



## Inspection Report on

**Kind Hands Care Ltd (Cardiff & Vale)**

**90 Pen-y-bryn  
Caerphilly  
CF83 2LA**

**Date Inspection Completed**

05/12/2023

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## About Kind Hands Care Ltd (Cardiff & Vale)

Type of care provided	Domiciliary Support Service
Registered Provider	Kind Hands Care Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection since the home registered with Care Inspectorate Wales.
Does this service promote Welsh language and culture?	This service is working toward providing an 'Active Offer' of the Welsh language and demonstrates an effort to promoting the use of the Welsh language and culture.

### Summary

People are extremely happy with the care they receive and speak highly of the care staff who support them. People feel well cared for and treated with respect and kindness by care staff who understand their needs and promote their well-being. Care staff continuity is excellent and care staff have ample travel time between care calls. Personal plans of care contain detailed, robust information and are kept under review. There are risk assessments in place where required. Care staff attend appropriate training and have the skills required to meet people's needs correctly. Care staff are happy working at Kind Hands Care (Cardiff and Vale) and feel well supported by the manager. All care staff receive a supervision regularly. There are policies and procedures in place for the running of the service and people are given information about the service. Quality assurance monitoring takes place regularly and the Responsible Individual (RI) has good oversight of the service. Care staff are recruited safely, and personnel files mostly contain all the required information.

## Well-being

People are treated with dignity and respect. Care staff have a good understanding of the needs of the people they support and do so with kindness and empathy. People have built good relationships with care staff and describe them as “*fantastic, lovely and great*”. People are happy with the care they receive and feel care staff go out of their way to support them. People are given information about the service and have access to a robust complaints policy if they are unhappy with their care. People are part of care planning and review processes, and their well-being outcomes are included in care documentation. The RI engages with people as part of quality assurance monitoring and has good oversight of the service. The organisation's statement of purpose is kept under review. The provider told us that all documents are now available in the Welsh language.

People get the right care without delay. Care staff receive appropriate training and have the skills required to meet people's needs. Personal plans guide care staff on how to care for people correctly and are supported by other documentation when needed. Documents are kept under review and current. There are policies and procedures in place for the smooth running of the service. Care staff are happy working at the service and speak positively about the management. Care staff feel well supported and have formal supervision and spot checks regularly. Care staff rotas include sufficient travel time and evidence that staff continuity is excellent. People feel their care needs are met correctly by a care staff team who genuinely care for them. One person said, “*I would be lost without them*”.

People are protected from abuse and harm. Kind Hands Care (Cardiff and Vale) has a robust safeguarding policy in place and all care staff receive training in the safeguarding of adults at risk of abuse. The RI/manager liaises with the Local Authority safeguarding team and makes referrals when required. Any referrals to the safeguarding team are monitored closely. Care staff recruitment is safe and robust. Pre-employment checks are completed and there is a system in place to renew Disclosure and Barring Service (DBS) certificates when required.

## Care and Support

People get the right care at the right time. Care staff rotas include ample travel time which ensures care staff are not rushing to get to and from consecutive care calls. People told us care staff always arrive on time and stay the full duration of the care call. Personal plans of care contain robust and detailed information and outline people's needs and how they should be met. These documents are important as they guide care staff on how to care for people correctly. There are risk assessments in place where required. Personal plans of care are reviewed regularly to ensure they remain up to date and accurate. People told us they are extremely happy with the care they receive and gave us some examples of when the provider has gone 'over and above' to ensure people's well-being. One person said, "*my family members health has improved due to the good care they get*". Another person said, "*nothing is too much trouble for them, they do everything I need and more*".

People are supported to have autonomy over their lives. An assessment of people's needs takes place prior to the service commencing to ensure the service can meet their needs correctly. People are encouraged to be part of assessment and reviews of their care to ensure their views are captured. People choose their preferred care call times prior to the service commencing, but people told us there is flexibility to change their times should they need to. Care documentation includes people's likes, dislikes and preferences as to how care is delivered. Care staff rotas indicate care staff continuity is excellent and has enabled people to build positive relationships with the care staff who support them. Care staff continuity is important as it ensures people receive care in their preferred way. People told us they see the same care staff regularly and one person said, "*the carers have become like good friends and family to us*". Another person said, "*I like all of the carers but X is my favourite*".

## Leadership and Management

People benefit from the leadership and management in place. Kind Hands Care (Cardiff and Vale) benefits from an RI who is also the manager and is registered with Social Care Wales, the workforce regulator. The RI visits the service in line with regulatory requirements and has a good overview of the service. Quality assurance monitoring takes place regularly and includes seeking views of people using the service. Quality assurance monitoring indicates the provider is committed to providing a quality service and making improvements when required. People are given detailed information about the service they can expect to receive which includes how to complain if they are not happy with the service. There have been no formal complaints since the service began operating. There are policies and procedures in place for the running of the service and to guide care staff of what is expected of them. Safeguarding referrals are made to the Local Authority when required and monitored closely by the RI. The statement of purpose is kept under review and updated when required. This document is important as it outlines what care can be provided, to whom, how and when.

People are supported by care staff who are well trained and recruited safely. Care staff receive training appropriate to the roles they undertake and feel well equipped to do their jobs. All care staff receive a formal supervision in line with regulatory requirements. Supervision is important as it is an opportunity to discuss any practice issues or needs in a setting which is recorded. Care staff we spoke with told us that they are happy working at the service and have no issues at all. One staff member said, *“the manager is great and very approachable”*, Another staff member said, *“I love my job, the people we support are really lovely”*. We examined a selection of care staff personnel files and found they mostly contain the required information. Pre-employment checks including references and DBS certificates are applied for prior to employment commencing. These checks are important as they determine a person’s suitability to work with vulnerable people.

### 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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