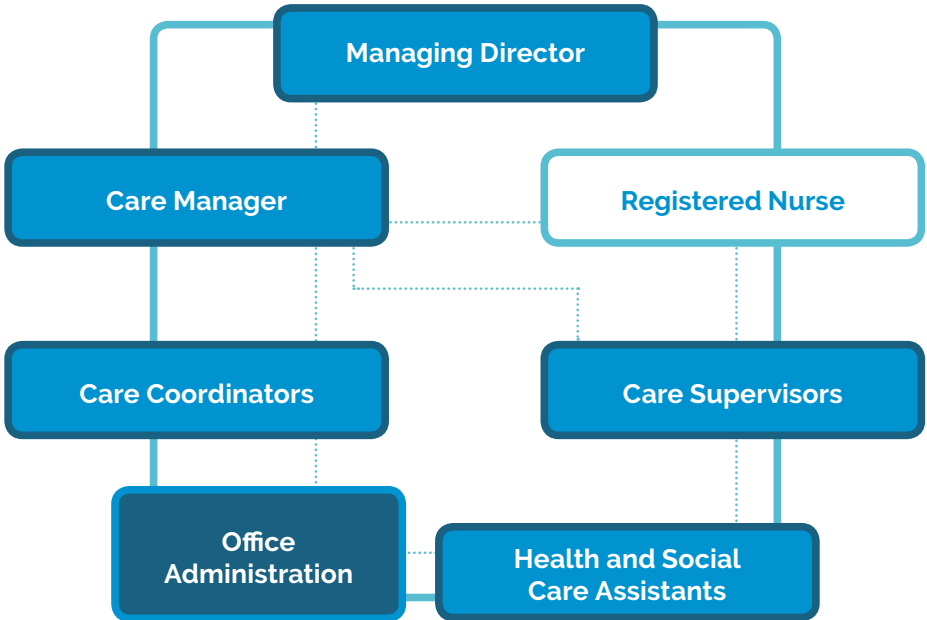
All Bluebird Care offices have robust teams in place with an appropriate skills mix to meet the demands of its customers.

All staff are suitably qualified, Garda vetted, trained, supervised, participate in continuous professional development and are supported by a strong management function which supports them to carry out their work.

Each Managing Director will provide the contact details for his/her office to each customer.

Each office has the following management structure in place.

## BLUEBIRD CARE OFFICE ORGANISATIONAL STRUCTURE



*\*Please note, in the absence of a Care Manager without a BSc (Honours) in Nursing, a Registered Nurse is appointed.*

## Managing Director

The Managing Director's role and function is to provide a managerial leadership role within the office. They have the overall accountability for care quality, customer safety and clinical outcomes at the office.

## Care Manager

The clinical leadership role is led by the Care Manager (Registered Nurse). He/she is an experienced Manager. They have responsibility for the management and implementation of the quality of care delivery and care outcomes, compliance, and the quality and safety arrangements within the office. Duties include the recruitment and training of staff, the undertaking of customer assessments and the day-to-day running of the office. The Care Manager engages directly with the customers/family members and is accountable to the Managing Director.

## Care Supervisor

The Care Supervisor is, in general, a Registered Nurse who has extensive operational experience. Please note a social care graduate may also be employed as a Care Supervisor, this primarily occurs when there are two Care Supervisors employed. The Care Supervisor is responsible for the efficient running of care activities within the office and the provision of training, mentorship and guidance to all care staff within the care environment. He/she also supports the supervision process by carrying out supervisions and maintaining supervision records.



## Care Coordinator

The Care Coordinator is based in the office and is normally the first point of contact when people phone Bluebird Care. The 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 Coordinator ensures that the care package is provided and addresses any operational issues that may arise in relation to the daily delivery of services. Any issues that he/she is unable to address are forwarded without delay for the attention of the Care Manager/Care Supervisor.

## Health and Social Care Assistants

The Health and Social Care Assistants' primary role is to deliver personal care and assistance to support the customer to live and remain independent in his/her own home and community. The Health and Social Care Assistant implements the requirements of the customer care plan, performs the duties and tasks as identified through the customer assessment and promotes customer comfort and wellbeing.

All Health and Social Care Assistants must have/be in a position to undertake QQI approved Level 5 Modules in *Care of the Older Person* and *Care Skills* at a minimum to work with Bluebird Care.

## Personal Assistants

The role of the Personal Assistant can be somewhat different to the traditional role of the Health and Social Care Assistant. The primary focus is to work with individuals who have a physical/sensory/intellectual disability or who, as a result 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 really 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 (buying groceries etc).



# Quality and Safety

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Bluebird Care is fully committed to providing high quality services, in line with best practice, national standards and regulatory requirements.

We are a fervent supporter of the introduction of regulation in the home care sector and in the provision of quality assistance to people in their own home. While recognising that at present the home care sector remains unregulated, Bluebird Care incorporates the *National Standards for Better Safer Care (2012)*, *HIQA National Standards for Residential Services for Children and Adults with Disabilities (2013)* and *National Quality Standards for Residential Care Settings for Older People in Ireland (2009)* into our quality of care approach.

