

# Customer guide



It's good to  
*be home*

# Customer *Guide*

*Welcome* to Bluebird Care. We hope that this guide will provide all of the information you need about our service. If you would like to talk to us about any aspect of your care, please do contact us. You can find our contact details on the back page of this guide.

*Find  
out more*



# This guide tells *you about:*

## Our services

- > What we aim to do
- > The services that we offer
- > The people for whom we provide care and support
- > Where we provide services
- > What we expect from our customers
- > Our commitment to you
- > How we provide our services; your care and support plan
- > Changing your care and support plan
- > Your Care Expert
- > What happens when your Care Expert is away from work
- > Timing of visits
- > Electronic care planning

## Our business

- > Bluebird Care's legal status
- > Experienced and qualified team members
- > Office hours
- > How to contact Adult Social Care Department of the local authority
- > Insurance cover
- > Our Bluebird Care team

*Find  
out more*



## Service charges & changes

- > Charges and payment
- > Postponing, suspending or cancelling the service
- > Live-in services
- > The reasons we may withdraw our service
- > What happens if our service closes or the owner changes?



## Providing a *quality service*

- > How we keep you safe and protect you from harm
- > Procedures to keep your property safe
- > How we support you with your medicines
- > Health and safety
- > Sharing information about you
- > Assessing the quality of our services
- > Getting help to complain
- > Advocacy services
- > Finding out more

