

Buddies Clubs and Services (Outreach) Support Service

Southbrae Centre
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Type of inspection:
Announced (short notice)

Completed on:
28 August 2023

Service provided by:
Buddies Clubs and Services (Glasgow
West) Ltd

Service provider number:
SP2003001235

Service no:
CS2005092052

About the service

Buddies Clubs and Services (Outreach) is based in the Southbrae Centre within the Jordanhill area of Glasgow.

The service shares its accommodation with a nursery and after school care provision, which is operated by the same provider.

Buddies Clubs and Services (Outreach) works with children and adults providing a variety of community outreach-based services. These are developed around the individual needs of the families. Community outreach is delivered in groups and on an individual basis.

About the inspection

This was an announced inspection which took place on 23 August 2023 between 10:00 and 1900 and on the 25 August 2023 between 12:00 and 14:00. 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.

In making our evaluations of the service we:

- spent time with people using the service and spoke with relatives
- spoke with staff and management
- observed practice
- reviewed documents

Key messages

- The communication with families was outstanding, the families we spoke with were effusive about the approach, professionalism and impact of the service.
- The relationships between the young adults and the staff group were long lasting and embedded in trust.
- The people using the service were central to the core functioning of the outreach service. Their needs, rights and outcomes were the key priority for the manager and staff.
- People flourished when they attended Buddies. People were reintegrated into community and given exciting opportunities.
- The service was a beacon of support people felt enabled and supported by their flexibility and consistency of approach.

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?	6 - Excellent
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?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading and people experienced outstandingly high outcomes.

The relationships between the young adults and the staff group were long lasting, loving and embedded in trust. There was a hugely compassionate approach from everyone in the organisation which embedded itself within the culture and meant that people got the best possible individualised care and support.

We heard and observed people being attentively listened to and understood. The young adults led their own care and support and the staff had a suite of skills to enable them to feel included. It meant that people experienced support that went beyond promoting their identity, independence and choice to giving them the best possible opportunities.

Communication with families was outstanding. The families we spoke with were effusive about the approach, professionalism and impact of the service. They felt supported and understood. One parent told us: "they are so transparent about how they use their resources. we are fully involved and consulted with on the progress of this service". People reflected that Buddies was different and often that it never let people down, it was always there for them. Buddies was a beacon of hope for people and had had a life changing impact on many of the people they supported.

The team worked with a drive and determination to ensure the consistency of care. We heard that the young adults always received the support they were meant to get because the staff worked exceptionally well together to support each other and the managers filled any gaps that emerged. This meant that the young adults were enabled to stay in their routines and it had a hugely positive impact on families who could always rely on buddies. A parent told us: "She loves them and she has never once resisted going. They are wonderful with her. They give me and her a life. I don't have any other help and buddies are my only back up. Whenever I need something nothing is a problem for them. The short breaks they got me has saved my life". The quality of care and support was first rate and for some families immense in terms of the resulting positive outcomes.

The young adults were fully enabled to be independent. We heard that the service was tailored to give people the opportunities they wanted and to overcome any barriers they might face. This meant that disability was not an inhibitor and the staff skilfully and confidently enabled the people they cared for. It meant that people's quality of life was considerably improved as a result of attending Buddies and for some people they were reintegrated back into the community from being isolated.

The care and support planning was grounded in an exceptional understanding of the Health and Social Care Standards. We found that these were fully lived out within the service. The young adults were central to the core functioning of the outreach service. Their needs, rights and outcomes were the key priority for the manager and staff. It meant that the service was completely rights focused and people benefitted significantly from this.

The young adults and their families were fundamental to any decisions about care and support. We saw a much improved focus on engaging with families and raising their voice. This had led to staff advocating passionately for the needs of families. It also meant that communication between people was of the highest standard and families felt assured and confident in the care provided.

The young adults flourished when they attended Buddies. One parent told us: "[He] has come on leaps and bounds. For us, its him actually investing and engaging in the activities going on. Its such a person centred approach. He is doing things he just would never have had the confidence to do. But because they make him feel comfortable and secure he is doing them". Enablement was a core aim of the service and this was occurring due to a focus on first class person centred care and support. It meant that people got the care that they needed and wanted.

We saw wonderful social benefits for people attending Buddies. There was lots of individualised care and support available but also people who were isolated made friends and were encouraged to socialise. The regular evening clubs and breaks away meant that people made long term friendships and they looked forward to attending. It meant that people who could be isolated had a busy, active and thriving social life which was heartening to observe.

Fun was as the forefront of the service delivery. The manager and staff were highly motivated and passionate about their work. They strived towards exceptional outcomes. This facilitated a creative approach to planning. There were clear routines and structures which benefitted the people attending but within this, the activities and outings changed to create long lasting memories and to ensure people laughed, smiled and felt good.

We were really impressed with how safe people were kept. The staff were well trained and confident in their roles. No activity was undertaken without robust planning and communication. People were encouraged to take risks and to step out of their comfort zone but did this from within a very safe structure. It meant that people with vulnerabilities were kept very safe.

Positive physical health was a core function of the care and support on offer. The young adults had access to a range of activities. We saw people dancing on a weekly basis, going swimming and attending outdoor adventure courses. The range of support available and the strong community links created by staff meant that people had opportunities to boost their physical and emotional health.

Whilst the staff came up with ideas for activities and had oversight of people's health and wellbeing needs. People were enabled to take as much responsibility for their health as they were able to. The staff promoted independence and encouraged people to learn new skills and to build attributes that would make them healthier and lead a more fulfilling life.

The staff displayed an excellent range of communication skills, and appeared to thrive on enabling communication for people who were non-verbal. This had a substantially positive impact on care planning because staff knew what people were telling them, what they needed and could also pre-emptively anticipate peoples needs.

How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good. There were major strengths in care and support planning. There were very few areas for improvement and those that did exist had a minimal adverse impact on people's experiences and outcomes.

The service contributed to the wider care planning for people, at times acting as an advocate or providing valuable insights into people's care and support needs. This supported broader planning and outcomes focused assessment for people and their families.

The personal planning for people was updated regularly and informed by the key people in their lives. Families felt hugely involved in the process and told us that they felt very well listened to. This meant that people and those who knew them best were meaningfully involved in shaping and directing planning for the provision of support.

Care and support planning ensured the matching of identified needs to the right member of staff. This was enhanced by individual risk assessments. These were used to maximise positive experiences as well as ensure safety and the wellbeing of people accessing support from the service.

The flexibility of the support on offer to people was a huge benefit. People told us that often Buddies was available when no one else was. This occurred at times out with contractual arrangements and at times when families just really needed a helping hand. It meant that Buddies offered a person centred service focused on the actual needs of people and their families.

Risk assessments and safety plans were used to enable young people rather than restrict their actions or activities. The plans identified warning signs, immediate risks and how to reduce these to stay safe, including coping strategies and who could help. Where restrictions were included as part of the plan, young people's families understood this and had given their written consent.

Assessment and care planning could be more precise and reflective of the very positive work taking place. We also suggested that the way the service wrote about people could be more reflective of their voice. We considered that this would be hugely powerful for people who were non verbal. Amplifying their views should be at the core of care and support planning.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent

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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