

Bluebird Care

Statement of Purpose

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Revision History

Version	Description of Change	Date
01	First Issue	30/06/2025



BLUEBIRD CARE STATEMENT OF PURPOSE

About Bluebird Care

Bluebird Care Longford, Roscommon & Westmeath (LRW) is a leading provider of Home and Community support services in CHO2 (Roscommon) and CHO8 (Longford and Westmeath). Established in 2015, we have built a strong reputation for delivering high-quality, personalised, and nurse-led care to people of all ages in their own home

Our model blends clinical oversight with person-centered practice, ensuring each individual received holistic support that aligns with their personal goals, preferences, care needs. We are certified to ISO9001:2015 standards (since 2018), operate 24/7, and collaborate closely with HSE case managers, public health nurses, general practitioners, hospitals, and private clients.

Bluebird Care Longford, Roscommon & Westmeath is the trading company of a limited liability company Just Better care Ltd; Reg No: 564531

Bluebird Care Ireland is the master franchisor of a nationwide network of 18 franchise offices. There are clear lines of responsibility including designated reporting relationships between the local franchise office and the Bluebird Care Corporate function.

Our governance, quality systems, and customer engagement structures reflect national best practice and HIQA's expectations for accountable, safe, and person-centered care.

Our Ethos and Philosophy of Care

We believe that care delivered in the home should enable people to live the life they choose safely, independently, and with dignity. Our philosophy is based on the following pillars:

1. Promoting Independence

Every care plan is designed to support service users in doing as much as possible for themselves; Not just managing need but building capacity.

2. Dignity and Respect

We treat every individual with fairness, compassion, and without prejudice. We ensure privacy and uphold autonomy at all times.

3. Human Rights-Based Approach

Our care aligns with principles of equality, choice, participation, protection and empowerment.

4. Communication and Collaboration

We involve service users and their representatives in every decision about their care, ensuring they have full information and a voice in planning and delivery.

5. Cultural Competency and Inclusion

We actively support service users from diverse backgrounds by adapting care in line with religious, dietary, linguistic, gender-specific, and cultural preferences.

6. Person-Centeredness

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

7. Care, Compassion and Kindness

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

8. Safety

Bluebird Care staff promotes the safety and welfare of all its Customers and does not condone any type of abuse/ abusive practice.

9. 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 its entire complement of staff.

Our service uses a person-centered enablement model, with input from qualified clinical leads and trained frontline staff who are supported to deliver safe, flexible, and responsive care.

Aims and Objectives

Short-Term Aims:

- Achieve and maintain registration under the forthcoming HIQA home support framework.
- Maintain ISO certification through successful external audits
- Embed HIQA's rights-based, outcomes-focused ethos throughout care delivery and management systems.

Long-Term Aims:

- Become the HSE's preferred home support provider in our CHO areas.
- Diversify income through private care and specialist services to support sustainability.
- Build a resilient, values-driven workforce through investment in training, leadership, and staff wellbeing.

Service Objectives

- Ensure 100% planned care hours are delivered monthly
- Close all safeguarding concerns within agreed timeframes
- Conduct a minimum of 50 staff supervisions per month
- Maintain >93% overall customer satisfaction rate via surveys and review meetings.
- Ensure >90% of all care plans are up to date at any given time.
- Complete all internal audits schedule under our internal audit plan.

Mission Statement

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.

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.

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 of each staff member within the organisation.

Experience

Bluebird Care (Longford, Westmeath & Roscommon) is ideally placed to support individuals who wish to be cared for at home and in the community. It has experience in offering high quality nursing, personal and social care to people of all ages i.e. older persons, persons with disabilities (intellectual & physical), and individuals with complex care needs.

The model of service provision provided is very much in line with Government & HSE National policy.

Bluebird Care (Longford, Westmeath & Roscommon) has quality and safety at core of all its work at and possess an ISO9001: 2015 Certification.

SERVICES PROVIDED BY BLUEBIRD CARE

We at Bluebird Care (Longford, Westmeath & Roscommon) are able to provide services that facilitate people to remain in their own homes and community in so far as is possible. We offer a wide spectrum of home support services tailored to the needs of older people, children, and adults with physical, cognitive, or mental health support needs.

