

Buddies Care Service Support Service

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Type of inspection:
Announced (short notice)

Completed on:
7 November 2024

Service provided by:
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Service provider number:
SP2017989245

Service no:
CS2017358770

About the service

The service is registered as a support service for adults with a physical disability living in their own home and within a 25 mile radius of Poolewe. At the time of the inspection five people were being supported. It was the manager who was providing all the care and support.

About the inspection

This was a short notice announced Inspection which took place on 7 November 2024. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been given.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, the setting and planned care and support.

In making our evaluations of the service we;

- spoke with two people using the service and one of their family members;
- spoke with the manager who was the sole provider of care and support; and
- received feedback by questionnaires from a visiting professional.

Key messages

Legal assurances

We found the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place and a range of policies and procedures that promoted good outcomes for people. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing

There had been no concerns raised about people's well-being. People were highly satisfied with the service they received and felt safe and secure when care was being delivered. The manager had undertaken relevant training in relation to promoting well-being and her legal obligations. She had good links with the local social work department and district nurse should she need to discuss any concerns. People got the right care as the manager was knowledgeable, experienced and responsive to advice and suggestions from partnership agencies. Some of the comments from people we spoke with included:

"We work in partnership, she works closely with us to make sure my relative gets the best care."

"Always ongoing discussion about what is best for my loved one and the impact of health changes."

"The manager been diligent in reporting concerns to the local GP and Social Work Service should there be any changes or concerns. This prevented unnecessary hospital admissions or a situation resulting in an Adult Protection situation. Early intervention is key for an exceptional well managed service." (social worker).

Leadership

The manager was the sole provider of the service. The service was well led and managed with the focus being on providing a high standard of care in a person centred manner. The manager regularly sought feedback from the people she supported and responded immediately when changes to care were required. People were confident that the manager was responsive and worked in partnership with them. Moving forward the manager should consider undertaking formal proportioned self evaluation of service performance. We have shared information with the manager about this. Some of the comments from people we spoke with included:

"Buddies is a professionally led service and is managed by a manager with years of experience in the care profession." (social work).

"The manager is very proactive and we all totally trust her."

Staffing

The manager is the sole provider of the service to a small number of people. To ensure people get the right care she had undertaken training specific to people's needs. She is registered with the appropriate body and provides care within the expected legislative frameworks and in a professional manner.

Planned care and support

People were fully involved in developing their care plan, thus care plans were a true reflection of people's needs and wishes. As the manager was the sole provider, she continually assessed people's needs alongside them to ensure they were getting the right care at the right time. Care was delivered in a person centred manner in line with people's wishes and needs. Some of the comments from people we spoke with included:

"We could not do without the service".

"I know from the onset that the adult requiring a care service will receive the best care any one can wish for. If extra care is required the manager will immediately act and provide a service in spite of not being paid for the service."

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure people are receiving the right care at the right time and their preferences and wishes are being promoted, they should be involved in six monthly reviews of their care and support plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me.' (HSCS 1.19).

This area for improvement was made on 5 February 2024.

Action taken since then

The area for improvement has been met. Care plans are now being reviewed on a six monthly basis.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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