



CUST016

Statement of Purpose V1.1

Bluebird Care Dublin South West

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Statement of Purpose

1. Aims and Objectives

- Bluebird Care Dublin South West's purpose is to provide compassionate, high-quality, and personalised home support to customers, ensuring their safety, comfort, and well-being while maintaining their dignity and independence. Our aims and objectives are grounded in national standards, HSE guidelines, and a culture of continuous quality improvement.

Bluebird Care Dublin South West aims to:

- Improve the overall quality of life for older persons, individuals living with disabilities, children and those experiencing mental health difficulties by providing compassionate, personalised, and high-quality care in the comfort of their own homes.
- Empower customers to live as independently as possible by supporting their daily living activities and supporting them to maintain control over their lives.
- Create a safe, secure, and nurturing environment that prioritises the physical, emotional, and mental well-being of each customer.
- Work in partnership with family carers and caregivers by providing advice, encouragement, and practical support to help them in their caring role. Support customers who wish to remain engaged and connected with their families reducing isolation and promoting social inclusion.
- Ensure the Statement of Purpose is available to customers in their preferred format, including hard copy or electronic version, upon request.

Bluebird Care Dublin South West

Objectives:

- Develop and implement individualized care plans that address the unique needs, preferences, and goals of each customer, regularly reviewing and adjusting them as needed.
- Provide a full range of services, including personal and intimate care, care support, and companionship, tailored to the specific health conditions and abilities of customers.
- Conduct regular risk assessments and work with customers on risk reduction measures to prevent falls and accidents within the home, including the use of appropriate assistive devices as recommended by MDT.
- Ensure that all staff receive continuous training and professional development to stay current with best practices in home support.
- Maintain open and effective communication with customers, their families, HSE partners and other stakeholders to coordinate care and respond promptly to any changes in the customer's condition or needs.
- Facilitate activities and services that promote mental health, emotional well-being, and social interaction, helping customers stay engaged and positive.

- To evaluate the effectiveness of home support services through customer feedback, health outcomes, satisfaction surveys, ongoing assessments of individual needs, and internal quality audits, ensuring care plans are updated appropriately and continuous improvements are made to service delivery.
- Adhere to the highest ethical standards in all aspects of care, ensuring respect for the dignity, privacy, and rights of all customers.

Services Provided

- Bluebird Care Dublin South West provides a comprehensive range of person-centred home support services designed to promote independence, dignity, and wellbeing for customers living in their own homes. Services are tailored to each customer's assessed needs and preferences and are delivered in accordance with national standards and HSE guidelines. Services include:

Personal Care Support

- Assistance with daily routines such as bathing, dressing, grooming, and toileting.
- Support with mobility and transfers, including the use of assistive equipment.
- Monitoring of general wellbeing and reporting of any changes in condition.

Medication Support

- Prompting and assistance with self-administration of prescribed medications.
- Documentation of medication routines and incident reporting where applicable.
- Coordination with pharmacists and healthcare professionals as needed.

Nutritional and Mealtime Support

- Assistance with meal preparation and feeding where required.
- Support with dietary preferences and nutritional needs as outlined in the care plan.

Social and Emotional Support

- Companionship and engagement in meaningful activities.
- Support with maintaining social connections and emotional wellbeing.

Environmental and Safety Monitoring

- Risk assessments of the home environment to identify and mitigate hazards (e.g. falls, poor lighting, heating issues).
- Recommendations for adaptations or equipment in collaboration with PHNs, OTs, or the HSE.

Communication and Advocacy

- Support for customers with hearing, vision, or language needs.
- Facilitation of communication between customers, families, and healthcare professionals.

Care Planning and Review

- Development of a personalized Care Plan based on a comprehensive initial assessment.
- Regular reviews to ensure care remains appropriate and responsive.

- Collaboration with customers, families, and the HSE in care planning and updates.

HSE-Commissioned Services

- Delivery of services based on HSE referrals and approved Care Plans.
- Integration of HSE assessments (e.g. CSAR) into Bluebird Care Dublin South West's care planning process.
- Timely communication with the HSE regarding changes, incidents, or reassessments.

Documentation and Record-Keeping

- Use of a secure Digital Care Management System for real-time care updates and communication.
- Maintenance of physical and digital records including assessments, care plans, consent forms, and incident reports.
- Compliance with GDPR and the Data Protection Act 2018.

Cohort of Customers Served by Bluebird Care Dublin South West

- Bluebird Care Dublin South West follows a person-centered care model, which is the practice of caring holistically for our customers and their families, in ways that are meaningful and valuable to the individual person. We offer a service of personalized care visits to both HSE funded and private care.

The Cohort of Customers includes

- Older Persons Services referred through the Health Service Executive with an assessment needs includes assistance with activities of daily living (ADLs, such as Personal care and/or IADL's, such as support with medication..
- Disability Services: Physical and sensory disabilities, intellectual disabilities, and Children's Disability Network Team (CDNT) supports, including services for children and young people with Autism and ADHD/ADD.
- Mental Health Services: Comprehensive mental health supports for individuals of all ages.
- Primary Care Services: A wide range of community-based health supports delivered close to home.