These Include:

The **specific duties** undertaken by the **Care Worker/Personal Assistant** when caring for or supporting a customer 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 (bathing, dressing, continence care).
- Mobility Assistance and transfers
- Assisting the customer with getting up and going to bed.
- Assisting the customer with Dressing and Undressing.
- Catheter care - emptying of urinary catheter bags.
- Meal preparation and nutritional support.
- Meal times i.e. assisting the customer with eating.
- Shopping.
- Medication prompting.
- Collecting and returning medication from pharmacies / dispensing GP surgeries.
- Companionship and social stimulation
- Pension collection.
- Assisting the customer with social activities i.e. support with visiting friends, attending clubs etc.
- Light Housework and domestic tasks (cleaning, laundry, shopping.)
- Hospital discharge follow-up support
- Overnight care (waking and sleeping)
- Live-in Care

Specialist Care:

- Dementia and Alzheimer's care
- End-of Life / Palliative Care
- Complex Paediatric and adult care (e.g. Tracheostomy, PEG)
- Support for individuals with intellectual or physical disabilities
- Convalescence and post-operative recovery

All care is delivered based on a comprehensive assessment and a written Care Plan agreed with the service user and/or representative. Care Plans are reviewed at least every

six months and adjusted as needs change. Care packages may be HSE funded, Privately funded, or delivered via blended arrangements.

Tasks that **may not be undertaken** by the Care Worker include:

- Any care task not identified in the care plan.
- Any care task not agreed by the Care Manager

We provide services to the following cohort of clients:

- Older Persons
- Adults and older persons with a medical diagnosis of Dementia
- Adults who require care and support due to chronic illness such as:
 - Arthritis
 - CVA – stroke
 - Multiple Sclerosis
 - Parkinsons Disease
 - Respiratory Conditions
 - Huntingtons Disease
- Persons who require care and support as a result of an Acquired Brain Injury.
- Persons with an established Spinal Injury who require support/rehabilitation to live at home.
- Persons 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 i.e. Personal Assistant.
- Adults/Children with complex care needs i.e. Tracheostomy Care.

BLUEBIRD CARE TEAM

Bluebird Care (Longford, Westmeath & Roscommon) has a robust team in place with an appropriate skill mix to meet the demands of its customers.

All staff working at this franchise are suitably qualified, undergo Garda vetting, interview screening, reference checks, health clearance, and structured induction. They are trained, supervised, participate in continuous professional development, and are supported by the management function to carry out their work.

Our multi-disciplinary team led by the Managing Director and the Director of People consist of:

- Health Care Assistants
- Registered Nurses
- Clinical Lead Nurse
- Team Leader
- Care Coordinator
- Quality and Office administration

CONTACT DETAILS

Bluebird Care (Longford, Roscommon & Westmeath)

Location:	Unit Office 1 st Floor. Block B, Monksland Business Park. Monksland. Athlone Co. Roscommon
Office phone number:	090 6491044
Normal office hours:	Monday to Friday 9.00am to 17.00pm
Email address:	lrw@bluebirdcare.ie
Out-of-hours contact number:	090 6491044

