



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

04/07/2023

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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	25 January 2022
Does this service provide the Welsh Language active offer?	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 are very happy with the care they receive, that enables them to continue living in their own homes. Individuals are supported by skilled and experienced staff, who they have built up valuable relationships with. People and/or their representatives are fully involved in decisions about their care.

The manager leads a team of senior staff who helps them run the service. People describe the managers as supportive, helpful and understanding; a care worker told us *“They are a great company to work for, very helpful and they are there for us”*. The service did not have a Responsible Individual (RI) at the time of the inspection. However, they have good arrangements in place to monitor, review and improve the quality of the service.

Well-being

People receive person centered support, that focuses on what is important to them. The manager involves health and social care professionals to help people remain as independent and healthy as possible in their own homes. People are involved in developing and reviewing their personal plans, to ensure they remain accurate and worthwhile. A person told us *“We get along well with the carers, they are very helpful”*. Skilful and experienced care workers are passionate about the people they support and one said *“I love the service users I visit”*. The service offers an 'Active Offer' of the Welsh language, that means people can communicate in Welsh or English as they choose.

People are protected from harm because recruitment processes and training ensure they get the right support. Support workers receive induction and ongoing development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns.

The service did not have a RI in post at the time of the inspection but have effective arrangements in place to cover this vacancy. People have a voice because they are involved in internal quality audits. This information is recorded, actions are discussed with the senior management team and used to inform the six-monthly Quality of Care Review.

Care and Support

People are very positive about the care and support they receive, to live as independently as possible in their own homes. People told us *“I’d be lost without them, they are wonderful”* and *“Everyone in my opinion are fantastic, I thank God I’ve got them”*. Staff are guided by effective and accurate electronic plans. Support workers have taken time to get to know people well and understand their needs, they told us *“I love the people I support and help them with what they need”* and *“it’s so fulfilling when you can help people to feel better”*. People told us they usually have the same care workers but understand the reasons why things change and will always be told if their planned care differs. When discussing the continuity of care, a worker told us *“Having a familiar run is good for the clients and the staff because we get to know each other so well”*.

People are involved in developing their own comprehensive personal plans, that focus on what they want to achieve. Senior staff also involve individual’s representatives and care workers to ensure information is accurate, useful and up-to-date. When discussing the electronic personal plans a care worker told us, *“The plans on the phones are helpful and we know what’s going on and can phone the office if things need to be changed”*. Daily notes record the care and support completed.

The service is experiencing the same challenges as many in the sector with retention and recruitment of staff. The majority of the time there are adequate numbers of skilled staff available to meet people’s needs and any changes to peoples planned care is discussed with them. Many of the staff have been at the service for years and have built up good relationships with people. A care worker told us *“They (people) are all different and have their own ways and I enjoy working with them”*.

The provider has an up-to-date Statement of Purpose and Service User Guide, that is available for people and/or their representatives.

Leadership and Management

The provider did not have a RI in post at the time of the inspection. However, they have effective temporary arrangements in place for monitoring, reviewing and improving the quality of the service. The last Regulation 73 visits was completed in April 2023, the subsequent visit report evidence people and staff are consulted with. All actions needed to improve the service are discussed with the senior management team every month. The six-monthly Quality of Care Review uses feedback from people, their representatives, and information from internal audits.

The service manager is supported by a team of area managers, supervisors and quality assurance officers. People and their representatives have trust and faith in the area managers and an individual told us *“I have a lot of confidence in her (area manager) and she asks me to call if we have any worries”*. Care workers also value the support and guidance from the area managers and one said *“I have a very helpful manager and they are always there for us, I can phone them with any concerns”*. The service manager has effective systems in place to ensure electronic files and documentation is up to date and beneficial to staff.

Staff receive regular supervisions and appraisals, where they can discuss any matters they wish to talk about. When discussing supervision a worker told us *“It’s very helpful and I can raise any concerns”*. Unannounced quality checks are carried out in people’s homes to ensure standards are consistently met. A care worker said *“the spot checks help us to make sure we do our best and maintain standards”*. Discussions with staff, demonstrate a good understanding around reporting concerns and safeguarding. Procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include reference, right to work and Disclosure and Barring (DBS) checks. New staff receive a thorough induction and get to know people before they work independently. The service manager ensures care workers have consistent ongoing mandatory and person specific training to meet people’s needs. The majority of support workers are registered with Social Care Wales and have gained skills through professional qualifications.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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