Customers with Dementia or Cognitive Impairment

- Individuals diagnosed with Alzheimer's disease, vascular dementia, Lewy body dementia, frontotemporal dementia, or early-onset dementia.
- Care is person-centred and includes support with memory, communication, behavioral symptoms, and emotional wellbeing.
- Services are adapted to the stage of dementia and include assistive technology, environmental modifications, and tailored activities.

Customers with Physical Disabilities or Mobility Challenges

- Individuals requiring support with transfers, use of mobility aids, or assistance with physical tasks such as bathing, dressing, and toileting.

Customers with Complex Medication Needs

- Customers who require prompting, assistance, or monitoring for medication adherence.
- Includes those with polypharmacy or at risk of medication errors.

Customers with Social Isolation or Emotional Support Needs

- Individuals who benefit from companionship, engagement in meaningful activities, and emotional reassurance.
- Often includes those living alone or with limited informal support networks.

Customers Requiring End-of-Life or Palliative Support

- Customers with progressive or terminal conditions who require comfort-focused care, symptom management, and emotional support.

Customers with Communication or Sensory Needs

- Individuals with hearing, vision, or speech impairments.
- Care plans include communication aids and adapted interaction strategies.

Customers with Mental Health Difficulties

- Individuals experiencing mental health difficulties such as anxiety, depression, bipolar disorder, schizophrenia, or other psychiatric conditions.
- Support is tailored to promote emotional wellbeing, daily structure, and social engagement, while respecting the customer's preferences and capacity.
- Care plans are developed in collaboration with the customer and, where appropriate, their family or healthcare professionals, and may include support with routines, medication prompting, and communication with mental health services.
- Customers with Diverse Cultural, Gender, or Identity Needs
- Bluebird Care Dublin South West recognizes and supports customers from varied cultural backgrounds, including LGBTQ+ individuals, ensuring inclusive and respectful care planning.

Priority Cover

- Bluebird Care Dublin South West is committed to ensuring continuity of care and customer safety in all circumstances, including emergencies. In line with national regulatory standards, the following provisions are in place:
- In the event of a priority referral, Bluebird Care Dublin South West will gather as much relevant information as is practicable before initiating the service.
- A comprehensive assessment will be conducted in collaboration with the customer and, where applicable, the commissioning executive (e.g. HSE) within two weeks of the priority service commencing.

- Bluebird Care Dublin South West maintains business contingency plans to ensure that services continue uninterrupted if a scheduled home support worker is unable to attend. These plans include:
- Immediate reallocation of staff where possible.
- Communication with the customer and/or their representative to inform them of any changes.
- Escalation procedures for high-risk or vulnerable customers.
- All home support workers are trained in emergency response protocols, including:
 - Actions to take if they are unable to access a customer's home.
 - Steps to follow in the event of a medical or environmental emergency.
- Bluebird Care Dublin South West will notify the customer and the commissioning executive (if applicable) of any proposed service interruptions or terminations, providing adequate notice to allow for alternative arrangements to be made.
- In urgent situations, Bluebird Care Dublin South West will act promptly to ensure the safety and wellbeing of the customer, including liaising with emergency services if required.

2. Organizational Structure of Bluebird Care Dublin South West

Bluebird Care Dublin South West has a clearly defined organizational structure that ensures safe, effective, and person-centered delivery of home support services, the structure outlines roles, responsibilities, and reporting lines to support accountability, quality assurance, and regulatory compliance.

Governance and Executive Leadership

Role	Responsibilities
Managing Director	• Holds overall accountability and authority for service delivery. • Ensures governance structures are in place and resourced • Approves all organizational PPPGs (Policies, Procedures, Protocols, Guidelines). • Reviews and approves the Annual Quality and Safety Review Report. • Responsible for Financial Operations • Promotes a culture of quality and safety.
Lead Care Manager	• Approves and resources the Infection Prevention and Control Programme. • Oversees workforce planning and service-level agreements.