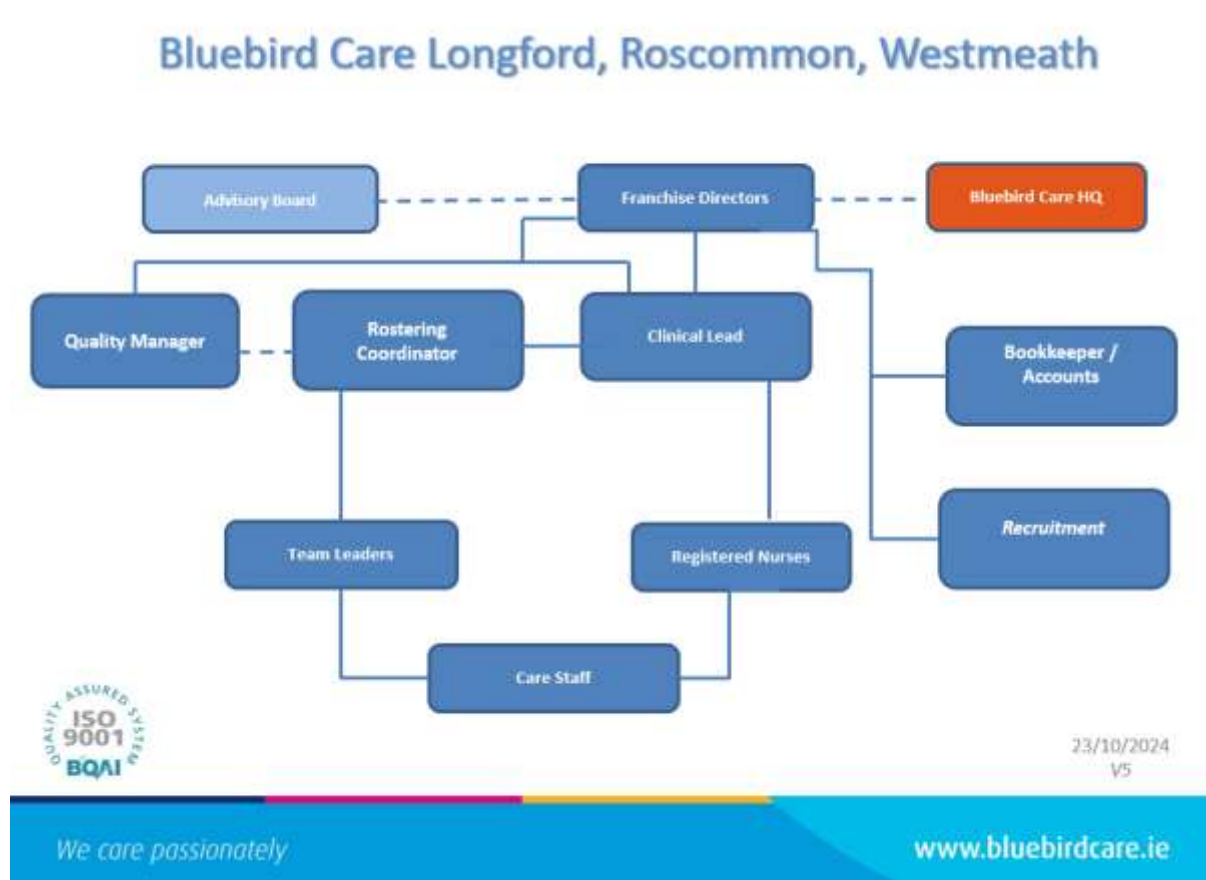


STAFF TEAM

Job Title	Name	Location	Phone Number	Email Address
Managing Director	Oliver Daly	Office	087 912 2722	olliedaly@bluebirdcare.ie
Clinical Lead	Joanne Martin	Office	087 163 8446	joannemartin@bluebirdcare.ie
Quality Manager	Cher Law	Office	087 707 8087	admin@justbettercare.net
Care Coordinator	Ronel Figueiredo	Office	087 104 7372	ronellrw@bluebirdcare.ie
Team Lead	Laura Darguze	Office	087 095 6109	tl@justbettercare.net
Company Secretary & Director of People	Jolanta Daly	Office	087 697 2730	lrw@bluebirdcare.ie
Office Administrator	Carolina Sanches Ruy	Office	087 126 3492	hr@justbettercare.net

FRANCHISE ORGANISATIONAL STRUCTURE

Bluebird Care (Longford, Roscommon & Westmeath)



Franchise Director

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

Clinical Lead

The clinical leadership role is led by Joanne Martin (Registered Nurse). She has responsibility for the management and implementation of the quality of care delivery and care outcomes, compliance, and the quality and safety arrangements within the franchise. She engages directly with the customers / family members and is accountable to the Franchise Director.

Team Lead

The Supervisor/Team Lead, Laura Darguze is responsible for the efficient running of care activities within the Franchise and the provision of mentorship and guidance to all care staff within the Care Environment. 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 Care Coordinator's role is very customer and staff focused as her role requires her to be in daily communication with both staff and customers. The Care Coordinator, Ronel Figueiredo ensures that the care package is provided and addresses any operational issues that may arise in relation to the daily delivery of services in collaboration with the Clinical Lead

Care Worker

The Care Workers 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 Care Worker implements the requirements of the customer care plan, perform the duties and tasks as identified through the customer assessment and promotes customer comfort and wellbeing.

All of the Care Workers must have / be in a position to undertake two QQI approved Level 5 Core Modules in Care of the Older Person and Care Skills at a minimum to work with Bluebird Care as a Care Worker. They will then progress to complete the full QQI Level 5 qualification in health and social care or equivalent.

Quality Manager

The role of the Quality Manager is to ensure compliance across the organisation. Regular audits are carried out against regulations, standards, codes of practice, Master Franchise Policies and contractual obligations with the HSE

Operational Policies and Arrangements

Training and Development

Our training framework meets both regulatory and service-specific needs. It includes:

- Infection prevention and control
- Fire Safety
- Manual Handling
- Patient moving and handling
- Safeguarding of adults and children
- Disability Awareness
- Dementia Care
- Record keeping and GDPR
- Basic Life Support (BLS)
- Medication Management (for nurses)
- Hand Hygiene
- Dignity at Work

Training is refreshed every 2-3 years according to the training course. Complex Care staff receive client-specific training, and new recruits complete an extensive induction programme and shadowing shifts prior to independent work. The Director of People oversees verification and quality assurance of training delivery.

