



Customer Guide

(Charter of Service)

Bluebird Care
Kerry & West Cork

Key principles which underpin the way in which care is delivered by Bluebird Care.



PERSON-CENTEREDNESS

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



CARE, COMPASSION AND KINDNESS

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



DIGNITY AND PRIVACY

Bluebird Care staff promotes and respects the dignity and privacy of the Customer at all times.



SAFETY

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



CITIZENSHIP

Bluebird Care recognizes and upholds the concept of citizenship which confers a status on an individual whereby the fundamental rights to dignity and respect, participation in society and all other citizens' rights are upheld.



AUTONOMY AND EMPOWERMENT

Bluebird Care supports the principle of autonomy and empowerment and recognizes the right of all customers to make choices which supports them to live as independent a life as possible.



CONFIDENTIALITY

Bluebird Care respects the principles of data protection and thus assures its Customers that all information about them is managed appropriately and that there is a clear understanding of confidentiality among all its staff.

Bluebird Care Customer Guide

Welcome to Bluebird Care Kerry & West Cork. 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 page 6 of this guide. If you would like this information in another language, audio tape or Braille, please let us know.

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.

All Bluebird Care services are driven by person-centred principles - human rights, safety & wellbeing, responsiveness & accountability.

The services that we offer

We provide care and support that may be anything from a 30 min visit to full 24 hour care. Our staff 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 shopping;
- Laundry and housework;
- Support with social activities such as attending a day centre, college, visiting friends or family, going to your church or club etc.
- Support with Complex Care - Adults & Children
- Palliative Care

The people for whom we provide care and support

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

We provide services to the following cohort of Customers:

A large blue-bordered box containing a list of ten customer cohorts, each preceded by a checkmark icon in a white circle. The cohorts are: Older Persons; Adults and older persons with Dementia; Adults who require care and support due to chronic illness such as: (with a bulleted list: Arthritis, CVA – stroke, Multiple Sclerosis, Parkinson's Disease, Respiratory Conditions); Adults who require care and support as a result of an Acquired Brain Injury; Adults with an established Spinal Injury who require support/rehabilitation to live at home; Adults who require support with convalescence/rehabilitation post hospitalisation; Adults with Physical/Sensory/Intellectual Disabilities; Children with Physical/Sensory/Intellectual Disabilities; College Students who require support to attend college/IT etc; Adults/Children with complex care needs and Palliative Care.

- ✓ Older Persons
- ✓ Adults and older persons with Dementia
- ✓ Adults who require care and support due to chronic illness such as:
 - Arthritis
 - CVA – stroke
 - Multiple Sclerosis
 - Parkinson's Disease
 - Respiratory Conditions
- ✓ Adults who require care and support as a result of an Acquired Brain Injury
- ✓ Adults with an established Spinal Injury who require support/rehabilitation to live at home
- ✓ Adults who require support with convalescence/rehabilitation post hospitalisation
- ✓ Adults with Physical/Sensory/Intellectual Disabilities
- ✓ Children with Physical/Sensory/Intellectual Disabilities
- ✓ College Students who require support to attend college/IT etc
- ✓ Adults/Children with complex care needs and Palliative Care

Where we provide services

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

Bluebird Care has offices throughout Ireland providing health and social care services within the home setting and local community. Quality and safety is at the core of all our work, and every office (independently owned and managed) strives to provide the best quality care.

Bluebird Care provides direct care to customers on behalf of the HSE and other agencies as requested. It also provides services to customers in a private capacity at

the request of the individual/family member. As a provider of high quality nursing, personal and social care services, we believe that Bluebird Care is ideally placed to support individuals who wish to be cared for in their home or within their community.

Our staff are trained to place the customer at the heart and centre of every interaction and to provide care that is customer focused and driven by supporting with kindness, compassion, consideration and respect. We acknowledge that choosing a care provider can be stressful and difficult for any one individual and his/her family.

Please be assured that any questions you may have in relation to any care concern can be answered by the local Bluebird Care team in your nearest Bluebird Care office.

In addition to supporting you with any decision-making in relation to selecting a service provider, all our offices across Ireland offer a no obligation care assessment.

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

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 staff 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).
- Have no right to judge how someone chooses to live or how their home looks. We do not tolerate discrimination in any form.

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 discrimination, harassment or intimidation. We ask you to refrain from smoking during staff's visit.