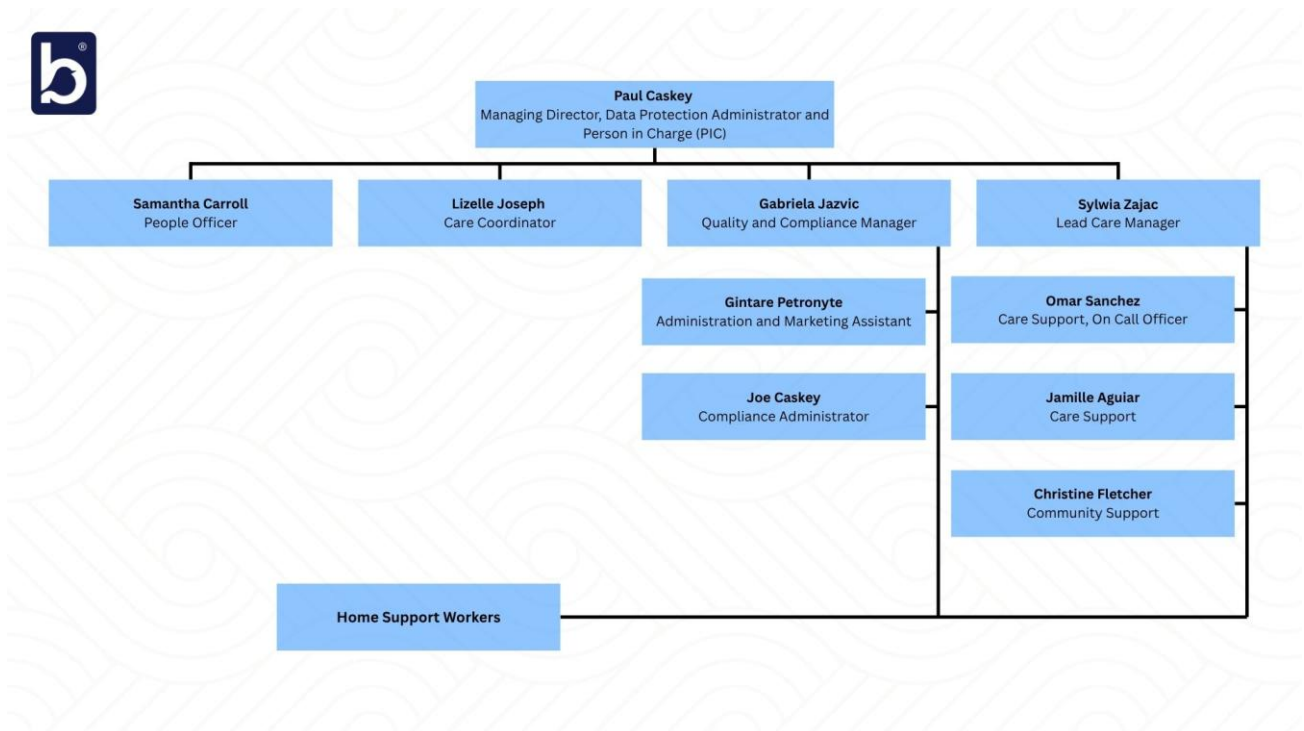
	• Ensures safe and effective care delivery. • Supports risk mitigation and operational planning. • Accountable for regulatory reporting (e.g. HIQA, HSE) • Oversees outbreak management and public health liaison • Provides data and resources to support service improvement. • Monitors KPIs and audit outcomes. • Reviews quality and safety performance.
Quality & Compliance Manager	• Leads the Quality and Safety agenda • Leads the Quality and Safety Committee • Develops and distributes the Annual Quality and Safety Review Report • Audit and Quality Monitoring • Oversees audit findings, QIPs, and staff sign-off on PPPGs. • Maintains safe environments and documentation standards • Manages mandatory (HSE) and local KPI • Provide relevant training i.e risk management • Operational Oversight • Responsible for clinical governance • Ensures compliance from regulatory perspective in relation to recruitment training etc
People Officer	• Responsible for recruitment and Onboarding • Responsible for maintaining staff files up to date and in line with all requirements and regulations

Operational and Clinical Management

Role	Responsibilities
Lead Care Manager	• Initial Assessments • Care Plan development • Oversees infection prevention and control. • Supports staff in implementing IPC protocols. • Evaluates adherence and provides training. • Conducts Customer assessments and develops Care Plans. • Care plan reviews • Provides supervision

Care Support, Community Support	• Ensure staff compliance with policies. • Coordinate audits and escalate findings. • Support staff awareness and training. • Ensure adherence to Care Plans. • Escalate concerns • Act as conduit between staff and Lead Care Manager
Home Support Workers	• Deliver care as per Care Plan. • Report changes or concerns. • Document observations.

ORGANISATIONAL CHART:



3. Arrangements in Place to Deliver a Safe Service

Health and Safety

Bluebird Care Dublin South West is committed to providing a safe and healthy environment for both customers and staff and recognizes its legal and ethical responsibilities under the Safety, Health and Welfare at Work Act 2005 and related legislation and has implemented a comprehensive Health and Safety Policy to ensure the wellbeing of all stakeholders.

Key Commitments

- Provide staff with the necessary information, instruction, training, and supervision to ensure their health and safety at work.
- Carry out risk assessments for all customers and work environments, including home visits.
- Integrate health and safety concerns into individual customer care plans.
- Monitor and report all incidents, accidents, and near misses.
- Promote a culture of learning and continuous improvement through training and development.

Personal Protective Equipment (PPE)

- Staff are trained in its correct use, maintenance, and disposal. PPE use is mandatory where risk cannot be otherwise mitigated

Training and Communication

- All staff receive induction and refresher training on health and safety.
- The Safety Statement is reviewed annually and communicated to all staff and relevant third parties.
- Training includes manual handling and infection control

Infection Control and Infectious Disease Management

- Bluebird Care Dublin South West is committed to delivering safe, person-centred care through robust infection prevention and control (IPC) practices.

These practices are aligned with national standards and are embedded across all levels of service delivery.