Safeguarding and Welfare

At Bluebird Care LRW, safeguarding is not just a legal and regulatory requirement – it is a core element of our duty of care. We are committed to promoting the safety, dignity, rights, and wellbeing of all service users, and have clear policies, procedures, and training systems in place to protect both vulnerable adults and children who receive our services.

We operate under BBCI03 Safeguarding Policy (Version 5), aligned to national guidance. Our safeguarding approach is guided by:

- The National Policy on Safeguarding Vulnerable Adults (HSE, 2014)
- Children First: National Guidance for the Protection and Welfare of Children (Tusla, 2017)
- The Assisted Decision-Making Capacity Act, 2015
- HIQA's National Standards for Safer Better Home Support Services (Draft, 2022)

Our designated Safeguarding officers are:

- Ollie Daly
- Jolanta Daly

They are responsible for leading safeguarding investigations, coordinating referrals to the HSE Safeguarding and Protection Teams, and ensuring that concerns are managed in a timely, transparent, and person-centred manner.

Contact details for DSOs are shared with all staff, and service users are made aware of who to contact if they feel unsafe.

Safeguarding Adults – Operational Practice

1. Identification and Prevention

- All staff receive mandatory training on the types of abuse (physical, emotional, sexual, financial, institutional, neglect, and discrimination) and on the signs and indicators of abuse or neglect.
- Staff are trained to document and report even minor concerns or patterns (e.g. missed medication, changes in mood, unexplained bruises).

- Home risk assessments include safeguarding risk factors (e.g. isolated environment, substance misuse in the home, controlling behaviours, etc.)

2. Empowerment and Voice

- All service users are supported to express their wishes, report concerns, and make complaints without fear of retribution.
- We respect service users' right to positive risk-taking and enable choice wherever possible.
- Accessible formats are available for safeguarding information. (e.g. all service users are provided with a plain English document explaining safeguarding information)

3. Reporting and Response

- All concerns are reported verbally immediately to the Team Lead, Clinical Lead, or directly to the DSO
- A written safeguarding concern form is completed and submitted by end of shift.
- The DSO assesses whether a concern meets the threshold for formal safeguarding notification to the HSE.
- For serious concerns (e.g. suspected physical or sexual abuse), the DSO contacts the Gardai, HSE, and any other relevant agency without delay.
- Family members are informed where appropriate and service users are supported throughout any investigation.

4. Documentation and Monitoring

- All safeguarding issues are logged centrally
- Case files include risk ratings, actions taken, correspondence, and resolution outcomes.
- Safeguarding trends are reviewed at Leadership level

Safeguarding Children – Operational Practice

Bluebird Care LRW provides services to children with complex health and disability needs in their own homes. We have additional safeguards in place for this cohort.

1. Legal and Policy Framework:

- We follow Children First Act 2015 and Tusla reporting requirements.
- Our practice is aligned to our Child Safeguarding Policy (BBCI03, v5), and we maintain a current Child Safeguarding Statement, reviewed annually.

2. Mandated Persons:

- Registered Nurses and relevant staff are mandated persons under the Children First Act and are trained in their responsibilities to report child protection concerns directly to Tusla.
- Other staff are trained to report concerns immediately to a manager or DSO, who then determines escalation.

3. Reporting Procedures:

- Concerns about physical harm, emotional neglect, poor parenting capacity, exploitation or sexual abuse are treated with the utmost urgency.
- The DSO completes and submits the Tusla Child Protection and Welfare Report Form (CPWRF) when needed.
- Reports are made *even where the alleged abuser is not a family member* (e.g. neighbour, visitor, or other staff).

4. Practice Measures:

- Staff working with children receive child-specific safeguarding training, including appropriate interaction, boundaries, and parental consent.
- Staff never work alone in high-risk environments without prior assessment and appropriate control measures.
- Children's views are actively sought, where developmentally appropriate, and staff are trained to listen and respond to children's worries or fears.

Audit, Learning and Quality Assurance

- Safeguarding training is refreshed every 3 years or more frequently as required.
- All incidents are reviewed to identify patterns and potential policy or training gaps.
- Bi-Yearly Internal audits include random sampling of safeguarding files to assess response quality and compliance with timelines.
- Lessons learned from safeguarding incidents feed directly into our supervision, training, and policy review cycle.