## Policies and Procedures/Protocols/ Guidance Documents

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Bluebird Care has a suite of robust Policies and Procedures, Protocols and Guidance documents in place to support best practice within our services.

These are fully compliant with HSE national policy requirements. **Appendix B** contains a list of relevant Bluebird Care Policies and Procedures. Any one of these policies can be made available to the customer or family member on request.



# Customer Feedback

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Bluebird Care welcomes comments, suggestions, compliments, and feedback about our performance and conduct in the delivery of care to our customers.

These may come from customers, carers, relatives, public, private and voluntary organisations, statutory agencies and the general public. We regard all feedback as opportunities to review practice and procedures and identify areas for improvement. Bluebird Care staff are required to treat our customers with kindness, consideration and respect at all times. All staff receive instruction with regard to feedback during induction where a strong emphasis is placed on feedback and feedback management.

Prior to the commencement of service provision, the Care Manager will provide the customer with a copy of the *Bluebird Care Complaints Policy and Procedures (2016)* and advise him/her on how to make a complaint to Bluebird Care with regard to any aspect of service provision. The customer and/or family member will be advised that feedback is welcomed and all concerns will be responded to promptly, openly and effectively. The Care Manager will outline the feedback process and advise the customer and/or family member that the Bluebird Care process is fully compliant with HSE requirements for feedback management. The focus of the feedback process is to resolve any issue for the customer and to gain learning for Bluebird Care to seek to continuously improve our care.

## Statement of Purpose

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A statement of purpose is provided to the customer on request by each office.

This provides a more detailed outline of the service objectives, service overview, Assessment of Health and Social Care Needs, Care Planning, Adult and Child Safeguarding, Governance for Quality and Safety, Policies and Procedures, Charges, Postponement of Services, Service Withdrawal, Health and Safety, Emergency Cover, Staffing, Data Protection etc.

# Tax Relief

## Can I claim Tax Relief?

Income tax relief is available to our customers or their relatives at their top rate of tax, subject to conditions. This means that you could receive tax relief of up to 40% of the cost of our service. It is also possible to claim this relief as part of your tax credits, thereby receiving the benefit as part of your weekly or monthly salary.

## How much can I claim?

Your marginal rate of Income Tax is used to determine the amount you can claim. That's either 20% or 40%, depending on your circumstances. In either case you can claim up to €75,000 in any one Tax Year (based on 40% tax rate).

**EXAMPLE:** Bluebird Care provides 14 hours a week for Mary. That's made up of 1 hour in the morning and 1 hour each evening. At an average cost of €25 per hour that's a weekly cost of €350.

<b>Weekly Cost</b>	€350
<b>Relief at 40%</b>	€140
<b>Net Cost</b>	€210
<b>That's €15 per hour</b>	

## Who else can claim?

You, your spouse or a relative. A relative includes relation by marriage and also a person for whom the claimant is, or was, the legal guardian.

## Others want to contribute

When more than one person is paying the costs of home care, the Tax Relief may be divided between the contributors pro-rata to their contributions, once the total does not exceed €75,000 in any Tax Year.



## How do I claim?

You need to complete the form HK1 "Claim for an allowance for employing a Carer/Personal Assistant". This form is attached to the IT 47 "Employed Person Taking Care of an Incapacitated Individual". This form would then be submitted to the Inspector of Taxes in your local area. Please note, individuals need to satisfy themselves on their ability to claim tax relief.

## Do I pay VAT on the Service?

No. The services offered by Bluebird Care are VAT exempt.

## What Our Customers Say

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*"It was a pleasure dealing with everyone in your office and we are very grateful for your professional approach and the kindness of all the carers. Once again thank you and we would highly recommend you to anyone needing care."*

**- JACINTA, CO. KILKENNY**

*"Personal experience is always the best way of assessing any service and in the case of Bluebird Care, I can certainly vouch for the integrity and utter professionalism of the service it provides. It really is a credit to all the Bluebird Care staff."*

**- VERA, CO. WATERFORD**



### All Our Customers...



Are introduced to their named Health and Social Care Assistant or their Personal Assistant.



Have their packages of care regularly reviewed.



Are encouraged to give feedback on the quality of the service.



Have Health and Social Care Assistants who are fully trained, Garda vetted and regularly supervised.

## Meet Some Of Our Staff

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The internal i-CARE awards programme at Bluebird Care recognises the excellent care provided by our staff to our customers. In this initiative we asked our 1,500 staff why they love to care.