Infection Prevention and Control (IPC) Governance

- Lead Care Manager approves and resources the IPC Programme and outbreak management plans, they act as the IPC Lead, ensuring adherence to protocols, staff training, and audit compliance.

Infection Prevention and Control Programme

- Bluebird Care Dublin South West implements an annual IPC Programme that includes:
 - Audit of hand hygiene and environmental cleanliness
 - Staff training and competency assessments
 - Vaccination campaigns in line with NIAC guidelines
 - Communication strategies for customers and staff
 - Adherence to HSE Public Health C AMRIC guidelines

Outbreak Management Plan

- In the event of an infectious disease outbreak:
 - Bluebird Care Dublin South West follows a standardized outbreak management protocol.
 - The Public health medical Officer and HSE is notified where required.
 - Specific IPC measures are incorporated into individual care plans.
 - Protective isolation may be implemented for immunocompromised customers.

Education and Training

- All staff receive mandatory IPC training at induction and annually thereafter.
- Training includes standard and transmission-based precautions, outbreak response, and PPE use.
- The Clinical Lead ensures continuous professional development and access to national updates.

Risk Register and Risk Management

- Bluebird Care Dublin South West maintains a comprehensive risk management framework to ensure the safety of customers, staff, and the public.

Operational Risk Register

- A live risk register is maintained to track the most serious risks facing the organization.
- Risks are categorized, prioritized, and linked to action plans with assigned owners and timelines.
- The risk register is reviewed quarterly regularly by the Management Team.

Incident Reporting and Learning

- All incidents, including near misses and notifiable events, are reported and analyzed.
- Learnings are used to inform policy updates, staff training, and service improvements.

- Where the HSE is the commissioning agent, the relevant HSE case manager will be notified without delay.

4. Arrangements in Place to Ensure Fitness of Staff

- Bluebird Care Dublin South West is committed to ensuring that all staff delivering home support services are competent, qualified, and fit for their roles. The organization has implemented robust recruitment, training, and supervision systems to safeguard customers and uphold the quality of care.

Recruitment and Vetting

- All Home support workers must be of good character and physically able to perform their assigned duties.
- Bluebird Care Dublin South West conducts Garda vetting and obtains international police clearance where required.
- Two references are required and verified for all staff upon recruitment.
- Staff are not assigned to provide paid care to immediate family members, where practicable.
- Each staff member is issued a tamper-proof identity card with a photo, which is withdrawn upon termination of employment.

Qualifications and Competency

- All Home support workers must be sufficiently competent, skilled, and experienced for the duties assigned and the specific needs of the customer.
- Robust induction training is provided for all new staff on commencing employment, to ensure that staff have the appropriate knowledge to carry out their role. New staff must complete a minimum of 20 hours of induction training, including at least 5 hours of practical application.
- Practical training is supervised by an experienced worker, and staff must be assessed and deemed competent before working alone.
- Home Support Workers must hold the following two modules within 11 months of commencement of work:
 - Care skills
 - Care of the older person

Training and Supervision

- Bluebird Care Dublin South West maintains up-to-date records of staff qualifications, training programmes, and competency assessments.
- Ongoing supervision and performance reviews ensure that staff continue to meet the required standards.

Staff Supervision

Supervision process includes:

- HSE Carers Competency Assessments
- 6-month probationary period review
- General Supervisions

- Appraisals are carried out annually.

Specific Task Supervision assessments are in place for any specialist tasks where staff may require specific training and follow-up supervision of that skill. These include

- Bowel Care
- Medication Prompting Supervision.
- Enhanced Dementia Care
- Urinary Catheter management

Skills & Competencies of Staff Employed to Manage the Service

The management and governance of Bluebird Care Dublin South West is directed by a team of dedicated and committed members of staff who continually strive to raise high standards of care.

Job Title	Name	Qualifications s Experience
Managing Director	Paul Caskey	BA Hons in Politics, Irish History and English Literature, Diploma in Digital Marketing. Worked as Group Manager from 1990 to 1995 when he became a Sales Services Director and subsequently Owner of two companies for 10 years. Experience as the Head of a Private Home Care Company for 3 years when becoming the Owner and Managing Director of Bluebird Care Dublin South West in 2017. Strong experience in business development, strategic business and marketing planning, financial management and people management.
Lead Care Manager	Sylwia Zajac	General Nurse. After completing Secondary Medical School in Poland, she has worked as a Nurse from 1995 and has also completed Bachelor in Science in Nursing. Completed a Postgraduate in Palliative Medicine. After relocating to Ireland, worked as Supervisor and Team Leder for Hom Care Companies until 2023 when she became a Care Manager in Bluebird Care Dublin South West.
Clinical Lead	Gabriela Jazvic	Registered Nurse, Bachelor in Science in Nursing, QQI Level 6 Leadership and Management in Healthcare. Worked as a Staff Nurse in the Emergency Department in Croatia and as a Staff Nurse in a Private Nursing Home in Dublin. Subsequently progressed to Clinical Nurse Manager and Deputy Director of Nursing. With over 5 years of clinical and operational expertise, became a Quality & Compliance Manager.
Quality and Compliance Manager	Gabriela Jazvic	Registered Nurse, Bachelor in Science in Nursing, QQI Level 6 Leadership and Management in Healthcare. Worked as a Staff Nurse in the Emergency Department in Croatia and as a Staff Nurse in a Private Nursing Home in Dublin. Subsequently progressed to Clinical Nurse

