



## Inspection Report on

**Care in Hands**

**Laurel House  
Wooden  
Saundersfoot  
SA69 9DY**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

03/02/2022

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## About Care in Hands

Type of care provided	Domiciliary Support Service
Registered Provider	Care in Hands Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes. The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

People and their representatives are very positive about the service. Passionate, well-trained staff are guided by accurate and up-to-date person centred plans, one said *"I love my job and the peopel we support"*. Managers of the service are accessible and well respected by all involved, a care worker told us *"It's a great place to work, that's why I've been here so long"*.

Areas for improvement identified in the previous inspection have been addressed. We found appropriate medication management and confirm the service is reporting issues appropriately to CIW.

## Well-being

People receive person centered support and are involved in all decisions about the service they receive. Detailed information is recorded in their personal plans. All care staff work with health and social care professionals to help people remain as healthy as possible. People and/or their representatives contribute to decisions that affect them. Senior staff maintain detailed personal plans that focus on things that matter.

Staff are flexible in the way they support individuals to live as independently as possible in their own homes. The service provides an 'Active Offer' of the Welsh language. Many of the staff are Welsh speakers, which means people are able to communicate in Welsh or English as they choose.

Recruitment and training ensures people get the right care and support, from skilled and knowledgeable care workers. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. Ongoing training and development in line with the needs of people who use the service ensure their individual circumstances are considered. People know how to make a complaint if needed and have full confidence in the managers.

People have a voice and input into the running of the service because the Responsible Individual (RI) involves them in quality assurance. Governance processes are comprehensive and focus on developing the service by using information from surveys and audits. The Quality of Care Review identifies areas to improve following consultation with people who use the service and the staff team.

## Care and Support

People are very happy with the care and support they receive, an individual told us *“the carers are excellent, I love them all”*. Care staff work in the community, supporting people in their own homes, a family member told us *“I have no complaints at all and they do a great job”*. The provider has personalised, accurate and up-to-date plans for how it delivers support to individuals. The manager considers a range of information from the person, their representatives, workers and external professionals. Risk assessments in areas such as managing medication help to maintain people’s safety, while promoting their independence. Senior workers regularly review plans with individuals and their representatives so they remain relevant. Daily notes mainly evidence the tasks completed and the manager is planning to improve the details of outcomes in these records. We saw good documented evidence of health and social care professionals being involved in personal plans. Care staff are passionate and positive about their role and the impact they have on people’s lives. A worker told us *“I love the people I work with and just being able to make a difference”*.

Nearly all of the staff confirm they have enough travel time between care calls and extra time is allocated for areas where traffic and parking is an issue. People and care workers confirm they have sufficient time to complete care and can request to alter the call duration to ensure it reflects the individual’s needs.

The service has been impacted in the same way as many in the sector over the past two years due to COVID-19. Everyone has worked flexibly as a team to maintain the service during the pandemic. The manager told us staff are covering each other’s shifts when they have to isolate and people have been very understanding. People and their representatives acknowledge the challenges everyone has faced. A family member told us *“it’s been a tough two years but they never fail to deliver”*

The provider has policies and procedures to manage the risk of infection. There are good hygiene practices in line with Public Health Wales guidance. A care worker told us *“there are no issues with PPE, we are told to take what you need”*.

## Leadership and Management

The RI is involved in the day to day running of the service and staff describe them as accessible and supportive. The provider has good arrangements in place for monitoring, reviewing and improving the quality of the service. The RI's statutory quarterly reports are comprehensive and involve people and/or their representatives. People and workers confirm they talk to the RI and are able to make suggestions to improve the service. The six monthly quality of care review uses information from internal quality assurance systems.

There is an open and encouraging culture at the service. The manager and senior staff are well respected and helpful. A worker told us *"I get brilliant support from my line manager, she always listens and is so accomodating"*. People have confidence in the way the service manages complaints and feel able to raise concerns if needed. People are able to talk to senior office based staff to make changes to call times that enable them to attend health or social appointments. Issues with medication are managed appropriately, advice is sought from health professionals and referrals made to CIW when necessary.

All support workers confirm they receive regular, one-to-one supervision meetings and appraisals and can talk to the manager whenever they need to, records corroborated this. Procedures are in place to support good practice and staff have a sufficient understanding of key policies. Discussions with staff demonstrate a good understanding of their responsibilities around safeguarding.

Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. Support workers receive mandatory, person specific and developmental training to meet people's needs and enable outcomes. Senior staff complete competency checks with care workers to ensure their working practice is safe and effective. Workers are positive about their ongoing development and one told us *"I've done all the training and now been enrolled on my NVQ and love it"*.

Adequate numbers of staff meet people's needs throughout the day. Regular workers ensure people get continuity of care and support to help build relationships.



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A



	inspection	
60	Regulation 60 - notifications are not being made to CIW	Achieved
58	Regulation 58 (1) & (2)(b) and (3)	Achieved

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