



**buddies**  
community care

# Service User Guide

Essential information for people who're considering using, or are already using, one or more of 'Buddies Community Care' services.

## Introduction

The information in this guide explains to potential and existing clients alike, how Buddies Community Care operates.

Please contact us if you'd prefer this information in an alternative format of your choice, and we'll readily supply it (keeping in-line with our full commitment to achieving the Accessible Information Standard).

We suggest you carefully read the guide, and keep it in a safe place for future reference.

Please don't hesitate to ask the registered manager or your care-workers, whom we refer to as 'buddies', if you need assistance with the guide, or if you require more detailed information.

If we make any changes to our services, we'll also update the information in the online version of the guide, keeping you fully-informed at all times.

## About 'Buddies Community Care'

The business is registered with the CQC to provide personal care and support to people in their own homes – keeping them as independent and active as possible.

The registered manager is James Pay, who's responsible to the CQC for the overall running of the service. His business address is given above, and his profile can be viewed on the website: [www.buddiescare.org/james-2/](http://www.buddiescare.org/james-2/)

Buddies Community Care is fully-insured, in-line with statutory requirements, and is a member of the Information Commissioners Office (ICO).



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[www.buddies.care](http://www.buddies.care)



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## Our Values and Aims

Buddies Community Care was established in 2023, and provides an extensive range of care and support services, across the south of England, to people in their own homes – enabling them to continue living independently, remaining in control of their own lives.

Our team members are given full training for their precise duties, and all have the necessary legal qualifications to meet a wide range of needs. And as we completely comprehend the invaluable need for professional-yet-friendly engagement with our clients, we only employ people who have those specific personal qualities.

As mentioned above, we refer to our team members as 'buddies', and we've created a unique blueprint for evaluating our clients' individual needs, then matching them together.

That blueprint can be viewed at:  
[www.buddiescare.org/buddies-blueprint/](http://www.buddiescare.org/buddies-blueprint/)

We're a 'social enterprise' company, and information about that can be found here:  
[www.socialenterprise.org.uk/all-about-social-enterprise/](http://www.socialenterprise.org.uk/all-about-social-enterprise/)

## What 'Buddies Community Care' Provides

### Our range of services

We provide flexible services suited to individual needs, including the following:

- Personal care and support at arranged times
- We offer 24-hour care
- Evening and daytime sitting services
- Helping with housework, shopping and other regular daily-living activities
- Support with mental health problems, including 'Section 117' aftercare and complex forensic/DoLS management

### People that we provide services for

- People over 18 years of age
- People with complex mental-health and behavioural needs (including PDA/Anxiety/Depression/Mood disorders etc)
- People with physical disabilities
- People with sensory loss, including those with dual sensory impairment
- Supporting family and/or existing carers
- People with learning disability and autism (where it isn't their primary care need- see below)
- People with a range of neurological conditions including- Epilepsy/ Parkinson's/ Dementia

We can provide assistance with personal-care tasks and daily-living activities, such as:

- Getting-up and going to bed
- General mobility
- Toilet arrangements
- Going to shops
- Picking-up prescriptions
- Taking medication
- Wound care (following the instructions of the TVN or community teams)
- Preparing, cooking and serving food and drink
- Eating, and special arrangements for eating and drinking (following dietician/SLT guidance)
- Mentoring, companionship and social activities- building confidence and reducing isolation.

We do not specialise in autism and learning disabilities (although we may be able to advise and work alongside the professionals who do), as these conditions require separate assessment and registration with the CQC.

## How 'Buddies Community Care' Delivers Care

### Initial contact

When you initially required care, you may have approached Buddies Community Care directly. Alternatively, you may have been referred to us by the local-authority adult social-care department/health service (which might be partially or totally funding it). In either case, any information about you that we obtain, or which is passed on to us, will be dealt with sensitively and with absolute confidentiality.

Before providing any services, we'll need to talk with you, as the person who's going to be receiving the service(s), and, in some cases, with your family and the adult social care/health services that contacted us. This is so we can professionally ascertain that the services we'll be providing will be personally tailored to your individual needs right from the outset.

### Assessing your needs

If you've been referred to us from an adult social care/health service, your needs will (most probably) have already been assessed. And it may have already been established that 'care at home' is going to be the ideal solution for your personal requirements. A summary of this information, usually called a 'needs assessment', will have been passed on to us.