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out more*



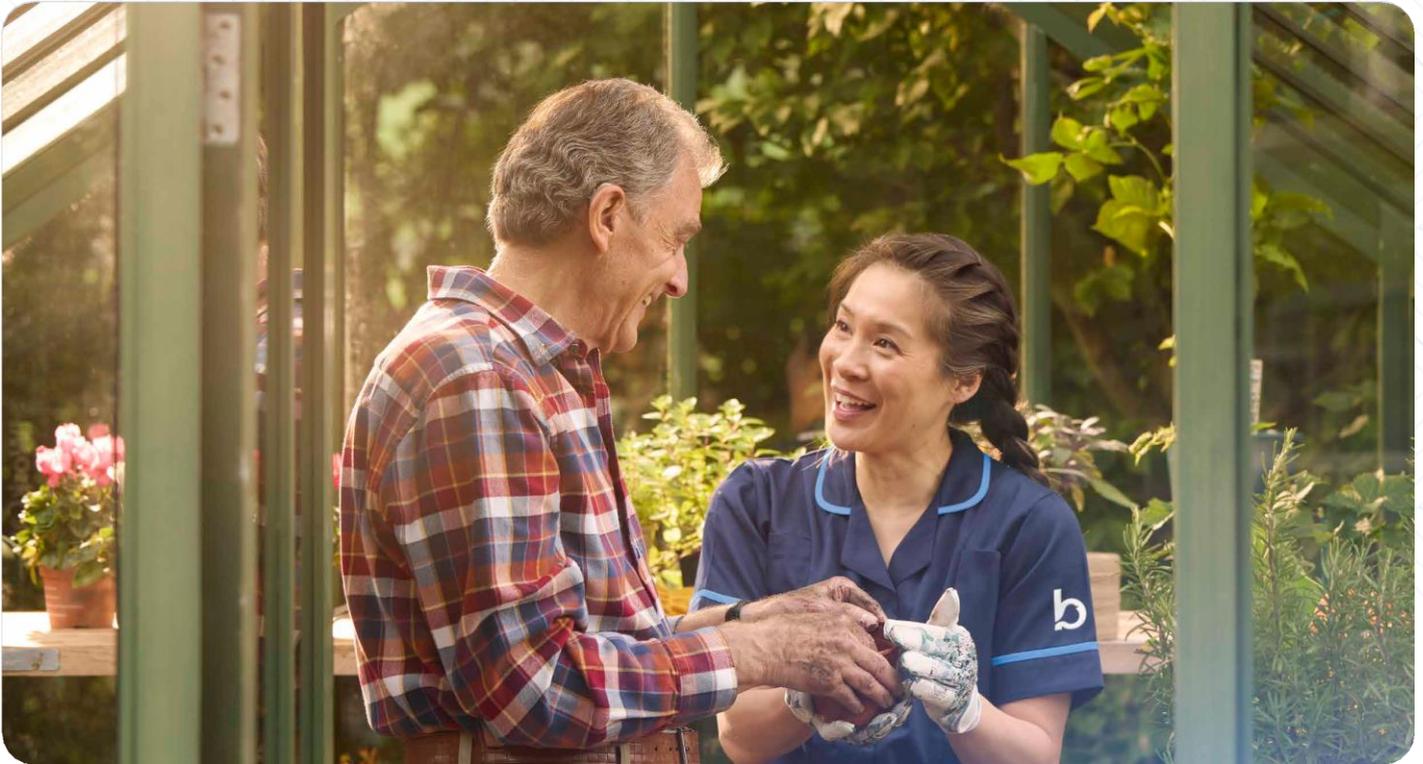
# About our *services*

## What we *aim to do*

Bluebird Care provides excellent quality care to keep you safe and comfortable in your own home. We believe that it's your life and your care, so it must be your way. We see each of our customers as unique, with their own individual lifestyle and needs. We keep you in control and provide you with the care and support that you want, where and when you want it.

*Find  
out more*





## The services that *we offer*

We provide care and support that may be anything from a 30-minute visit to Live-in Care. Our Care Experts are able to provide:

- > Help with personal care and hygiene
- > Help with getting up and going to bed
- > Prompting or giving medicines and collecting or returning medication from pharmacies or dispensing GP surgeries
- > Preparing meals and helping at mealtimes
- > Collecting or going shopping
- > Laundry and housework
- > Support with social activities such as attending a day centre, visiting friends or family, going to your church or club etc.

## The people for whom we provide *care & support*

Typically, we provide care and support to:

- > People aged 18 to those over 65
- > People with physical disabilities
- > People with a sensory loss or impairment
- > People with learning disabilities or an autistic spectrum disorder
- > People with mental health problems
- > People with dementia

# Our commitment *to you*

## At Bluebird Care we:

- > Treat you with the utmost dignity and respect
- > Believe that the customer comes first. This means that we provide the care and support that you need in the way that you want it. We will always respect your personal beliefs and life choices
- > Listen to what you say and agree on what we can do and how we can provide the best service for you. Our support helps you to keep your independence
- > Are open and honest with you about what we do. We deliver what we say we will and provide a consistent and reliable service that you expect
- > Protect you from harm by employing compassionate, capable and reliable team members. Our employees are trained and knowledgeable about your needs. They work to best practice guidelines
- > Act as a good employer to our team and support their professional development to make sure that they have the best skills to do the job well
- > Give a service that provides good value for money
- > Monitor the quality of our service and regularly ask for your views so that we can make any improvements that may be needed
- > Take swift action in response to any concerns about your safety or complaints
- > Respect your privacy and keep information we hold about you confidential (see below 'sharing information' for more details, page 16.)
- > Have no right to judge how someone chooses to live or how their home looks. We do not tolerate discrimination in any form

# Personalised *support*



“They’re *so* knowledgeable about staying well, I feel *safe* in their hands”

## Peter

Customer  
6+ years

What we expect  
from  
*our customers*

We value our team and have legal responsibilities for their health and safety. We will not put members of our team into situations where they are either at risk or where they are subject to harassment or intimidation. We ask you to refrain from smoking during your Care Expert’s visit.

## *How we provide our services; your care and support plan*

If you have a community care and support plan from your local authority, we will ask your permission to see this, so that we know more about the type of care and support you may need.

Our management team will arrange to visit you at home to explain our service and to agree on how you would like your care and support provided. The supervisor

will discuss any risks with you and decide what action needs to be taken to keep people safe. We will record this in your personal care and support plan, a copy of which will be made available to you in your home.

We will only begin service after you, or your legal representative has given written consent to the care and support plan. On rare

occasions, we may need to provide a service to meet an emergency situation. In these cases, we will send either a supervisor or other competent person to carry out an initial risk assessment and to provide your care and support. We will complete the full risk assessments and care and support plan within 2 days of your service commencing.

