



## Inspection Report on

**Natures Hand Care and Support Blaenau Gwent Service**

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Ebbw Vale  
NP23 4DZ**

**Date Inspection Completed**

22/05/2024

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## About Natures Hand Care and Support Blaenau Gwent Service

Type of care provided	Domiciliary Support Service
Registered Provider	Natures Hand Care and Support Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	14 March 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People receiving care from Natures Hand Care and Support Blaenau Gwent Service are happy and live fulfilled lives. Dedicated care workers deliver high quality and personalised care and support, based on individual needs. Comprehensive care planning documentation is continually updated with changing needs and focus on what is meaningful to people. Personal outcomes are developed with people to improve their wellbeing. Recreation and educational opportunities are varied and plentiful. People are supported to live as independently as possible. Family and personal relationships are recognised as a key aspect in achieving well-being, and these are encouraged. Robust safeguarding protocols help to keep people safe.

A stable management team ensure a smooth and effectively run service. The responsible individual (RI) knows people well and has good oversight of the service. Effective quality assurance tools are used to aid continuous development. Ongoing care worker support and development has improved since our previous inspection. Care workers are consistently supervised and well trained. Care workers' safe recruitment checks should be more robust to ensure staff have the skills and experience to fulfil their roles safely and competently.

## Well-being

People have control over their day to day lives. A reader-friendly service user guide (SUG) comprehensively outlines how the service will support people and meet their needs. The service provider promotes a '*doing with and not for*' approach to care delivery, with the aim of maintaining people's independence for as long as possible. Positive risk taking is promoted. Care packages are built around people's wishes and needs. People's personal plans are co-produced with them and written from their point of view. Personal plans include achievable goals devised by people to improve their well-being. These are regularly reviewed and updated so that people always have tangible outcomes to work towards. Records of completed goals are kept serving as a reminder of people's achievements. These records are compiled in a way that is meaningful and appropriate to the person, for example, as a photo album which depicts their achievements as a visual representation. People's preferred language is considered in-line with the Welsh Active Offer. Alternative communication needs are explored in in-depth communication plans, ensuring every person can be understood and listened to regardless of how they communicate.

Physical and emotional well-being needs are comprehensively outlined in personal plans. Personal and family relationships are encouraged to aid people's well-being. People's relatives are very involved in their care, where able. Feedback from relatives is regularly sought via family satisfaction surveys and questionnaires. This feedback is used to improve the service for the benefit of those using it.

People have access to plentiful education opportunities and recreational activities. The service provider holds weekly coffee mornings and other communal activities at its head office so that people can socialise with each other. Some people undertake work experience at the head office as a way of developing their employment skills. People are supported by familiar care staff to devise weekly activity schedules, which include meaningful and appropriate activities aimed at improving their well-being and quality of life.

A comprehensive safeguarding policy and robust safeguarding protocols help to keep people safe from harm and abuse. Care staff are well-trained in all core training modules, including safeguarding of vulnerable adults. Care staff know how to report a safeguarding concern. A more robust approach to the safe recruitment of care staff is needed to ensure people are always safe.

## Care and Support

Care and support is delivered in a meaningful way, by a dedicated staff team. Care workers are familiar with people's needs and treat them in a dignified manner. People offered positive feedback about care workers and the service provided. One person described care workers as '*excellent*' and told us care workers support them to engage in lots of activities which interest them. We observed care workers making good use of tactile support and using humour to interact with people which impacted their mood and well-being positively.

Comprehensive personal plans are updated regularly to outline people's current physical and emotional needs and wishes. Personal plans are person-centred in nature, meaning they are written from the person's point of view. Every person has a 'one page profile' which highlights key information about them including their likes and dislikes. Personal plans provide staff with comprehensive information on how best to support people in a way that is individual to them. Robust risk assessments help to mitigate risk and keep people safe. Daily records are well maintained and evidence people are consistently offered choice.

People are supported to stay healthy. Clinical input from external professionals is sought promptly when needed. Health care plans, such as epilepsy or diabetes plans, are produced with professional input. Robust safety checks are undertaken on clinical equipment and aids to ensure they are safe to use. People are supported to take medication by suitably trained care workers. Medication is well managed.

The service provider is in the process of transitioning personal plans, daily records, and medication administration to an electronic care system which is anticipated to improve the quality of care planning and recording even further.

We received positive feedback from external professionals who work with the service provider. One professional told us '*[the service] Are innovative with how they work. [they are] always thinking about what they can do and what training they can seek to help the individuals, and not what is best for them or staff.*' Our inspection recognised this comment. For example, we found the service provider has a strong focus on how it can continually improve its understanding of autism. The service provider has recently nominated an autism champion who is leading on developing a service-wide autism best practice approach to care delivery.

## Leadership and Management

People are provided with accurate information about the service via a comprehensive statement of purpose (SOP) and SUG. This helps people choose a service that can best support them with their individual needs. Robust policies and procedures underpin a well-run service.

Good governance arrangements support the smooth running of the service which provides high quality care to people to help them achieve personal outcomes. The RI is dedicated to their role and knows people well. People and care workers offered positive feedback about the RI, describing them as '*approachable*' and '*hands on*'. The RI utilises quality assurance tools to provide good oversight of the service provided. Improved Regulation 73 visits and Regulation 80 reports evidence this oversight in a comprehensive way. Accidents, incidents, safeguarding concerns, audit records, complaints, and outcomes of inspections are considered and analysed to identify trends and patterns. Improvement plans are devised proactively and acted on. The RI regularly seeks feedback using a cyclical approach from people, their relatives, and staff via care reviews and satisfaction surveys. Feedback is used to improve the service.

People are mostly supported by care workers who are suitably fit and have the knowledge, competency, and skill to fulfil their roles. The service provider has improved care worker training since our previous inspection. Almost all care workers are fully trained in core and specialist training needed to support people safely. Care workers told us they feel well supported by a strong management team. Care workers receive ongoing support and are consistently supervised using improved and more person-centred supervision forms. Care workers are mostly safely recruited but full employment histories are not always provided. Full employment histories are required to ensure staff have the appropriate skills and experience to fulfil their roles safely and competently. Whilst no immediate action is required, this remains an area for improvement, and we expect the service provider to take action.

### 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
35	The service provider does not consistently undertake robust safe recruitment checks to ensure staff members have the right skills, character, and experience to fulfil the role.	Not Achieved
73	Reg 73 logs do not evidence the RI has spoken to people using the service and care staff working at the service on a regular basis	Achieved
36	Viewed for 2022 and year to date for 2023, see attached images 57 % of staff recorded on matrix have gaps in supervisions of 3 months or more Quality of supervisions viewed is variable, some with good detail and evidence of two way conversations. One was mainly from the supervisee's perspective with little input from the supervisor on their value or performance	Achieved



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