*"I became a Healthcare Assistant in 2011 and this has been the best career move I ever made. The reason I started this career is because I always wanted to make a difference to people who needed care, who just wanted a hand, or just company to allow them to stay as independent for as long as possible."*

**John Coyne | Carlow / Kilkenny / Waterford**



*"Having cared for family members for many years, this has given me a solid foundation in my caring career. It has also made me realise that I have it in my nature, it is what I'm meant to be doing and that I'm good at it. I care because that's the way I am. And although caring can at times be challenging, it also is more rewarding than any other job that I've ever done."*

**Tara Flanagan | Limerick**



*"I knew I had a lot to give when I decided to embark on my career as a Healthcare Assistant. I am a kind caring, considerate and passionate person who will give my all to the task at hand. I really wanted to give a voice to older people, to help people with physical and intellectual disabilities, and to give them a better quality of life."*

**Michelle Ryan | Sligo**

## APPENDIX A

# Our Locations

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### Carlow/Kilkenny

T: (056) 778 9952

### Cavan/Monaghan/Louth

T: (042) 937 0990

### Clare

T: (065) 686 8222

### Cork

T: (021) 427 9116

### Mallow

T: (022) 425 67

### Donegal & Leitrim

T: (074) 912 9562

### Dublin North

T: (01) 840 8222

### Dublin North East

T: (01) 685 6750

### Dublin South

T: (01) 206 1974

### Dublin South East

T: (01) 214 4066

### Dublin West

T: (01) 820 8250

### East Cork

T: (021) 422 4343

### Galway

T: (091) 480 048

### Head Office (Limerick)

T: (061) 481 210

### Kerry

T: (066) 710 4015

### Kildare

T: (045) 832 978

### Laois/Offaly

T: (057) 866 6377

### Limerick

T: (061) 481 208

### Longford/Roscommon/ Westmeath

T: (090) 649 1044

### Meath

T: (046) 909 0333

### Sligo & Mayo

T: (071) 915 5008

### Tipperary

T: (052) 618 8080

### Waterford

T: (051) 591 783

### Wexford

T: (053) 915 3933

### West Cork

T: (066) 710 4015

### Wicklow

T: (0404) 311 77

## OUR PARTNERS



GET IN TOUCH TODAY

[info@bluebirdcare.ie](mailto:info@bluebirdcare.ie)

NATIONAL ENQUIRY NUMBER

**0818 227 052**



## APPENDIX B

# Policies and Procedures

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1. Bluebird Care Corporate Safety Statement/Policy and Procedure on Health and Safety (2016)
2. Bluebird Care Site Specific Safety Statement (Health and Safety Policy and Procedure) (2016)
3. Bluebird Care Policy and Procedure on Recruitment (2016)
4. Bluebird Care Recruitment Supporting Documentation
5. Bluebird Care Policy and Procedure on New Employee Induction (2016)
6. Bluebird Care Policy and Procedure on Manual Handling (2016)
7. Bluebird Care Policy and Procedure on Staff Training and Professional Development (2016)
8. Bluebird Care Policy and Procedure on Staff Supervision (2016)
9. Bluebird Care Supervision Supporting Documentation
10. Bluebird Care Policy and Procedure on Care Planning (2016)
11. Bluebird Care Complaints Policy and Procedure (2016)
12. Bluebird Care Policy and Procedure on Incidents/ Accidents/Near Miss Management (2016)
13. Bluebird Care Policy and Procedure on Safeguarding Vulnerable Adults who are at risk of Abuse
14. Bluebird Care Child Safeguarding Statement (CP001) (2015)
15. Bluebird Care Guidance for staff on the Management of Behaviours that Challenge (inclusive of restrictive practices) (2016)
16. Bluebird Care Policy and Procedure on Lone Working (2016)
17. Bluebird Care Policy and Procedure on Good Faith Reporting/Protected Disclosure (2016)
18. Bluebird Care Policy and Procedure on Intimate Care (2016)
19. Bluebird Care Policy and Procedure on Medication Management (2016)
20. Bluebird Care Risk Assessment and Risk Management Policy and Procedure (2016)
21. Bluebird Care Policy and Procedure on Missing Persons (2016)
22. Bluebird Care Code of Conduct Policy and Procedure for Employees (2016)
23. Bluebird Care Policy and Procedures on Dignity at Work (2016)
24. Bluebird Care Disciplinary Policy and Procedure (2016)
25. Bluebird Care Grievance Policy and Procedure (2016)
26. Bluebird Care Policy and Procedure on Consent (2016)
27. Bluebird Care Policy and Procedure on Confidentiality (2016)
28. Bluebird Care Data Protection Policy and Procedure (2016)
29. Bluebird Care Policy and Procedure on Record Keeping (2016)
30. Bluebird Care Policy and Procedure on Infection Control (2016)
31. Bluebird Care Policy and Procedure on Enteral Feeding (2016)
32. Bluebird Care Policy and Procedure on Falls Prevention (2016)
33. Bluebird Care Policy and Procedures on the Development, Appraisal, Implementation and Monitoring and Review of all Bluebird Care Policies and Procedures (2016)
34. Bluebird Care Policy and Procedure on Handling Customers Money Property (2016)
35. Bluebird Care Guidance on the Management of Neurogenic Bowel Dysfunction in individuals with Central Neurological Conditions (2016)
36. Bluebird Care Admission (Referral and Access to Services) and Discharge (Termination of Service) Policy and Procedure (2016)
37. Bluebird Care Policy and Procedure on Tracheostomy Care (2016)
38. Bluebird Care Driving for Work Policy and Procedure (2016)

Call 0818 227 052  
Email [info@bluebirdcare.ie](mailto:info@bluebirdcare.ie)

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