



Inspection Report on

Helping Hands Home Care North Wales

**Unit 6
Wesley Buildings
Newport Road
Caldicot
NP26 4LY**

Date Inspection Completed

15/09/2023

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About Helping Hands Home Care North Wales

Type of care provided	Domiciliary Support Service
Registered Provider	Midshires Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection to take place since RISCA Registration
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are provided with good quality care by care staff who know them well. They told us the same care staff look after them. People's individual needs and preferences are the focus of the care provided. Care staff are described by people as being respectable and kind in their approach to care. Care records are up to date and reflect individual care needs. The management team provide oversight of the service, and there is robust oversight on the quality of the service by the Responsible Individual (RI).

Well-being

People have control of their day to day lives. People are involved in the planning of their care. Care staff know people well and are keen to ensure they receive the care they need. The provider is effective in ensuring people receive an efficient service in a timely and consistent way.

The service people receive is planned around individual needs and their well-being. People and their preferences are the central focus of this service. People and their families told us that communication is effective. Care staff feel supported. Personal plans are up to date and accessed by a consistent care team. Management ensure personal plans are reviewed and changed if an individual's care needs change.

People told us they feel listened to and safe with care staff and management. Care staff feel confident in managing concerns. They know what actions to take and how to make a report. Management ensures care staff receive appropriate and necessary training to ensure people's safety is maintained and how to reduce the risk of harm. This includes, safeguarding, first aid, whistleblowing, and lifting and handling training.

Care and Support

People's personal plans are accurate and up-to-date. Records are consistent with how people want their care to be provided. Personal plan reviews take place every three months with the person and their representatives. Care delivery is well documented, and daily records are detailed. Care staff are well informed when there are changes to a person's needs and care documentation is updated. Representatives told us contact with the office is dependable and responsive when passing on essential information. Care staff complete most call times in full and all care tasks are completed in accordance with the personal plan and people's preferences. People told us they do not feel rushed during calls. Personal plans contain key information about health conditions and allergies.

People are provided with quality care and support needed, through a service designed in consultation with the individual. People feel at ease with care staff and told us the care is good and there is a good rapport between them. Care staff know people well because people have a consistent and reliable care team. There is effective communication between people, care staff and management. Care staff told us they feel confident in communicating and reporting any issues.

People are supported to maintain their health and well-being. Care staff contact the office team when they have concerns about a person's health or well-being. They told us they feel confident in communicating any issues with management. Care staff administer medication safely. There are robust systems in place to ensure people are supported appropriately by skilled staff. People told us the service they receive is 'good' and can be assured care is provided by dedicated staff who maintain a good understanding of their needs. People told us they are happy with the standard of care and support they receive.

Leadership and Management

The provider has governance arrangements in place to support the smooth operation of the service and ensures there is a sound basis for providing high quality care and support for individuals. Quality care reviews are detailed. There is good oversight and monitoring on the quality and effectiveness of the service. The report shows the service is performing well. The service provider encourages feedback from staff, people, representatives, and professionals which inform improvements made to the service. There are robust quality auditing systems in place to monitor and evaluate all aspects of the service. The manager has access to the RI and receives regular support within their role and personal development. The RI completes quarterly visits to the service and speaks with people and staff to gain their views. The RI has good oversight of record keeping, safeguarding concerns, complaints, and resources. The RI completes checks on care documentation. There are policies and procedures in place which are accessible to staff. The Statement of Purpose accurately describes the service.

The management team demonstrate positive, kind, and sensitive engagement with people. People benefit from a consistent staff team that are well informed of their responsibilities. There is robust oversight of the personal plan reviews, medication audits and risk assessments. Staff teams meet regularly throughout the year and updates are shared to keep staff up to date.

Care staff are up to date with training. Staff are provided with comprehensive specialist training to meet people's individual needs. Staff tell us they receive a detailed induction, and the quality of training is good. Staff appraisals are up to date, but a small number of supervisions and spot checks are overdue. A high percentage of staff hold social care qualifications and are registered with Social Care Wales. The provider has good oversight of resources to meet the needs of people using the service. Care staff told us they receive good support, and office-based staff are available and helpful. All staff told us they are confident in raising concerns and they are listened to. People and staff tell us the provider is open, honest, and trustworthy.

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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