		Manager and Deputy Director of Nursing. With over 5 years of clinical and operational expertise, became a Quality & Compliance Manager.
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5. Staffing Arrangements

Staffing Overview

Bluebird Care Dublin South West currently employs over 80 staff who provide and manage home support services for approximately 160 Private and HSE customers in our area. We have an immediate capacity of over 1600 hours a week, ensuring we can act quickly should there be any staffing issues. In the event of an emergency or unforeseen absenteeism, Bluebird Care Dublin South West has the management and staffing resources locally to effectively deal with any situation immediately. The required roster will be developed in full consultation with and the agreement of the Customer, family and the HSE.

Bluebird Care Dublin South West employs a multidisciplinary team to deliver and manage home support services.

The staff complement includes:

- Management: Managing Director Whole Time Equivalents WTE, Care Manager WTE, Quality & Compliance Manager 0.8 WTE
- Clinical Lead: Gabriela Jazvic 0.8 WTE
- Home Support Workers (HSWs): Number varies based on caseloads
- Care Coordinators: 1 WTE
- Care Support 2 WTE (2 full-time)
- Community Support 10 hrs/week
- Administration Staff: 1.5 WTE
- Compliance Administration: Part Time permanent

Prioritizing Staffing and Continuity of Care

- Bluebird Care Dublin South West has contingency plans for staff absenteeism, including:
 - Immediate reallocation of staff
 - Communication with Customers and families
 - Escalation protocols for high-risk Customers

6. Referral Arrangements, including Customer guide

Referral Arrangements

- Bluebird Care Dublin South West accepts referrals for individuals of any age who require home support services. Referrals may be made by:
 - The Customer (self-referral)
 - A family member or representative
 - Health Service Executive (HSE).
 - Other service providers or funding bodies.

Priority and Planned Referrals this is mentioned already in point 1.5

In the case of priority referrals, Bluebird Care Dublin South West gathers as much relevant information as practicable before initiating services.

- A comprehensive assessment is conducted within two weeks of service commencement, in collaboration with the customer and, where applicable, the commissioning executive (e.g. HSE).

Service Access and Admission Process

The following steps outline how customers are supported through the referral and admission process:

Step 1: Referral Review

- The Managing Director or delegate of Care/Clinical Lead reviews each referral to determine whether Bluebird Care Dublin South West can appropriately meet the individual's needs and whether staffing capacity is available in the location where the referred person resides. The referrer (e.g. customer, family member, PHN, GP, or funder) is contacted as part of this process.

Step 2: Initial Assessment

- A face-to-face meeting is arranged with the customer to assess their health and social care needs and to complete home environmental assessment to ensure

the environment is suitable for staff to work in. The Bluebird Care Dublin South West assessor aims to identify what support the customer requires to help them remain at home living independently. The Care Plan is created based on the needs assessment.

Step 3: Care Plan Development

- Where no prior care plan has been developed, Bluebird Care Dublin South West shall develop a personalized Care Plan. All Care Plans shall be reviewed and approved by the Clinical Lead. Care Plans include:
- Agreed goals and support needs
- Care processes that reduce risk of harm
- Communication preferences
- Emergency protocols and medication prompting (if applicable)

Step 4: Consent and Agreement

- Customers are asked to sign the Care Plan and consent forms.
- If the Customer is unable to sign, clarity on capacity must be established and a legal representative may sign as a witness to any agreement.

Step 5: Staff Allocation and Briefing

- Staff with the appropriate skills are selected to deliver care.
- The Care Plan is discussed with assigned staff before service begins.
- Any specific training needs are addressed prior to commencement.

Step 6: Service Commencement

- The Clinical Lead/CNM and Coordination Team plan the start of services.
- Where possible, customers are introduced to their assigned home support workers prior to the commencement of service.

Customer Guide Contents

Each Customer receives a comprehensive guide that includes:

The aims and objectives of Bluebird Care Dublin South West
The range of services offered
The range of conditions it provides services for
Contact details
Details of the complaints management process and relevant contacts
Information on service delivery policies such as entry to the home, key holding, and cover arrangements for leave
Supplies and equipment provided to customers and/or their family members/representatives
Circumstances when the service may be cancelled or withdrawn, including temporary cancellations by the customer
If applicable, Children Safeguarding Statement

7. Arrangements for Safeguarding & Promoting Health & Well-being

Bluebird Care Dublin South West

- Bluebird Care Dublin South West recognizes its duty to ensure that all staff and individuals involved in the business take all reasonable measures to prevent or reduce the risk of abuse to any customer they come into contact with during the course of their work. Abuse may present in various forms and circumstances. Where a disclosure, allegation, or concern is raised, staff must report it to the Designated Safeguarding Officer immediately — and no later than within 24 hours.
- There is no time limit on reporting concerns, allegations, or disclosures of abuse. Historical allegations will be treated with the same seriousness and urgency as current concerns and will be managed in accordance with safeguarding procedures.