Professional Boundaries

Bluebird Care Staff are provided with clear guidance with regard to professional boundaries. To provide the best care to a customer and his / her family, it is important for Bluebird Care staff to develop a trusting rapport with the customer.

The role of Bluebird Care staff is to assist customers to achieve their goals through support and encouragement. The setting and maintaining of professional boundaries within a home and community care environment, is critical, because it creates an environment of mutual respect and productivity and it enables the Bluebird Care staff member to 'support' the customer more effectively. It also protects the customer from a staff member being over involved in his/ her personal life.

Referral and Access

Service users are referred via HSE Home Support Resource Managers or Private, self referrals. Bluebird Care LRW operates within the requirements of our BBCL02 (Version 4) Referrals, Admissions, and Discharge Policy.

Assessment of Care Needs and Development of the Care Plan

At Bluebird Care LRW, we believe that high-quality care starts with a clear, respectful, and collaborative assessment of the individual's needs, preferences, abilities, and goals. The assessment and care planning process is nurse-led, holistic, and designed to support independence, safety, and well-being in the home environment.

Initial Assessment Process

All new service users receive a comprehensive assessment carried out by the Clinical Lead Nurse. This assessment is typically conducted prior to the start of care. Where urgent care is required, it is conducted within seven days of commencement.

The assessment covers:

- Personal care needs (including mobility, hygiene, continence)
- Communication abilities and preferences
- Medical and Health conditions
- Nutrition and hydration status
- Cognitive functioning and memory
- Emotional wellbeing and social supports
- Home environment and physical safety
- Family / Carer involvement and support systems
- Preferences regarding culture, religion, and daily routines.
- Risk factors, including falls, pressure ulcers, challenging behaviour
- Medication use and prompting requirements.

The assessment also identified any specific risks or complexities that may require advanced planning, additional training, or equipment.

Development of Bespoke Care Plan

Following assessment, a person-centered care plan is developed in partnership with the service user and, where appropriate, their family, carers, or representatives. The care plan serves as a living document that reflects not only the needs and risks but also goals, values, and choices.

Each plan includes:

- Identified care goals and objectives (short-term and long-term)
- Detailed list of support tasks, their frequency and duration.
- Specific staff instructions for care delivery (e.g. mobility transfers, preferred routine)
- Communication preferences
- Behavioural support plans (if applicable)

- Identified risks and mitigation strategies.
- Consent documentation and authorization
- Emergency contacts

Consent and Involvement

Service users are actively involved in shaping their care. Verbal and written consent is sought for all care interventions, and individuals are supported to make informed choices even where risk is present. Where the service user lacks decision-making capacity, planning is conducted in line with Assisted Decision-Making (Capacity) Act 2015, in consultation with legal representatives.

Ongoing Review and Adjustment

Care Plans are reviewed:

- Every six months as standard
- Immediately if there is a change in condition or care environment
- At the request of the service user or the HSE funder
- Following an incident or near miss.

Reviews involve the service user and any representatives they wish to include. Plans are updated promptly to reflect any changes, and all staff are notified of modifications through internal communication systems.

This dynamic, responsive approach ensures the care plan remains relevant, safe, and person-centred at all times.

Medication Management.

- HCAs may only prompt medications.
- Nurses may administer medicines per care plan protocols.
- Medication related policies include:
 - BBCI33 – Administration of Medication
 - BBCI33a – Medication Prompting.

Medication tasks are risk assessed and signed off by the Clinical Lead. All medication interactions are logged on care records using the Medication Prompting Sheets.

Emergency and Lone Worker Safety

Our protocols include:

- Emergency evacuation plans.
- Staff guidance on managing critical events (e.g. fire, assault, falls)
- On Call clinical and managerial support
- Business continuity plan
- Lone worker policy with risk assessment and escalation procedure.

Incidents are managed through a structured response and logged in our reporting system.

Governance and Oversight

Bluebird Care LRW is committed to robust governance, clinical accountability, and continuous quality improvement in all aspects of our service. Governance is led by an experienced multidisciplinary management team and supported by formal audit structures, advisory board input, and a Quality and Governance Committee.

