

Bespoke Clinical Care Support Service

Units 3-4
128 Alameda Street
Hamilton
ML3 0EW

Telephone: 01698 374362

Type of inspection:

Unannounced

Completed on:

24 January 2019

Service provided by:

Bespoke Clinical Care Ltd

Service provider number:

SP2016012812

Service no:

CS2017353798

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website www.careinspectorate.com.

The service has been registered with us since 17 November 2017, however, they have only been providing care since May 2018. This is their first inspection and we have taken into account that they are still a developing service.

Bespoke Clinical Care Limited is based in Hamilton and currently supports two people, on a permanent basis and two people on a temporary basis.

They describe their service as follows:

'Our business strategy at Bespoke Clinical Care Limited is to make a difference to children and adult's life, by offering compassionate care in the client's home, when and where they need it most. Through auditing client and family questionnaires, we monitor our performance, and adapt accordingly to needs and wishes of our clients.

Providing complex care in the home is a demanding field. As such, we provide continuous staff training, both face to face and online, which is essential for the safe provision of care - and supporting staff development and retention.

Being mindful of specific communication preferences, we provide a responsive service, which has proved to be effective, through the positive feedback we have received to date.'

What people told us

We spoke to the parents of the two permanent clients. They spoke extremely positively about the care and support their child received and were very complimentary about the staff and management. Both told us that there was nothing they felt that could be done differently by the service at this point in time.

Self assessment

We are not currently asking services to submit this.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

We received very positive feedback about the service from the parents of the young adults that were being supported by the service. We also spoke to various healthcare professionals who again, all spoke extremely positively about the service. We heard similar words being used to describe the service and their staff including compassionate and professional. The outcomes from this were that the young people were receiving care that met their needs and families were able to trust and rely on the service.

We found that there was a very comprehensive pre-assessment process before the service started. This included meetings with the person, their parents and healthcare professionals. This meant that they was very good partnership working and everyone's opinion was valued.

We looked at reviews that had taken place and found that these gave an opportunity for people to give feedback and allow for any changes to be made, which may benefit the person and/or their family.

We heard that the service was very committed to growing the service slowly, to ensure that they continued to provide a very individual and personal service.

We sampled care plans for people and found that these contained a very good level of detail to guide and support staff. The person and/or their parents and healthcare professionals had been fully involved in this. Associated risk assessments were in place as needed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

We received very positive feedback from parents and healthcare professionals about the staff. No one had any concerns and parents told us that they found them, to have the correct skills to carry out their job.

People could be assured that staff had been recruited following best practice guidance. We heard that parents had been consulted in the recruitment process too. This is very important as staff spend large amounts of time working in the family home.

We found that staff had gone through a very comprehensive induction and training programme. This included a substantial period of time shadowing the care and support currently being provided. We heard that until both the parents and the member of staff felt confident, then they were not left on their own. The benefit of this was that everyone had a very good level of confidence which led to very good outcomes for the person receiving the care.

We spoke to staff and looked at the questionnaires that had been completed by them. Staff felt well supported by the provider through regular staff meetings and individual supervision from the manager. Staff were happy working at the service. This meant that there had been very good retention of staff and very low sickness. This led to the people they supported getting excellent continuity of staff, with no missed visits.

We heard about plans going forward to ensure that staff were supported with on going training, including SVQ 3, receive regular appraisals and individual development plans.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We received very positive feedback from parents, healthcare professionals and staff about the manager and director of the service. We heard how approachable they were and that they felt listened to by them. Healthcare professionals told us that there was very good communication from the provider and that they found them to be very professional.

We found that a system was in place for managing accidents, incidents and complaints. Any received had been investigated with any lessons learned noted and completed. Due to the service only being in their first year, then there was a minimal number of forms. We have asked the service to look at starting a log page for these and to look at auditing them each month, as this will be helpful as the service grows. We also asked them to look at separating out complaints and logging these with any concerns and compliments.

We looked at the various policies in place and found that these were comprehensive. However, we have asked them to look at devising a participation policy to look at how they would involve people who use the service.

We heard about the various aspects of quality assurance that had taken place to date and was planned going forward. To ensure that these are always meaningful, we asked the service to look at using action plans that they would re-visit throughout the year to check on progress.

We found the manager and director to be very responsive to any of our suggestions, which demonstrated their commitment to providing a quality service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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