

Bespoke Clinical Care Support Service

10 Clydesdale Street
Hamilton
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Telephone: 01698 374362

Type of inspection:

Unannounced

Completed on:

27 November 2019

Service provided by:

Bespoke Clinical Care Ltd

Service provider number:

SP2016012812

Service no:

CS2017353798

About the service

The service has been registered with us since 17 November 2017.

Bespoke Clinical Care Limited is based in Hamilton and is registered to provide a service to children and adults, with complex/intensive care needs living in their own homes and the community.

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

The service currently supports five people. We spoke with the parents of three people that the service currently supports during our inspection. Everyone spoke about how well organised the service was and how good the staff and management were. Comments included:

- The service is very person centred and they get to know you and your family very well.
- Staff know what they are doing all the time and the manager and owner visit regularly to check that everything is going well.
- They are very flexible and accommodating.
- We couldn't do without them.
- I feel very involved and staff and family work together...we make a good team.
- I've no concerns at all.

Self assessment

The care inspectorate are not currently requesting services to submit this.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

It is important that the service treat people with compassion, dignity and respect. Everyone we received feedback from, told us that this was an area that all staff and management excelled in. People gave us numerous examples of how this had a positive effect on their lives and the lives of their children and families. We heard excellent feedback about the continuity of staff and the genuine relationships between families being supported, staff and management.

The way people are supported should promote feelings of purposefulness, independence and wellbeing. People we spoke with told us that they were very much in control of what support they received and that the service was very flexible should they ask for anything to be done differently. We looked at personal plans and support logs from staff and could conclude that each person was at the centre of their support package and that staff were able to afford them as much or as little support they needed, in a respectful and meaningful way.

Feedback we received from staff was extremely positive about working for Bespoke Clinical Care and we heard about good team working and how approachable and supportive the management team were.

We found that the management team had systems in place to monitor the delivery of the service and they did this through regular calls and visits to keep in touch with families and obtain regular feedback from both them and their staff team. They liaised with other health professionals and advocacy as necessary. Due to the small size of the service, the manager had in-depth knowledge of each person they supported. All the parents we spoke with told us about their good relationship with the manager and owner and how supportive they both were.

The service reviews personal plans monthly and circulates the dates of reviews on their monthly report which they submit to the local authority monitoring manager and any relevant health and social care professionals.

We heard about the service's development plan, considered this to be well thought out and considered both feedback from clients and staff, with the focus being to continue to deliver excellent outcomes for people.

What the service could do better

We have asked the manager to look at how they evidence that they review personal plans at least once in every six month period, whilst the service user is in receipt of the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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.

Inspection and grading history

Date	Type	Gradings
24 Jan 2019	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good

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