In line with best practice, a formal **Quality and Governance Committee** was established. Its Terms of Reference (Version 3, March 2025) outline a clear mandate for service oversight, improvement, and staff engagement. The team oversees operations, responds to emerging risks, and maintains compliance with internal standards and external regulations (such as HSE Contract requirements, GDPR, ISO9001:2015, and pending HIQA regulations)

The purpose of the committee is to monitor, review, and enhance service quality, safety, compliance, and staff engagement across four primary domains:

- Internal Audits
- Health and Safety
- Legislative and regulatory Compliance
- Staff Consultation and Feedback

Along with the Managing Director, Director of People, Clinical Lead, and Quality Manager, RGN Sinead Morrissey, a member of our advisory board attends these quarterly committee meetings to provide an objective clinical perspective and ensure external challenge and learning.

The Key responsibilities of the Quality and Governance Committee is to:

- Review and analyse internal audit reports, identifying trends, gaps, and risks.
- Oversee the implementation and closure of corrective actions following non-conformances.
- Monitor compliance with:
 - HSE contractual obligations
 - Current and forthcoming HIQA regulations
 - Employment, data protection, health and safety, and safeguarding laws.
- Ensure policies and procedures are regularly updated and staff are aware of changes.
- Drive a culture of continuous improvement, with a focus on service-user outcomes, staff safety, and learning from feedback and complaints.

Bluebird Care LRW maintains a structured internal audit programme, conducted and overseen by the Quality Manager. The audit schedule covers both operational and compliance domains:

Audited Twice Annually

- Safeguarding
- Complaints
- Incident reporting and management
- Data Protection / GDPR Compliance

- Staff recruitment and employment practices
- Medication management
- Care planning
- Supervisions
- Training and Induction

Audited Once a Year

- Infection Prevention and Control
- Health and Safety
- Emergency response readiness
- Full ISO9001:2015 Compliance Audit

Audit findings are recorded on the Corrective Action Log (QF 15). If a deeper investigation is required, A corrective and preventative action request (QF 20) is generated.

All actions are assigned to accountable leads, tracked with target dates, validated for completion and effectiveness and reviewed quarterly by the Quality and Governance Committee.

Themes patterns, and service risks are identified in audits and are used to shape staff training programmes, policy updates, supervision content, and service development planning.

Financial Controls

Financial oversight is led by the Managing Director and supported by a third-party bookkeeping and accounts team. Annual financial statements are submitted to the HSE. Financial activity is audited regularly.

Record Management and GDPR

Bluebird Care LRW is committed to maintaining the highest standards of confidentiality, accuracy, and security when processing, storing, and sharing personal data. Our practices are governed by the Data Protection Act 2018, General Data Protection Regulation (GDPR), and applicable sector-specific guidance.

The Managing Director, Ollie Daly, currently serves as the appointed Data Protection Officer, holding relevant GDPR training certification. The organisation recognises the strategic importance of senior-level accountability in this area.

We maintain a comprehensive set of data protection policies that cover:

- Access to Personal Records
- Confidentiality
- Data Protection
- Retention and Destruction of Records
- Record Keeping
- Consent

We operate a hybrid records system which includes:

- Paper-based files stored in locked cabinets within secure offices.
- Electronic care records hosted via PASS and Bpod – both established third-party platforms with high grade data security infrastructure.

All physical data is regularly reviewed through internal audits. Shredding services are used for secure disposal. Electronic data is encrypted, with daily external back-ups managed via an approved third-party provider to ensure data recovery in the event of a system failure or breach.

We utilise Webroot Endpoint Protection CE25.1, ensuring endpoint security protection across all devices used to manage sensitive data. System patches, antivirus updates, and access control measures are regularly maintained by our IT providers.

All staff receives GDPR and Data Protection Training as part of induction which includes:

- How personal data is handled and why
- Confidentiality responsibilities
- Procedures for subject access requests
- How to respond to suspected breaches
- Use of electronic systems and secure documentation practices.

Ongoing refresher training is scheduled as required.

Service users are informed of their rights under GDPR at assessment stage, with clear written documentation outlining how their data will be used, who it will be shared with, and how they can request access or correction. Employees receive similar documentation at onboarding stage, ensuring clarity on data use in employment contexts.

Data Breach Response

- Any suspected data breach is reported immediately to the DPO or Clinical Lead.
- A structured incident escalation pathway is followed.
- All breaches are assessed for severity and notification obligations.
- Staff are reminded regularly of breach procedures and confidentiality standards.

Health and Safety

Bluebird Care Longford, Roscommon & Westmeath has in place a site-specific safety statement.

The management of Bluebird Care Longford, Roscommon & Westmeath recognise and accepts its responsibility as an employer of services and is committed to providing, as far as is reasonably practicable, a safe and healthy work environment for all its employees, contractors and visitors. Within that, Bluebird Care undertakes to comply with all legislation and regulations relevant to it and to provide to its employees with whatever training and supervision is necessary in order for this to be achieved.