Bluebird Care Dublin South West is committed to safeguarding all customers and promoting their health, safety, dignity, and overall well-being. This commitment is embedded in every aspect of service delivery and is underpinned by national legislation, HSE guidelines, and best practice standards. Bluebird Care Dublin South West has the following safeguarding measures in place:

Zero Tolerance for Abuse:

Bluebird Care Dublin South West operates a zero-tolerance approach to all forms of abuse, neglect, or exploitation. All staff are trained to recognize, prevent, and report any safeguarding concerns in line with national safeguarding policies and Bluebird Care Dublin South West's internal procedures.

Mandatory Reporting:

Any disclosure, allegation, or suspicion of abuse must be reported immediately to the Designated Officer and escalated within 24 hours. Historical allegations are treated with the same urgency and seriousness.

Staff Training and Awareness:

All staff receive mandatory safeguarding training during induction and regular refresher training thereafter. This includes recognizing signs of abuse, understanding reporting pathways, and protecting both Customers and them from harm.

Safe Recruitment and Supervision:

Bluebird Care Dublin South West ensures rigorous recruitment, vetting, and supervision processes. Garda vetting and international police clearance (where applicable) are mandatory and renewed every 3 years. Staff are supervised throughout their probation regularly thereafter and receive annual appraisals to ensure continued competence.

Customer-Centered Risk Management:

Each customer undergoes comprehensive risk assessment. Risks related to the home environment, health, safety, and wellbeing are identified, documented, and reviewed regularly. Care plans are developed to address these risks and are updated in response to changing needs or circumstances. Customers are consulted on behavioral

expectations and risk-related matters in a manner appropriate to their capacity, ensuring their involvement in decisions that affect their care and safety.

Complaints and Escalation Pathways:

- Customers and their representatives are provided with clear information on how to raise concerns or complaints.

Emergency Protocols:

All staff are trained in emergency response procedures, including actions to take in the event of care emergencies, environmental hazards, or if they are unable to access a customer's home.

Infection Prevention and Control (IPC):

Bluebird Care Dublin South West has an IPC programme led by the Lead Care Manager. This includes outbreak management, staff training, and integration of IPC measures into individual care plans.

Health and Safety Governance:

Bluebird Care Dublin South West complies with the Safety, Health and Welfare at Work Act 2005. Risk assessments are conducted for all work environments, and staff are equipped with appropriate PPE and training.

Customer Empowerment and Consent:

- Customers are actively involved in care planning and decision-making. Consent is obtained for all interventions, and communication is adapted to meet the customer's needs, including those with sensory or cognitive impairments

8 Arrangements for Training and Development

- Bluebird Care Dublin South West is committed to the the ethos of lifelong learning ensuring that all staff are competent, confident, and supported in their roles through structured training, supervision, and continuous professional development. These arrangements are designed to meet national standards and reflect best practice in home support service provision. Training is tailored to the specific duties and customer needs. A training matrix is maintained and intervals of renewal training for staff are planned and monitored.

Induction and Mandatory Training

The Bluebird Care Dublin South West induction programme includes mandatory training in Manual Handling, Safeguarding, Children's First C Infection prevention C Control.

Additional training for Care staff includes:

Continence Care	Incidents/Accidents	Care Note Writing	Skin Integrity and Care	Palliative Care
Introduction to BBC Policies, Procedures	Professional Boundaries- Role of a Carer	Disability Awareness	Stoma Care	
Communication/Complaints	Importance of Person Centered Care Planning	Personal and Intimate Care	Dementia Care	

9. Arrangements for Quality and Safety

Bluebird Care Dublin South West operates an evidence-based governance and management structure designed to ensure the safe, effective, and person-centred delivery of home support services. These arrangements are grounded in national standards, HSE guidelines, and Bluebird Care Dublin South West's internal policies and procedures.

Bluebird Care Dublin South West's Quality and Governance Committee is central to its commitment to delivering safe, effective, and person-centred home support services.

Its objectives include:

- To review and monitor the quality of care and governance practices across the network.
- To ensure compliance with national regulatory standards and best practices.
- To discuss and address key issues, risks, and challenges affecting home support services.
- To foster a culture of continuous improvement and learning within the network.
- To provide recommendations and guidance on policy and strategic initiatives related to quality and governance.

National Quality and Governance Committee Areas of Focus Include:

- Quality Assurance - Review of quality metrics, audits, and performance data; identification of areas for improvement; promotion of best practices.
- Clinical Governance - Oversight of clinical care standards, patient safety, incident reporting, and clinical outcomes.
- Non-Clinical Governance - Management of operational risks, compliance with health and safety regulations, and staff training and development.
- Risk Management - Identification, assessment, and mitigation of risks associated with home support provision.
- Regulatory Compliance - Ensuring alignment with national legislation, standards, and guidelines.