## *Changing your care & support plan*

We regularly review your care and support plan by talking to you about what is working well and what you may wish to change. This usually happens every six months but maybe sooner if needed. Our Care Experts are only allowed to follow the instructions in the

care plan. They cannot carry out any other tasks.

If you would like to change your care and support plan, you can contact our office and a member of our team will visit you.

# *Our team* is your team

## *Your Care Experts*

At the end of each visit, they will record what care and support they have given you via an electronic care planning system. If you are not satisfied, then you can let us know and we will discuss this with you. If necessary, we will make alternate arrangements for you.

## What happens when your Care Expert is *away from work*?

You can rely on our services. We will endeavour to keep the number of Care Experts who visit you to an absolute minimum so that you do not see too many different faces. The Care Expert who is coming to visit you will always introduce themselves and they will have been briefed so that you do not need to explain their tasks.

We have enough team members to cover the times when your usual care team are away. All of our team are full employees of Bluebird Care and are all trained to the same high standards.



## Timing of visits

Care visit times are approximate and may vary up to 30 minutes either side of the normal visit time. If your Care Expert does not arrive at the expected time, please allow at least 30 minutes for traffic hold-ups etc.

If he/she has not arrived after that time, please telephone the office so that we can check what has happened and the safety of the Care Expert.

## Electronic care *planning*

There is an electronic call monitoring system in place that the Care Expert will keep up to date. All Care Experts have an identity badge which they must show you so that you can confirm who they are.

*Find  
out more*



# About our business



## Bluebird Care's legal status

We operate under licence from Bluebird Care Franchises Ltd of 244-248 Great Portland Street (1st Floor), Fitzrovia, London, W1W 5QX.

We are a limited liability company.

We are registered to provide care at home services by the Care Quality Commission (CQC). The CQC website can be found at [www.cqc.org.uk](http://www.cqc.org.uk) and their telephone number is 03000 616161.

The CQC inspect our services to check that they are safe and that we are meeting quality standards. You can view a copy of the latest inspection report by going to their website or asking our office to send this to you.

You can find more information about the Bluebird Care network at [www.bluebirdcare.co.uk](http://www.bluebirdcare.co.uk)

## Experienced & qualified team

We are committed to having the very best care workforce in the area in which we operate. This means our team are all trained to a high standard, and we encourage each of our employees to undertake additional qualifications.

## Office hours

Our offices are open from 8.30am - 5pm Monday to Friday during which time we will be pleased to discuss any aspect of your care.

We also have an emergency on-call number should you need to contact us out of office hours.

## How to contact the Adult Social Care Department of the local authority

0300 123 4040

## Insurance cover

Bluebird Care has public liability insurance and employer's liability insurance; however, we do not insure customer's homes or contents. We strongly recommend that this is covered by the homeowner.

# Service charges & changes

## Charges and payment

### Weekdays

60 minutes – £36.90

45 Minutes – £32.20

30 Minutes – £25.90

Sleep In (non-waking) – £223.80 per night

Sleep In (waking) – £36.90 per hour

### Weekends

60 minutes – £40.60

45 Minutes – £35.20

30 Minutes – £28.20

Sleep In (non-waking) – £253.40 per night

Sleep In (waking) - £40.60 per hour

### Bank Holidays

60 minutes – £73.80

45 Minutes – £64.40

30 Minutes – £51.80

Sleep In (non-waking) – £314.70

Sleep In (waking) - £73.80 per hour

You will receive an invoice in line with your confirmation of instructions which you must pay within the stated timeframe. Methods of payment are included in your terms and conditions.

You can request a statement of your account at any time. We will give a minimum of 28 days' written notice of any changes in the fees that you need to pay.

## Live-in services

As an alternative to residential care, we provide a live-in care service. This means we will supply a care assistant to live in your home providing the support you need to live your life during the day and provide reassurance of having someone there should you need them at night. Our live-in care service supports your independence to remain living at home and in your community. The cost is subject to an assessment. Bank holidays are charged at an extra rate per day for Live-in care.

## Cancelling or terminating the service

If you cancel a care visit less than 28 days in advance, we will be entitled to charge all or a proportion of the fees payable for the cancelled visit. We will try to minimise costs where practicable and provide a reasoned breakdown of any cancellation charges.

