



## 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**

18/09/2024

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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	4 July 2023
Does this service promote Welsh language and culture?	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 positive about the service they receive. The well trained and understanding staff team enable people to live independently as possible in their own homes. Overall people are supported by familiar and consistent team of care workers, who they have good relationships with. People and/or their representatives are fully involved in decisions about their care.

The service is effectively led by the manager and operations team. People and staff are positive about their leadership and guidance. The service did not have a Responsible Individual (RI) at the time of the inspection. However, they continue to have arrangements in place to monitor, review and improve the quality of the service.

## Well-being

People receive person centred care and support. People and/or their representatives are involved in developing and reviewing their personal plans, to ensure they remain effective and focus on what is important to them. People remain as healthy as possible because health and social care professionals are involved in their plans. Knowledgeable care workers have developed respectful and understanding relationships with people, one said *“I enjoy connecting with people. Helping them with their lives so they can do the things they want to do. I enjoy making them feel like a person, like they are cared about, listened to and respected”*. The service offers an 'Active Offer' of the Welsh language, this 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. Ongoing training and professional development is encouraged and all staff register with the workforce regulator Social Care Wales.

People are protected from abuse and neglect because staff are fully aware of their responsibilities to raise any issues they have. People and/or their representatives can discuss any concerns they might have and are confident they will receive an appropriate response.

The service did not have a RI in post at the time of the inspection, however there are effective arrangements in place to cover this. People have a voice because they complete regular feedback surveys and are involved in internal quality audits. The most recent six-monthly Quality of Care Review uses this information to identify actions to improve the service.

## Care and Support

People are happy with the service they receive to live as independently as possible in their own homes. An individual who uses the service told us, *“The carers are very good, no problems at all”*. People’s representatives are also positive about the effectiveness of the care and support offered, a family member said, *“He seems very happy with the carers and he’s never said anything bad about them”*. Care workers are guided by highly detailed and up to date electronic plans. The enthusiastic and experienced staff team know people well and understand their individual preferences. Care workers told us, *“I enjoy helping people in difficult situations throughout their lives, providing support to them in different circumstances”* and *“I enjoy making a difference and helping people live a better life”*.

People, their representatives and care workers are involved in developing their personal plans. Senior care workers review plans regularly with people to ensure they continue to guide staff on how best to enable them to achieve their goals. Daily notes record the care and support offered as well as key information or feedback from people. The provider uses an electronic system which means information is accurate and readily available.

There are adequate numbers of skilled staff available to meet people’s needs. Sufficient travel time is allocated to care workers between visits. The service aims to constantly allocate the same staff to people, generally any changes to peoples planned care time is discussed with them.

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

## Leadership and Management

The service is currently operating without an RI and Regulation 73 visits do not take place every three months because of this. There are effective temporary arrangements in place to ensure the smooth running of the service. The manager has completed a six-monthly Quality of Care Review, using the results of audits, feedback from people, representatives and staff to review and improve the quality of the service.

The service is well led by the manager, who is supported by an operations team, who consist of area managers, field supervisors and quality officers. People and their representatives have confidence in the management team and can discuss any concerns they have with them. A person who uses the service told us *"I don't need to talk to them much, there's no need because the care is good"*. Care workers describe the leadership team as accessible and supportive; one said, *"The operations team as a whole are fantastic and incredibly helpful"*. There are effective systems in place to ensure documentation that guides staff is accurate and up to date.

Care workers receive one to one supervision with their line managers at least every three months. Annual appraisals give staff the opportunity to discuss their performance and set targets for the next twelve months. Unannounced quality checks are carried out in people's homes to ensure quality standards are consistently met. When discussing the support available a care worker told us, *"The manager is very supportive, always open to suggestions, and provides guidance whenever needed"*.

The required pre-employment checks take place before new staff start work. New care workers receive a comprehensive induction and register with the workforce regulator Social Care Wales. Ongoing development is an effective combination of mandatory E: Learning, face to face training and competency checks. The dedicated training officer's positive approach to staff development means staff are well equipped and supported to successfully meet people's needs. Care workers told us, they complete mandatory and person specific training and describe it as useful and enjoyable.

Discussions with a variety of care staff, demonstrate a good understanding around safeguarding. Care workers have good communication with their managers and are confident to report concerns if needed.

### 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.

### Area(s) for Improvement

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

	inspection	
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