10. Accounting & Financial Control Arrangements

Bluebird Care Dublin South West maintains robust financial procedures and controls to ensure transparency, accountability, and compliance with national standards and regulatory requirements. These arrangements are designed to protect both the service and the customers, and to support the sustainable delivery of high-quality home support services.

Income and Invoicing

Bluebird Care Dublin South West provides the commissioner of services with a written, itemized invoice for all fees owed on a monthly basis and issues a statement detailing receipt all payments received. Records are maintained for all amounts paid in respect of agreed services, as outlined in the signed agreement between Bluebird Care Dublin South West and the customer.

Source: One Touch Health Digital System and secure email to the commissioner of services

Expenditure

Bluebird Care Dublin South West processes ensure approval, sign off and settlement of all invoices is entered on the accounts system.

Source: Purchase order provided by the commissioner of services on agreed fees every month in arrears.

Accounting

Accounting is managed in accordance with recognised standards and includes the preparation of annual financial statements, submission of returns to relevant authorities, and compliance with applicable financial and legal obligations. Where required, financial statements are subject to audit. Annual accounts are reviewed and approved by the Directors to ensure the Company meets its statutory responsibilities.

Source: Externally provided by Martin J Kelly Accountants.

Payroll

Payroll is administered securely and accurately, ensuring timely payment to staff and compliance with employment legislation. A fortnightly payroll run is completed, along with the recording of all tax C expense returns.

Source: One Touch and managed by Optim Payroll in accordance with all legal requirements.

Insurance

Insurance cover is maintained at levels appropriate to the scope and scale of services provided, including employer liability, public liability, professional indemnity and all IT or business interruptions

Source: Lloyd's Insurance Company S.A

11. Arrangements for the Keeping of Documents & Records

Bluebird Care Dublin South West maintains a comprehensive and compliant approach to documentation and record-keeping, aligned with national standards and data protection legislation. The following arrangements are in place:

Secure Record Management

- All customer records, including assessments, care plans, consent forms, and incident reports, are maintained in either a physical or digital formats. A secure Digital Care Management System is used for real-time care updates and communication.

Data Protection & Information Governance

- Bluebird Care Dublin South West embeds data protection, document control, and communication protocols into its quality system. Back-up procedures are in operation for information held on computer servers, including off-site back-up. Hard copy personal 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.

Retention & Disposal

- Policies and procedures are in place for the creation, access, retention, and destruction of records. These are reviewed annually and updated at least every three years. Obsolete documents are archived indefinitely in accordance with regulatory guidance.

Audit & Oversight

- Documentation and care plan audits are conducted regularly. Findings are reviewed by the Lead Care Manager and Quality & Compliance Manager and Quality Improvement Plans (QIPs) are developed in response to audit findings.

Staff Responsibilities

- Home Support Workers are responsible for documenting observations in each customer's daily notes. Supervisors/Team Leads ensure adherence to documentation standards and escalate concerns as needed.

Training & Compliance

All staff receive training and support on accurate documentation, confidentiality, and data protection. Staff are required to acknowledge relevant policies, and continuous learning is supported through regular updates on evolving documentation practices.

12. Arrangements for the Notifications of Reportable Events

Bluebird Care Dublin South West has a thorough and transparent framework for the identification, documentation, and notification of reportable events, ensuring compliance with national legislation, guidance, and best practice standards. The following arrangements are in place:

Notifiable Events and External Reporting

Bluebird Care Dublin South West reports notifiable events to:

HSA

HSE

Public Health/HSPC

- NMBI (Nursing and Midwifery Board of Ireland)
- CORU
- Coroner's Office, Garda Síochána and vetting bureau Section 19 disclosures, HPR, and organizational insurers, depending on the nature of the incident.

Internal Escalation and Categorization

- Procedure to be followed in responding to and reporting incidents:
- Incidents may be identified by any member of staff through direct observation or involvement and quality and safety mechanisms (e.g., audits).
- Where an incident has occurred staff shall take immediate containment action where required. This may involve consultation with the Lead Care Manager/CNM.
- It is the responsibility of all staff to verbally report an incident to the Clinical Lead Care Manager/CNM/on call who should investigate the incident, in consultation with staff.
- Once the incident has been reported verbally, all staff are required to complete an incident report by the end of their shift.
- Once the Lead Care Manager/CNM receives the incident report, they shall review the incident, the Risk Rating and other classifications for the incident. Lead Care Manager/CNM shall be responsible for management and completion of the incident stages (Correction, Investigation/Root Cause and Preventative Actions).
- The Risk Rating is calculated based on the outcome of the incident and the likelihood of reoccurrence.
- Where the incident is designated a Risk Rating of 12 or above, the Director(s) is notified immediately, and a detailed root cause analysis shall be undertaken to determine the underlying factors that contribute to the incident.
- The Lead Care Manager/CNM is responsible for determining incidents that need to be externally reported, in consultation with Director(s) and ensuring that all relevant incidents are reported as required:
- Garda Siochana where there is a danger to staff or a customer, or a criminal offence.
- Health and Safety Authority where the incident is dangerous or staff have been injured as a result.
- Irish Medicines Board where the incident is related to adverse drug reactions.
- Business Insurers where a claim is identified.