Either you or we can terminate the Agreement at any time by giving not less than 28 days' written and signed notice to the other.



### *The reasons we may withdraw our service*

We would only withdraw a service as a last resort after we had explored all other options. This may be necessary when:

- > It is no longer safe for the customer or Care Expert
- > The customer abuses our team
- > The customer does not pay their invoices on time
- > We are unable to provide the service that the customer wants

### *What happens if our business closes or the owner changes?*

We will give you a minimum of 28 days written notice if the owner changes or in the rare event that our business needs to close.

If the business is planning to close, we would provide advice and support to enable you to make alternative arrangements. This includes liaising with the Adult Social Care Department of the local authority where needed.

# Providing a *quality service*

We have comprehensive policies and procedures for managing risks and to make sure that we provide a safe, high-quality service. These are inspected by our regulator.

## How we keep you *safe and protect you* from harm

We carefully select our care team and carry out checks before they start work. All Care Experts are then fully trained to carry out their role safely and to recognise signs of abuse. They will listen to any concerns that you may have about your safety. We have clear procedures for reporting and sensitively responding to any suspicions of abuse. Care Experts have a duty to report any concerns, accidents and serious incidents to their manager.

Customers or their families can speak to a member of the management team, the local authority or the regulator if they are concerned about possible abuse.

## Procedures to *safeguard customers'* *property*

For reasons of security, we never look after keys to customers' homes. If special arrangements need to be made to access your home, we encourage you to use a key safe.

## How we support you with your *medicines*

Our customers receive safe and effective training with their medication needs from our competent team. Our medication policy and procedures make sure that you receive the right medicines, in the right way at the right time. They protect customers and our team from damage that may arise from the mismanagement of medicines.

## *Health & safety*

We have both legal and moral responsibilities regarding the health and safety of our team and customers.

We always carry out a risk assessment prior to starting a service. We will agree on how the service that you want can be provided safely and record this in your care plan.

If necessary, we will postpone the start of your service until the right equipment is in place to reduce risks. Our Care Experts wear disposable gloves and aprons to minimise the risk of cross-infection.

## Sharing information about you

The information we hold about you is stored confidentially. We co-operate with other agencies to make sure your wellbeing is protected. However, we will only share information about you either:

- > With your consent;
- > If it is necessary to keep you safe;
- > We have a legal duty to share this information e.g. a crime may have been committed or it is in the public interest

You have a right to see the information that we hold about you, for an appointment to view your records please contact the office.

## Assessing the quality of our services

Our participation strategy sets out how we involve customers or their representatives in every aspect of their care and support. We welcome your feedback on any aspect of our service so that we can improve our services.

We will regularly ask you for your views on our services including:

- > An annual survey
- > Regular visits by a supervisor

If you would like to see a copy of our annual quality monitoring report, please let us know.

## Advocacy services

There might be occasions when a person needs help to voice their concerns or complaints. Advocacy services will support a person who needs help to express themselves, has their views heard and to be listened to. The role of an advocate is to remain independent from the service provider (and others) and to focus specifically on promoting the rights and presenting the views of the individual.



## Getting help to complain

We listen to feedback about our services and take any concerns seriously. Our managers look into all complaints and tell customers what we find. Where there are shortfalls, we take prompt action to put this right. Our management team will give you the necessary support to raise any concerns or complaints that you may have. You can feel confident that there will be no negative impact on your care or support.

We give you a copy of our complaints procedure and explain this to you when our service starts.

## Finding out more

If you have any further questions, please do not hesitate to contact us.

## *Our* Bluebird Care team

Name of registered Franchise Owner: Natver Patel

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Registered provider: Bluebird Care Chiltern and Dacorum

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Company registration address: Metro Centre, 1st Floor  
Unit 34, Dwight Road  
Watford,  
WD18 9SB

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Company registration number: 07000221

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Name of Registered Care Manager: Dawn Forey

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Names of the Care management team: Becky Hennessy

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Our office email address&number: hemel@bluebirdcare.co.uk / 01442 933499

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