Bluebird Care Longford, Roscommon & Westmeath is fully committed to placing people at the centre of its organisation. It believes that the management of safety, health and welfare is of fundamental importance in continually improving the quality of the services that it provides, as quality of service is intrinsically linked to the provision of a safe work environment and the operation of safe systems.

Insurance

We hold the following insurance:

- Directors and Officers Policy – Travelers Insurance Ireland

- Combined Liability Insurance (Including Employers Liability, Public Liability, Products and Pollution Liability, Medical Malpractice, & Professional Indemnity) – DUAL Olivia
- Commercial Insurance – Margin Investments Ltd.

All insurance policies and documentation are reviewed annually and align with HSE Contract standards.

Notification of Reportable Events

Incidents are investigated and reported under our BBCI31 – Incident and Accident Policy (Version 3). The Clinical Lead, or adequate deputy completes all relevant external notifications to:

- HSE
- Gardai
- Irish Medicines Board
- Health and Safety Authority
- Insurers

Incidents are analysed at Managers' Meetings (once a month) and at Health and Safety Committee Meetings (every 2 months)

Complaints

Complaints are handled by the Complaints Officer: Jolanta Daly, under BBCI06 (Version 5).

The process and timelines are as follows:

Stage 1: Local Resolution

- Complaints can be made verbally, in writing, or by email.
- The staff member who receives the complaint will try to resolve it immediately.
- Whether resolved or not, all complaints are recorded and sent to the Complaints Officer.

Stage 2: Formal Investigation

- If unresolved at Stage 1, the complaint is reviewed by the Complaints Officer.

- A written acknowledgement is sent within 5 working days.
- A Clinical Nurse Manager/Care Manager screens the complaint to decide if it warrants investigation.
- If an investigation is needed, it is completed within 30 days. If more time is required, the complainant is updated every 30 days.
- The outcome is documented, and the complainant is informed of the decision and any actions taken.

Stage 3: Internal Review

- If dissatisfied, the complainant can request a review by completing Form B.
- The Director or a designated senior manager will review the case and respond within a set timeframe.
- The HSE is informed of the complaint's progress.

Stage 4: Independent Review

- If still unsatisfied, the complainant may refer the issue to the Ombudsman or Ombudsman for Children.

Additional Notes:

- Complaints must be made within 12 months of the incident, unless special circumstances apply.
- Customers may appoint an advocate or request a staff member to act as one.
- All complaints are treated confidentially and in compliance with GDPR.
- Complaints are monitored, reported, and used to improve services.

Bluebird Care Longford, Roscommon & Westmeath welcomes complaints and views them as an opportunity to put things right for customers and their families. They also are a useful additional means of monitoring the quality-of-service provision and are integral part of good governance and risk management.

Bluebird Care Longford, Roscommon & Westmeath is committed to ensuring that all complaints from customers are dealt with in a positive manner and that the necessary changes identified are made to Bluebird Care systems / procedures as required.

Customer Feedback

The customer and his/her family member may be asked to provide some feedback with regard to the service provision being provided to him/ her, or to their family member. The customer / family member participating may remain anonymous if they so wish. This feedback will provide Bluebird Care with invaluable insight into current service provision.

Action plans (following audit) will be drawn up and implemented within a specified time frame. All learning must be shared internally within the franchise and externally with all other franchises. Governance oversight is provided by the Director of Care, who on behalf of Bluebird Care Corporate carries out additional audits of all franchises on an annual basis.

Bluebird Care Policies and Procedures

Bluebird Care Longford, Roscommon & Westmeath have robust policies and procedures in place to support the implementation of good quality service provision.

The Clinical Lead will inform all customers/ family members of these policies, provide them with a copy (if requested) or instruct how to access same from Bluebird Care.

All policies listed in HIQA Schedule 1 are current and actively implemented.