If you've approached us directly (or through your family), we need to make an assessment ourselves. To do this, we'll need to ask you quite a lot of questions, and probably to seek information from your family carer (if you have one), your doctor, and any other specialists who know about your health and needs. The assessment will be carried out by our specially-trained staff.

We realise that some of the questions may seem somewhat intrusive, but our overall intent is to help you in the best ways possible, and when we have comprehensive information, it enables us to do just that.

As stated, all the information received is treated confidentially. Our constant aim is to make sure that we understand your full needs and what your preferences are regarding services, so that we can respond in ways which perfectly suit you.

### Assessing any risks to your personal safety

If you've decided to have care provided in your own home, you'll already know that this carries a small amount of risk. Your 'buddy' is unlikely to be with you all the time, so there obviously won't be the same level of support as you'd receive within a care home, for example.

On the other hand, many of our clients feel that they retain much more independence by having our services, and that, on balance, a slight measure of risk is a worthwhile compromise. Nevertheless, we want to be sure that everyone concerned understands these risks before making any decision.

So, in conclusion, we carry out a risk-assessment – weighing-up the risks against the advantages, and if we do discover any potential risks, then we'll make professional suggestions on how to reduce them.

## Your personal care plan

Having assessed your needs and the possible risks, we prepare a plan for the care we propose to deliver (with help from your family members, friends and possibly an advocate, if required). We call this your Personal Care Plan, as it's uniquely designed for your individual requirements.

The plan will spell out the services we'll be providing with details, such as the times of your 'buddy' visits, and the special tasks that'll be performed, and will also state the joint objectives of our services, and how we plan to achieve them.

## Reassessing your needs, and reviewing your care

Of course, over time, your needs may change. You may require more or less care; the type or pattern of service may have to be varied; or new risks may have become apparent. So, again with your help, we'll keep your needs under regular review and take decisions about your Personal Care Plan accordingly.

If, at any time, there are aspects about your care which you'd like to adjust, just let us know and we'll implement the requested changes.

## Cover and Emergency Arrangements

We're committed to providing you with comprehensive support, in terms of both numbers of staff and necessary skills, which you require for your proper care.

We recognise that you'll most likely prefer to be cared for by the same 'buddy', or small team of 'buddies', whom you can get to know and trust. We will always try to make sure you have that level of continuity and consistency, whenever possible. We'll discuss with you whether your needs will be met by a single 'buddy', or if you'll require more than one to visit at the same time.

When it's known that your personal 'buddy' or 'buddies' is/are going to be unavailable (on holiday or unwell, for example), we'll inform you as soon as possible, and discuss with you the alternative cover we propose to put in place.

If our 'buddies' are unavoidably running late, they'll contact us, or you, directly, so that you're kept informed of the reasons for the delay, and given a revised expected time of arrival. If your 'buddy' doesn't arrive at the normal arranged time without you being priorly informed, you should contact us as soon as possible, so that we can resolve the situation with minimal inconvenience to you.

Together, with you, we'll arrange the times of visiting; obtaining access to your home; how we keep your home safe and secure; and how we'll respect your home and belongings while we're there.

## Terms, Conditions and Fees

We'll explain our charges to you personally, as they're decided by a number of factors – including whether or not your care is being funded partially or fully by the local authority/health services. The written agreement made with you will include all details about our fees (including any revisions needed should your care-services alter at any time), and the arrangements for payment if you're paying them yourself.

You can view our open guide to pricing at:  
[www.buddiescare.org/pricing/](http://www.buddiescare.org/pricing/)



# Complaints and Compliments

We always welcome feedback, whether it comprises compliments, suggestions for improving our services, justifiable complaints, or a combination of all three!

You should feel free to make any comments directly to your 'buddy', who can then report them to our management for further action.

Or, if you prefer, you can take-up the matter directly with the registered manager, James Pay – just ask your 'buddy' to be put in touch with him. You can also email any comments directly to us at [letsgetbetter@buddies.care](mailto:letsgetbetter@buddies.care)

If you have any dissatisfaction with the service you've received, and would like it to be dealt with more formally, please follow the steps outlined in the Complaints Procedure (see link to PDF below).

If you feel that we haven't dealt with a complaint to your complete satisfaction, you have the right to complain or report the matter directly to the local authority or health service (if it's them who's funding your care).

