Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

S&A Buddies Ltd

Unit 6, Gallery Precinct, 25-27, Charles Street, Milford Haven, SA73 2AA

07377222759

Date(s) of inspection visit(s): 6th and 11th November 2025

Service Information:

Operated by:	S&A Buddies Ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

S&A Buddies is a newly registered domiciliary support service providing individually tailored care to people in their own homes in Pembrokeshire. Social support and help with daily living tasks are provided although assistance with personal care is also available if required. This service enables people to continue living in their own homes for as long as possible.

Wellbeing is rated as good because people are supported to remain independent and to participate in meaningful activities in their community, their physical and emotional well-being is promoted and they are enabled to maintain family and personal relationships.

Care and support are rated as good as people receive support from care staff who are kind, compassionate and consistent and with whom they have developed positive and caring relationships. Independence and choice are encouraged and people's strengths are recognised.

Leadership and management are rated as good as the Responsible Individual (RI) has effective governance and oversight and fosters a compassionate culture in the service. Care staff are supported and benefit from positive working conditions. Care workers are consistent and reliable leading to reassurance and positive outcomes for people and their representatives.

Findings:

Well-being — Good

People who receive support from S&A Buddies have good personal outcomes because they are treated with dignity and respect, have control over their day to day lives and are involved in decisions that affect them. People choose what support they want and how it is delivered. We saw positive and relaxed interactions between staff and those they support. People, their families and professionals told us they are supported by staff who are friendly and caring. One person said, "*They are marvellous, we have a good chat".* Some people are Welsh speaking however, there is little opportunity for them to receive support from Welsh speaking staff. The manager is aware of this and is planning on improving the opportunities for people to receive a service through the medium of Welsh if they wish.

People's emotional and mental well-being is promoted because trusting relationships are formed with care staff and people are encouraged to remain as independent as possible. A professional told us*, "They provide a service which promotes wellbeing and independence while building a good relationship based on trust and respect".* Continuity of staff means that they get to know people well and trusting relationships are developed. Each call is at least an hour long and care staff told us they do not feel rushed and enjoy having time to sit and chat with people and get to know them well.

Risk assessments are undertaken prior to providing support to ensure care staff are aware of any risks around the home environment and can take appropriate action to manage any potential risks. Opportunities are provided for people to access the community, to follow their interests and participate in meaningful activities. One person told us they are supported to attend the local church and to go shopping.

Safeguarding policies and procedures are in place to keep people safe and protected from harm and abuse. Care staff are aware of their responsibilities if they have any concerns and would not hesitate to share them with their manager. People told us they know who to contact if they have any concerns and are confident the manager would resolve any issues in a timely manner.

Care & Support — Good

People receive consistently good quality care from staff who know them well. Prior to receiving support, people and/or their representatives are involved in as assessment and in creating their personal plan. Information gathered from health and social care professionals is also part of the assessment and planning process where they are also involved in people's care planning. Personal outcomes are discussed and people's routines, wishes and preferences are considered. The personal care records hold basic information for care staff but would benefit from more detail around people's needs and preferences. This will ensure that all staff can support people according to their wishes and have access to detailed personal plans. Daily recordings are mostly detailed but do not always reflect the support needs of people. The RI/Manager is introducing more consistent records to ensure people's care and support needs are clearly recorded.

Care is delivered in a respectful and dignified way and people are happy and feel safe. Meaningful relationships are built between people and care staff as there is continuity of staff. It was evident during the inspection process that people benefit from these relationships and rely on the companionship they have developed with care staff. One person said, *"If I didn't like them (care staff), I wouldn't let them in!".* The support people receive enables them to maintain their independence and to remain living in their own homes. People told us that family members living away feel reassured that they have support from S&A Buddies. A professional said, "*The quality of care provided by SA buddies is proficient, reliable and provides a high standard service".*

People benefit from a stable staff team and changes in the needs or well-being of those they support are noted in a timely manner as they know them so well. This enables support from health and social care professionals to be accessed promptly, ensuring people have the right care and support at the right time resulting in positive outcomes.

People's risk of infection is minimised because there are effective infection prevention and control systems in place and care staff have access to personal protective equipment when required. Staff receive training in infection control and food hygiene and are aware of their role and responsibility to assess, manage and prevent the risk of infection.

Leadership & Management — Good

The RI also manages the service and is supported by the deputy manager. There is a supportive and open culture and staff feel able to approach the RI who is visible and proactive. People and their representatives describe the RI as approachable and available. A professional told us, "*Management are quick to respond, reliable when attending any meetings and good at feeding back any concerns".*

The RI has effective oversight of the service and is present almost daily. A stakeholder said, "*The provider is proficient, reliable and provides a high standard service".* Questionnaires are used to gain feedback from staff, people and their representatives and form part of the six-monthly quality assurance report. The quality assurance report would benefit from more detailed analysis of information gathered from audits and quarterly RI visits and would assist in identifying strengths and areas for improvement. The required quarterly RI visits are being undertaken but not recorded adequately. The RI has agreed to provide more detail in the reports.

Staff are safely recruited and vetted and the required references received prior to new staff commencing their post to ensure they are qualified, experienced and of suitable character for the role. A professional said, "*The care staff are polite, trustworthy and reliable. Very caring".*
Staff undertake training and receive informal supervision regularly. More formal supervision is required to provide staff with an opportunity to discuss any issues and identify strengths and areas for training and development on a one-to-one basis. Regular staff meetings are held to ensure the team is kept up to date and any issues can be discussed in a safe environment.

Staff are very happy and enjoy job satisfaction. As most of the support provided does not include personal care, calls are rarely early morning or late evening thus providing a better work/home life balance for staff resulting in very good staff retention. The motivated staff team provides reliable and consistent care for people which impacts positively on their lives and wellbeing.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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