Policy Area	Reference / Status	Latest Review
Communication	BBCI49 v2	January 2024
Complaints	BBCI06 v5	February 2025
Consent	BBCI14 v5	December 2023
Data Protection	BBCI08 v7	January 2024
Dementia	BBCI84 v1	October 2024
Falls Prevention	BBCI18 v4	November 2023
Fluids and Hydration	BBCI55 v1	December 2023
Fire Safety	BBCI07 v4	January 2024
Food and Nutrition	BBCI55 v1	December 2023
Health and Safety	BBCI07 v4	January 2024
Infection Prevention and Control	BBCI21 v5	November 2023
Lone Workers	BBCI12 v4	November 2023
Medication Administration / Support	BBCI33 v6, 33a v1	January 2024
Moving and Handling	BBCI22 v5	November 2023
Person-Centred Enablement	BBCI40 v1	February 2024
Pressure Sore Prevention	BBCG26 v3	March 2024
Record Management and Retention	BBCI53 v2, BBCI37 v5	January 2024

Policy Area	Reference / Status	Latest Review
Emergency Response	BBCI07 v4	January 2024
Responsive Behaviour Management	BBCI56 v2, BBCI44 v3	April 2024
Risk Management	BBCI38 v4	November 2023
Safeguarding Vulnerable Adults	BBCI03 v5	December 2023
Staff Recruitment	BBCI01 v7	December 2023
Security of the Home	BBCI50 v2	January 2024
Service Withdrawal	BBCI02 v4	December 2023

*All Bluebird Care Policies and Procedures are available on request from this Franchise.
Please contact Oliver Daly with regard to same.*

Appendix One

Complete List of Policies and Procedures

Bluebird Care Corporate Safety Statement/Policy and Procedure on Health and Safety

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

33. Bluebird Care Admission (Referral and Access to Services) and Discharge (Termination of Service) Policy and Procedure
34. Bluebird Care Policy and Procedure on Tracheostomy Care and Management (Adults)
35. Bluebird Care Policy and Procedure on Tracheostomy Care (Child)
36. Bluebird Care Driving for Work Policy and Procedure
37. Bluebird Care Policy on Destruction and Retention of Records
38. Bluebird Care Policy on Routine Tracheostomy Tube Change in Children
39. Bluebird Care Policy on Security of the Customer's Home
40. Bluebird Care Policy on Social Media
41. Bluebird Care Policy on Stoma Care – Adults
42. Bluebird Care Policy on Suctioning Guidelines
43. Bluebird Care Policy on Transporting Children
44. Bluebird Care Policy on Unexpected Customer Death
45. Bluebird Care Policy on Autonomy
46. Bluebird Care Policy on Assisted Decision Making
47. Bluebird Care Policy on Blood Glucose Monitor Cleaning
48. Bluebird Care Policy on Bullying and Harassment
49. Bluebird Care Policy on Business Continuity Planning
50. Bluebird Care Policy on Catheter Care (Adults)
51. Bluebird Care Policy on CCTV and Surveillance
52. Bluebird Care Policy on Clinical Guidance
53. Bluebird Care Policy on Communication with Customers
54. Bluebird Care Policy on Equality, Diversity, and Human Rights
55. Bluebird Care Policy on Creation of Records
56. Bluebird Care Dementia Care Policy
57. Bluebird Care Leave Policy
58. Bluebird Care Policy on Management of Seizure / Epilepsy in Children and Young Persons
59. Bluebird Care Policy on Monitoring and Documentation of Hydration and Nutritional Intake
60. Bluebird Care Policy on Nebuliser Therapy
61. Bluebird Care Policy on Professional Boundaries
62. Bluebird Care Policy on Person Centered Enablement
63. Bluebird Care Policy on Provision of Social Care
64. Bluebird Care Policy on Reporting an Allegation, Disclosure, or Suspicion of Adult Abuse
65. Bluebird Care Mobile Phone Policy
66. Bluebird Care Open Disclosure Policy
67. Bluebird Care Quality and Safety Framework

Appendix Two

Complete List of Standard Operating Procedures (SOPs)

1. SOP-001.0.0 – Corporate Social Responsibility
2. SOP-002.0.5 – Control of Documentation
3. SOP-003.1.3 – New Care Package (Public)
4. SOP-004.1.3 - New Care Package (Private)
5. SOP-005.0.1 – Purchasing
6. SOP-007.0.2 – Internal Audits
7. SOP-008.0.1 – Control of Non-Conformances
8. SOP-009.0.0 – Change Management
9. SOP-010.0.0 – CCTV
10. SOP-011.0.1 – On Call
11. SOP-012.0.1 – Incident Reporting
12. SOP-013.0.2 – Supervision
13. SOP-014.0.0 – Use of Company Vehicles
14. SOP-015.0.0 – Honesty
15. SOP-016.0.0 – Open Disclosure
16. SOP-017.0.0 – Trust in Care
17. SOP-018.0.0 – Communication
18. SOP-020.0.0 – Cancelled Calls
19. SOP-021.0.0 – Data Security