We also have a 'duty of candour' to always inform you if and when we become aware of any mistakes we've made regarding your care. In which case, we'll let you know and rectify the matter immediately.

A copy of our Complaints Procedure is available on our website at: [www.buddiescare.org/wp-content/uploads/2025/10/CQCR-COMPLAINTS-COMPLIMENTS-POLICY.pdf](http://www.buddiescare.org/wp-content/uploads/2025/10/CQCR-COMPLAINTS-COMPLIMENTS-POLICY.pdf)

# Keeping You Safe

We'll continue to give the utmost priority to protecting everyone who uses our services. And we'll work closely with the local Safeguarding Adults Board should we ever have grounds to suspect that anyone using our services is being abused, or is at potential risk of being harmed in any way.

Buddies Community Care requires its staff to report and record any accident or mistake, no matter how minor, so that all possible steps can be taken to prevent and avoid any such future incidents.

A copy of the safeguarding policy is available on our website at: [www.buddiescare.org/wp-content/uploads/2025/10/CQCR-SAFE-GUARDING-ADULTS-AND-CHILD-POLICY-BUDDIES.pdf](http://www.buddiescare.org/wp-content/uploads/2025/10/CQCR-SAFE-GUARDING-ADULTS-AND-CHILD-POLICY-BUDDIES.pdf)

# How We Manage Infectious Illnesses in the Home or Community

Buddies Community Care follows the current government and public health guidance on preventing and controlling outbreaks of infectious illnesses. We will undertake to keep everyone who uses our services well-informed of the measures we take to prevent and control the spread of infectious illnesses. We encourage all our staff to be fully-vaccinated against common infectious illnesses. We follow all guidance with respect to the following:

- Promoting vaccination of people who use our services
- The correct adornment of personal protective equipment
- Hand hygiene
- Physical distancing to reduce risk, except where close contact is required to perform the work
- Testing and self-isolation whenever necessary

# Quality Assurance

Buddies Community Care is always keen to provide the best possible service, and to do this we constantly self-monitor. We're continually communicating within our team, and with outsiders who have opportunities to see and judge our work, and, above all, we're forever listening to our customers. This process is called 'quality assurance', which involves the following:

- Regular reviews with customers about their care and support needs, and how we're fulfilling them
- Reports from staff about any difficulties or concerns they might have about customers' care
- Regular thorough checks on all customer files, timesheets and other records
- Regular supervision meetings between each 'buddy' and their line manager
- A minimum of one annual visit by a supervisor or a manager to all customers receiving care in order to hear their views in person
- An annual survey of people using the services, and, when appropriate, of their relatives or representatives, to obtain views and opinions
- Taking note of what the COC has to say about the service, and taking action on its recommendations for improvement, if any

A copy of the latest inspection report is attached to this document (if we have been inspected), and other reports can be found on the CQC website (see next section).

# Additional Information

The following organisations can be of great help too. Here's some information about them, including their contact details:

- The CQC invites people using registered services to share their experiences, both good and bad, by calling them on: **03000 61 61 61**; sending an email to: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk); or by completing an online form at: [www.cqc.org.uk](http://www.cqc.org.uk)
- If you're concerned about possible ill-treatment, neglect of your needs or abuse occurring anywhere in the provision of the service, you should contact the local safeguarding adults boards at: [www.anncrafttrust.org/resources/find-your-nearest-safeguarding-adults-board/](http://www.anncrafttrust.org/resources/find-your-nearest-safeguarding-adults-board/)
- If you need to discuss or review any part of your care with someone from the local authority, you should contact the adult social care department at: [www.nhs.uk/service-search/other-health-services/local-authority-adult-social-care/](http://www.nhs.uk/service-search/other-health-services/local-authority-adult-social-care/)
- You might also wish to have independent help when taking decisions about your care and treatment, which you can receive by contacting Age UK at: [www.ageuk.org.uk/contact-us/](http://www.ageuk.org.uk/contact-us/)

# In the Event of Any Changes of Registration

In line with its official registration requirements, Buddies Community Care will always keep you informed of any change in its ownership, or in the unlikely event of its closure (not that we have any plans for that!), and whatever the consequences might mean for you. You can be assured that the CQC would already have been notified of any such change, and would be actively involved in any transition or transfer of responsibilities, together with the local authority.



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