



**buddies**  
community care

# Service User Guide

*Information for people  
considering using, or  
already using, Buddies  
Community Care*

## Introduction

This Service User Guide provides clear information for people who are considering using, or who are already using, **Buddies Community Care**. It explains who our service is for, what we provide, how we work, and what your rights are.

This guide is written in plain language. If you would like this information in another format (for example: large print, easy-read, audio, or electronic), please let us know. We follow the **Accessible Information Standard** and will always try to meet your communication needs.

Please read this guide carefully and keep it for future reference. If anything is unclear, you can ask your buddy or contact the Registered Manager at any time.

## About 'Buddies Community Care'

Buddies Community Care is registered with the **Care Quality Commission (CQC)** to **provide personal care and support to adults in their own homes**.

<b>Registered Provider:</b>	Buddies Community Care
<b>Registered Manager:</b>	James Pay
<b>Regulated Activity:</b>	Personal care
<b>Location of care:</b>	People's own homes

📞 07999 16 17 18

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

✉️ [hello@buddies.care](mailto:hello@buddies.care)

📍 86-90 Paul Street,  
London. EC2A 4NE



The Registered Manager is responsible for the overall running of the service and for ensuring we meet CQC regulations.

Buddies Community Care:

- Is fully insured in line with legal requirements
- Is registered with the Information Commissioner's Office (ICO)
- Operates in accordance with relevant legislation and best practice guidance

## Who Our Service Is For (Service User Band and Age Range)

**Buddies Community Care provides services to adults aged 18 and over only.**

We support adults who may include:

- People with mental health needs
- People with physical disabilities
- People with sensory loss (including dual sensory impairment)
- People with neurological conditions (such as epilepsy, Parkinson's disease, or dementia)
- People who require support following hospital discharge
- Family members or carers who require additional support

We may also support adults with **autism or a learning disability where this is not the person's primary care need**, and where their needs fall within our registration and assessed competence.

**We do not provide services to children or young people under 18 years of age.**

## Our Values and Aims

Our aim is to help people remain as independent, safe, and in control of their lives as possible while living in their own homes.

We are committed to:

- Treating people with dignity and respect
- Promoting choice, independence, and control
- Delivering person-centred care
- Working in partnership with individuals, families, and professionals
- Providing care that is safe, effective, caring, responsive, and well-led

Our care workers who we refer to as “buddies” are recruited safely, trained appropriately for their role, and supported through regular supervision.

## Our Social Enterprise Approach

Buddies Community Care operates as a **social enterprise**. This means that any surplus income generated by the service is reinvested into improving the quality, sustainability and development of the care and support we provide. Our social enterprise approach supports ethical practice, community benefit and continuous improvement, while ensuring all care is delivered in accordance with CQC regulations and statutory requirements.

## What Services We Provide

We provide flexible, personalised support based on individual assessed needs. Services may include:

- Personal care at agreed times
- Support with getting up and going to bed
- Assistance with washing, dressing, and toileting
- Support with medication (where assessed and agreed)
- Meal preparation and support with eating and drinking
- Support with shopping and household tasks
- Companionship and support with social activities
- Sitting services
- Support with mental health needs, including Section 117 aftercare where appropriate

All care is delivered in line with an agreed **Personal Care Plan**.

## Assessment and Personal Care Planning

Before any service begins, we carry out an initial assessment to understand your needs, preferences, risks, and outcomes you wish to achieve.

This assessment may involve:

- You
- Your family or representative (if you choose)
- Other professionals involved in your care

From this assessment, we develop a **Personal Care Plan**, which sets out:

- The support to be provided
- How and when support will be delivered
- Any identified risks and how these will be managed
- Your preferences, choices, and goals

Your care plan is reviewed regularly and whenever your needs change. You can request a review at any time.

## Cover and Emergency Arrangements

We aim to provide continuity by allocating a regular buddy or small team where possible.

If a buddy is unavailable due to illness or leave:

- We will inform you as soon as possible
- We will discuss alternative arrangements with you

If a buddy is running late, you will be informed. If a buddy does not arrive as expected and you have not been informed, you should contact us immediately.

## Safeguarding – Keeping You Safe

Your safety is very important to us.

We follow local safeguarding procedures and work with the **Local Safeguarding Adults Board** where there are concerns about abuse, neglect, or harm.

All staff are trained in safeguarding adults and are required to:

- Recognise signs of abuse or neglect
- Report concerns promptly
- Record and escalate concerns appropriately

If you have a safeguarding concern, you can:

- Speak to your buddy
- Contact the Registered Manager directly, using the number above, or scan the QR code.
- You can also contact your local authority safeguarding team



Regulated by



Care Quality  
Commission

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

# Complaints and Compliments

We welcome feedback, compliments, and complaints.

You can email us directly at: [letsgetbetter@buddies.care](mailto:letsgetbetter@buddies.care)

If you are unhappy with any aspect of the service, you can:

1. Speak to your buddy
2. Contact the Registered Manager, James Pay
3. Make a formal complaint following our Complaints Procedure

We will:

- Acknowledge complaints promptly
- Investigate fairly
- Respond in writing
- Explain how to escalate if you are not satisfied

You have the right to contact the local authority or the Care Quality Commission if you feel your complaint has not been resolved.

If you feel your complaint has not been resolved to your satisfaction, you can contact the **Care Quality Commission (CQC)** directly:

 Phone:	03000 61 61 61
 Email:	<a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>
 Online feedback:	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>

The CQC will listen to your concerns and take appropriate action if needed.

# Fees, Invoicing, and Payments

Fees are agreed in advance and confirmed in your **written service agreement**.

Your agreement will explain:

- What services you will receive
- The cost of those services
- How often invoices are issued
- How payments should be made
- Notice periods and any cancellation arrangements

Invoices are normally issued monthly, unless otherwise agreed. Payment terms are clearly stated on each invoice.

You can read more about our transparent approach to pricing here: <https://buddiescare.org/pricing/>

# Terms and Conditions

Before services start, you will receive a **written contract** that sets out:

- Services provided
- Fees and payment terms
- Notice periods
- Responsibilities of Buddies Community Care
- Your responsibilities
- How to end the service

We encourage you to read this carefully and ask questions before signing.

# Infection Prevention and Control

We follow current government and public health guidance to prevent the spread of infection.

This includes:

- Hand hygiene
- Use of personal protective equipment where required
- Staff training
- Following isolation or testing guidance when necessary

# Quality Assurance

We regularly monitor and review our service to ensure quality and safety. This includes:

- Care plan reviews
- Staff supervision and training
- Audits of records
- Feedback from people using the service
- Acting on learning and improvements

# 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.

# Get in Touch

For any additional information about any aspect of this guide, or to speak to James Pay, or one of the team scan the QR code which will send a Whatsapp directly to the Buddies-line, or you can visit the Buddies website.



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



Whatsapp



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