How we provide our services: your care and support plan

If you have a community care and support plan from the HSE, 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 manager 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 and 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 4 months but maybe sooner if needed. Our staff 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, please contact our office on 066 7104015 and a member of our team will visit you.

Your Staff

Wherever possible, we will introduce staff to you prior to your service beginning. Staff will know about your care and support plan. At the end of each visit, they will record what care and support they have given you either via an electronic care planning system or via your care and support plan folder. 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.

All staff have an identity badge which they must show you so that you can confirm who they are.

Timing of Visits

Care visit times are approximate and may vary up to 30 minutes either side of the normal visit time. If staff do 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 us on 066 7104015 so that we can check what has happened and the safety of staff.

Our Bluebird Care team

Name of franchise owner	Carly O'Donovan
Registered provider	N/A
Company registration address	Unit 4 Liber House, Monavalley Business Park Tralee Kerry
Company registration number	514933
Name of care manager	Collette Kavanagh
Names of the management team	Carly O'Donovan Collette Kavanagh Kieran Lawlor
Our office telephone number	066 7104015
Our office email address	kerrywestcork@bluebirdcare.ie

Experienced and 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 09.00 to 17.00 Monday to Friday during which time we will be pleased to discuss any aspect of your care. Our telephone number is 066 7104015.

We also have an emergency on-call number should you need to contact us out of office hours. This telephone number is for urgent matters only.

Customer Rights

As a care recipient I have the following rights:

GENERAL

- a) to be treated and accepted as an individual, and to have my individual preferences respected
- b) to be treated with dignity, with my privacy respected
- c) to receive care that is respectful of me, my family and home
- d) to receive care without being obliged to feel grateful to those providing my care
- e) to full and effective use of all my human, legal and consumer rights, including the right to freedom of speech regarding my care
- f) to be treated without exploitation, abuse, discrimination, harassment or neglect

PARTICIPATION

- a) to be involved in identifying the community care most appropriate for my needs
- b) to choose the care and services that best meet my assessed needs, from the community care able to be provided and within the limits of the resources available

- c) to participate in making decisions that affect me
- d) to have my representative participate in decisions relating to my care if I do not have capacity

CARE AND SERVICES

- a) to receive reliable, coordinated, safe, quality care and services which are appropriate to my assessed needs
- b) to be given before, or within 14 days after I commence receiving care, a written plan of the care and services that I expect to receive
- c) to receive care and services as described in the plan that take account of my lifestyle, other care arrangements and cultural, linguistic and religious preferences
- d) to ongoing review of the care and services I receive (both periodic and in response to changes in my personal circumstances), and modification of the care and services as required

PERSONAL INFORMATION

- a) to privacy and confidentiality of my personal information
- b) to access my personal information

COMMUNICATION

- a) to be helped to understand any information I am given
- b) to be given a copy of the Charter of Rights and Responsibilities for Community Care
- c) to be offered a written agreement that includes all agreed matters
- d) to choose a person to speak on my behalf for any purpose

COMMENTS AND COMPLAINTS

- a) to be given information on how to make comments and complaints about the care and services I receive
- b) to complain about the care and services I receive without fear of losing the care or being disadvantaged in any other way

- c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern

Customer Responsibilities

As a care recipient I have the following responsibilities:

GENERAL

- a) to respect the rights of care workers to their human, legal and industrial rights including the right to work in a safe environment
- b) to treat care workers without exploitation, abuse, discrimination or harassment

CARE AND SERVICES

- a) to abide by the terms of the written agreement
- b) to acknowledge that my needs may change and to negotiate modifications of care and service when my care needs do change
- c) to accept responsibility for my own actions and choices even though some actions and choices may involve an element of risk

COMMUNICATION

- a) to give enough information to assist the approved provider to develop, deliver and review a care plan
- b) to tell the approved provider and their staff about any problems with the care and services

ACCESS

- a) to allow safe and reasonable access for care workers at the times specified in my care plan or otherwise by agreement
- b) to provide reasonable notice if I do not require a service

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

Charges and payment

We publish a list of charges and provide a copy to our customers and/or their representatives as part of their terms and conditions of business.

You will receive an invoice in line with your confirmation of instructions which you must pay within 7 days. 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.

Cancelling or Terminating the service

If you cancel a care visit less than 24 hours 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.