Incident Trends and Learnings

- The Quality Manager shall undertake trending and analysis of all incidents. Any trends or learnings identified shall be disseminated to all relevant stakeholders.

Open Disclosure and Customer Communication

- In compliance with Open Disclosure) Act 2023 and The Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023, customers and/or their representatives are informed of incidents within 24–48 hours. An open disclosure meeting is arranged, and any apology is documented in the customer's record.

13. Arrangements for Dealing with Complaints

Bluebird Care Dublin South West is committed to maintaining a transparent, accessible, and responsive complaints process that aligns with national standards and the HSE's "Your Service, Your Say" framework. The following arrangements are in place:

Complaints Policy and Procedure

- Bluebird Care Dublin South West has a formal complaints policy that outlines the process for handling concerns or complaints from customers, their families, or representatives. The policy is aligned with national legislation and regulatory requirements and is reviewed regularly to ensure continued compliance and effectiveness.

Customer Information and Publicising Arrangements

- Clear information on how to raise concerns or complaints is provided to all customers and their representatives at the outset of service. The complaints process is included in the Customer Guide, which is issued to every customer. This guide outlines:
 - How to make a complaint
 - What to expect during the complaints process
 - Contact details for advocacy services
 - Assurance that complaints will not affect the quality of care received

Accessibility and Support

- Customers are supported to make complaints in a manner that suits their communication needs and preferences. Bluebird Care Dublin South West ensures that Customers are not disadvantaged or discriminated against for making a complaint. Practical assistance is offered to help Customers submit complaints, including access to advocacy services if needed.
- Bluebird Care Dublin South West welcomes all feedback because this helps us to review and improve our services. We always listen through daily interactions in the course of home support, feedback, complaints and organized survey returns. The customer is always encouraged to talk to us about any aspect of service, whenever they wish. We want to make sure that that customer is in no doubt about how to voice any concerns that may arise or to give us any positive feedback.

Escalation and Resolution

Complaints are managed promptly and fairly, with escalation pathways clearly defined. Serious complaints that may pose a risk to health or safety are reported immediately to the commissioning executive and relevant authorities. All complaints are logged, investigated, and tracked through structured quality improvement processes.

14. Medication Prompting

Bluebird Care Dublin South West provides structured and safe support for medication management in the home, in line with national standards and HSE guidelines. The following arrangements are in place:

- Home Support Workers may prompt or mechanically assist customers with the self-administration of prescribed medications, as outlined in the individual's Care Plan.

All medication support is documented in the customer's records, and any incidents or deviations are reported through Bluebird Care Dublin South West's incident management system

A medication risk assessment is conducted during the initial assessment to determine the level of support required.

If medication prompting is needed, this is clearly documented in the personalized Care Plan, which is reviewed and approved by the Lead Care Manager/CNM.

Customers are asked to provide informed consent for any medication-related support.

Where customers are unable to sign, a legal representative may do so on their behalf.

Bluebird Care Dublin South West ensures that customers and their families are informed about the medication support process and their rights via the Customer Care Agreement. Bluebird Care Dublin South West Any concerns about medication adherence, side effects, or errors are escalated appropriately.

All staff receive mandatory training in medication prompting, infection prevention C control, and, emergency escalation.

Supervisors/Team Leads monitor adherence to medication protocols and escalate any concerns.

Regular audits are conducted to ensure compliance with medication management policies.

15. Policies & Procedures (Schedule 2)

Policies, Procedures, Protocols C Guidelines (PPPG's) are an important contributor to safe, high-quality home support services. Policies, Procedures C Guidelines are developed using best practice C evidence-based practice. The procedure for policy development C renewal in the organization include:

- Policies are identified for review or development
- Policy initial review or development is planned, utilizing external experts if required
- Approved policies are communicated to the relevant staff .
- A list of current Policies, Procedures Protocols and Guidelines are maintained on the Digital Care Management System

The following is a list of recommended policy and procedures that should be in place:

- Communication with service-users
- Monitoring and documentation of hydration and nutritional intake
- The administration of medicines to service-users (where applicable)
- The creation of, access to, and retention and destruction of records
- Health and safety issues (including infection control and food safety)
- Risk management
- Response to emergencies
- Fire safety management
- The handling and investigation of complaints from any person about any aspect of the service, care and treatment provided for a service-user
- Data protection and retention of records
- The prevention, and detection of, and response to, abuse
- Management of behavior that is challenging
- Accounting and financial control
- Lone workers
- Security of the home
- Staff training and development
- Recruitment, selection and vetting of staff

VERSION CONTROL

Date	Author	Version	Page	Reason for change	Amendments
23.07.2026	Maebh Doran	1		Initial issue	
29.09.2026	Gabriela Jazvic	1.1		Gabriela Jazvic (former Krajinovic) last name change, Care Manager title change to Lead Care Manager, Care Support CF role change to Community Support Added Payroll, Insurance and Accounting details	Added new org chart