

Busy Bees Healthcare Support Service

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Type of inspection:
Unannounced

Completed on:
17 June 2025

Service provided by:
Busy Bees Care Limited

Service provider number:
SP2015012620

Service no:
CS2022000351

About the service

Busy Bees Healthcare are registered as a care at home service. The registered premises are located in Edinburgh, whilst the service is currently supporting people in the Falkirk area of central Scotland.

The service's aims and objectives state:

"We aim to provide the highest quality, cost effective care to all clients following the principles of person-centred approach and to ensure that our client needs and values are respected.

Our Core values are:

Commitment, Trust and Partnership Openness and Accountability Respect and Dignity Equity, Fairness, and Inclusion."

About the inspection

This was a short notice announced inspection which took place between 10-13 June 2025. 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 registration information, information submitted by the service and intelligence gathered since the registration.

In making our evaluations of the service we:

Spoke with four people using the service. We also spoke with two members of staff and management. In addition, we undertook three home visits, observed staff practice and a reviewed a wide range of documentation.

Key messages

- People were very happy with the support provided, praising staff and telling us they received a good standard of care.
- There was a good consistency of staff providing care.
- Personal plans and service reviews were well documented.
- Staff built effective relationships with the people they supported. This helped enable positive care outcomes.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated the service's performance in this key question as very good. Positive findings significantly outweighed any areas for development.

People who experienced care told us staff were kind, friendly and respectful. We heard, "they (staff) are very good. They are all friendly and very respectful, we get on well." Another person said, "I always look forward to their visits, staff are helpful and great company." It was clear that building positive relationships helped people to get the most from their support.

Personal plans were well maintained, with detailed information around care delivery and people's support needs. There was a strong focus on identifying people's routines, choices and preferences. Information from personal plans correlated well with how people presented when we met them during our home visits.

Risk assessments were well documented, outlining any concerns around people's presentation and providing good information on how they could be supported safely.

Staff understood how to support people to maintain their self-care abilities, promoting independent living. We observed this during home visits, noting how staff encouraged people to make choices and direct their support. These approaches helped ensure care delivery was person-led.

The service understood how to escalate any concerns about people they supported, knowing when to make requests for additional time or aids and equipment. This reassured us support was pro-active and responsive.

How good is our leadership?

5 - Very Good

We evaluated the service's performance in this key question as very good. Positive findings significantly outweighed any areas for development.

There were a range of processes which helped ensure management oversight of the quality of care and support provided.

Service reviews were undertaken and enabled people to appraise their care outcomes. Reviews had a focus on quality of staff and the outcomes associated with the care provided. Management had oversight of staff training, with an up-to-date training matrix helping ensure that learning was undertaken or refreshed at suitable intervals.

Staff were provided with regular supervision. Supervision had reflective content, as well as a focus on learning and development needs.

Management undertook regular spot checks of staff practice. Spots checks had a wide-ranging focus, including compliance with Infection Prevention and Control (IPC), staff communication and engagement with the people experiencing care. These observations helped ensure management had insight into the quality of care delivery.

There were audits across a spectrum of the service's operations, including audits of case note recordings and personal plans. This helped ensure personal plans were up-to-date and still relevant to people experiencing care.

The service had developed an improvement plan. We observed that the improvement aspirations included a focus on greater involvement of people experiencing care in contributing to how the service develops. Approaches suggested included initiating quality surveys and stakeholder forums.

The service should compliment its development plan with a self-evaluation aligned to the Care Inspectorate self-evaluation guidance, measuring performance against the Health and Social Care Standards and regulatory framework provided by the Care Inspectorate for service providing care at home.

How good is our staff team?

5 - Very Good

We evaluated the service's performance in this key question as very good. Positive findings significantly outweighed areas for development.

Staff recruitment was undertaken in line with best practice guidance found in the Safer Recruitment Through Better Recruitment. This meant staff were appropriately vetted before commencing work with people experiencing care.

Staff undertook a wide range of training relevant to the needs of the people they supported. Training was refreshed at appropriate intervals. This helped ensure staff had suitable learning for working with people with complex needs.

We observed positive interactions between staff and people they supported during our home visits. Staff communicated effectively, they were polite and respectful, and it was evident they had established a good rapport with the people they visited. We heard, "the staff are all lovely, I appreciate the work they do, never feel rushed and always feel listened to, it's important to me."

It was clear that staff understood and respected people's wishes and choices. This helped build effective relationships and enabled very good outcomes for people using the service.

Staff received regular supervision. This allowed them the opportunity to identify leaning needs and to discuss practice issues reflectively. Team meetings offered an opportunity to share ideas and views in a group setting.

There was very good consistency of staff providing support. People really appreciated this, "I like my workers, they are reliable, and we've got to know each other well. It makes it much easier for me when I know who is visiting."

How well is our care and support planned?

5 - Very Good

We evaluated the service's performance in this key question as very good. Positive findings significantly outweighed any areas for development.

People told us they were involved in planning their support, from the time of initial assessment and on an

on-going basis. Personal plans reflected this, with a good level of detail and personalised information on people's background, daily routines, self-care abilities, choices and preferences.

People said they felt enabled to direct their support on a day-to-day basis. This described as being, "a natural part of how support was provided."

Personal plans were dynamic. They were routinely updated as people's needs changed. This helped ensure personal plans contained up-to-date guidance for staff.

Risk assessments were regularly reviewed and outlined. The risk assessments were wide ranging and covered all aspects of people's care and support.

People participated in six monthly reviews. Reviews provided an opportunity to appraise how support was going and consider any changes or amendments to personal planning. Reviews took place at six monthly intervals, or sooner if people's needs changed.

The service should consider consistently using first person language when drafting personal plans and reviewing care. This would enhance person-led approaches to support and is particularly applicable to people who retain decision-making capacity.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

How good is our staff team?	5 - Very Good
3.1 Staff have been recruited well	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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