Managing the quality of our 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 the HSE & in the near future by HIQA.

For more information about how we work you can ask to see a copy of any of our policies or procedures.

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 staff 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. Staff 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 or the HSE/ HIQA if they are concerned about possible abuse.

How we support you with your medicines

Our customers receive safe and effective support 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 and 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 staff 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 Clinical Nurse Manager/Care Manager.

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.

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 the HSE's complaints process and explain this to you when our service starts.

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.

Service Delivery

The following are some key policy areas relating to your service:

1. Entry to the home -

The comfort, safety and security of all Bluebird Care customers are vital responsibilities and Bluebird Care will endeavour to operate in a manner which promotes each of these areas. Providing care at home to vulnerable people means that staff need to be particularly vigilant regarding customers' security when entering and leaving a customers' home.

Arrangements regarding security will be agreed in advance with all Bluebird Care customers or their representatives and will form part of the agreed care and support plan. Bluebird Care will ensure the safety and security of customers through good practice and completing routine checks and observations during the course of its work with all customers.

Bluebird Care should not hold keys to customers' homes in view of safety and security implications. For example, it is not always the case that one individual staff member will be the only Bluebird Care visitor to the customer's house, and there is a greater risk of loss or potential for abuse the more copies of keys that are available.

Bluebird Care, therefore, encourages customers who may be unable to give staff (and others) access independently to install a key safe to ensure safe access to those who have permission to do so. Where a customer makes use of a key safe or other similar product, this arrangement will be agreed and fully documented in the care and support plan prior to a service commencing.

2. Key holding -

Where a customer/family member is not able to give access to the home and a key safe is not a realistic alternative then the Clinical Nurse Manager/Care Manager may give permission for the staff member to carry a house key. Please note this is as a last resort only.

In this scenario, the Clinical Nurse Manager/Care Manager must ensure the following:

- Written consent to hold a key to a customer's home is obtained from the customer or his /her family member/ advocate and this is kept on the customers file.
- A master log with details relating to customer keys must be kept safely in a locked cabinet within the Franchise office. Out of hours staff must be able to access this log when necessary.

A list of all staff members who have a customer's key in their possession must be maintained. A log of all customer keys held by a staff member is recorded and maintained in the office.

The staff member must inform the Clinical Nurse Manager/Care Manager/On call immediately in the event of losing the customers key. Every effort will be made to identify when and where the key was mislaid.

The customer/ family member/advocate must be informed in the event of a lost / mislaid key.

In the event of a key being mislaid or lost by the staff member, an emergency key must be available to access the customer home. "Emergency" customer keys must be held in a safe place within the Franchise and the Clinical Nurse Manager/Care Manager/On call staff must know the location of same.

In the event of an emergency key being required, a record must be made.

Keys must be returned to customers or their family member / advocate when a care package ceases and a signature from the customer / family member receiving the keys obtained for records and same maintained on the customer file. See master log for customer keys with regard to signature requirements for the customer / family member and the Clinical Nurse Manager/Care Manager.

3. Cover arrangements for leave -

You can rely on our services. We will endeavour to keep the number of staff who visit you to an absolute minimum so that you do not see too many different faces. You will be informed prior to your visit, of any change to staff a member of staff from the Office will phone to discuss the details. Staff 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.

4. Supplies & equipment provided to you -

All supplies & equipment will be provided to you by the HSE - Bluebird Care do not provide equipment or supplies directly to you.

5. Circumstances when service may be cancelled or withdrawn including where there is a temporary cancellation by you -

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 staff;
- 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.

You may need to temporarily cancel your service, for a number of circumstances, your service will remain available for you when you are ready to resume, the clinical nurse manager/care manager may complete an up to date assessment of your supports prior to recommencing.

Can I claim Tax Relief?

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

How much can I claim?

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

Who else can claim?

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

Others want to contribute

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

How do I claim?

You need to complete the form HK1 “*Claim for an allowance for employing a Carer/Personal Assistant*”.

This form is attached to the IT 47 “*Employed Person Taking Care of an Incapacitated Individual*”. This form would then be submitted to the Inspector of Taxes in your local area. Please note, individuals need to satisfy themselves on their ability to claim tax relief.

Do I pay VAT on the Service?

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

Finding out more

If you have any further questions, please do not hesitate to contact us on 066 7104015.

