



Inspection Report on

Helping Hands Home Care Western Bay

**109 Woodfield Street
Morrison
Swansea
SA6 8AS**

Date Inspection Completed

24/01/2024

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About Helping Hands Home Care Western Bay

Type of care provided	Domiciliary Support Service
Registered Provider	Midshires Care Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	24 February 2022
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

Helping Hands Home Care Western Bay provides live-in and hourly domiciliary support to people living in West Glamorgan. The service runs from offices in Swansea and Newport. There are two managers: one with responsibility for the live-in service and one with responsibility for the hourly service. Managers are motivated in their roles and passionate about developing the service. The Responsible Individual (RI) monitors the service effectively, speaking with people about their experiences to help drive improvement.

People receive a good standard of care and support. They enjoy positive interactions with care workers, who cater for their individual needs and preferences. These are clearly highlighted within detailed personal plans. Staffing levels have improved to support the growth of the service and provide people with better continuity of care. Care workers are safely recruited and appropriately trained and supported.

Well-being

The service promotes people's rights. People contribute to the development and review of personal plans, which identify what they want to achieve from the service. Their needs, preferences and routines are understood and respected by care workers. Managers regularly consult people about the service they receive. They strive to accommodate requests, so people receive support from their preferred care workers at their preferred time. People influence change as the RI speaks with them during formal visits and acts upon the feedback they give.

People receive a service which promotes their health and well-being. People's care and support needs are recognised and catered for. Personal plans are detailed, informative and regularly reviewed and updated. Care recordings demonstrate that people consistently receive their planned care and support. The service has suitable arrangements for managing people's medicines. People have a good rapport with their care workers and enjoy their visits. They are experiencing better continuity of care as staff turnover has reduced. Managers are committed to growing and developing the service, so it can effectively cater for people's changing needs. Families are kept updated about people's health and well-being.

People feel happy and safe. They have confidence in the knowledge and abilities of their care workers. Managers have systems which allow them to check whether the service is being delivered in line with people's needs and wishes. This helps ensure people continue to receive the right care at the right time. Care workers complete safeguarding training and know how to report concerns regarding people's welfare. They are vetted by the Disclosure and Barring Service (DBS) and subject to robust disciplinary procedures if any concerns about their conduct arise. Managers are approachable and responsive to feedback, which allows the service to constantly improve.

Care and Support

People are satisfied with the care and support they receive. They feel care workers are suited to their roles as they have the right attributes to do a good job. A relative told us their loved one recognises their faces and looks forward to seeing them. Care workers interact with people in a respectful, considerate way. They use personal protective equipment (PPE) and dispose of waste appropriately to minimise infection risks. Personal plans identify how care workers should manage potential risks within people's living environment. People told us *"The girls are lovely; all of them. They're very helpful"* and *"Everything is good. They're good to me"*.

People receive a reliable service as their calls are consistently delivered as planned. Office-based staff track the delivery of care calls via an electronic call-monitoring system. They are alerted to any overdue calls, which they follow up with care workers. A relative said, *"We're so happy – they really are good"*. People receive rotas ahead of visits, so they know which care workers to expect. They have noticed better continuity of care staff and improved communication from managers since staff turnover has settled. People receiving a live-in service experience excellent consistency of care workers, allowing them to adopt routines that suit them and enjoy social activities of their choosing. Care workers who provide hourly support may provide cover for the live-in service. Managers spoke passionately about working closely together to enable people to transition seamlessly from the hourly service to the live-in service, if desired.

People's individual needs and wishes are clearly reflected in detailed risk assessments and personal plans. These are completed electronically and can be accessed via an app. Personal plans include the goals people want to achieve from their care and support. They are regularly reviewed and updated to ensure they remain suitable. Care workers have a thorough understanding of people's needs and preferences, talking confidently about their interests and routines. One person described them as *"marvellous"* and said, *"They are very good at everything"*. Care workers keep clear records of the care they provide during calls, which family members can view with consent. They find this both helpful and reassuring. Written information about the service is available in both English and Welsh.

Personal plans include comprehensive information about the medicines people need support with and how they should be administered. The service uses an electronic system for recording medicine administration. The system creates specific medication-related tasks for care workers to complete during calls. These include the administration of oral medication, topical medication and nutritional supplements. Managers can view the system live to see whether all required medication tasks have been completed. They also carry out monthly audits to check that people have consistently received their prescribed medicines.

Leadership and Management

The service recruits staff who are suitable for their caring roles. Staff records contain the necessary recruitment documents, including evidence of a DBS check. Managers ensure these are renewed every three years. Care workers complete recognised care qualifications and register with Social Care Wales, although would like more support from managers with the renewal process. The service has a clear staff disciplinary policy for addressing performance and conduct issues. Managers maintain clear records in relation to disciplinary matters.

Care workers receive good quality training. People have confidence in their abilities and feel safe and comfortable when being supported. Care workers complete a shadowing period following their induction programme, although some feel the process is quick and could be extended, particularly for those with no previous care experience. Care workers know how to find information should they need it. They complete a range of mandatory and specialist training relevant to people's needs. Mandatory training is refreshed annually and includes first aid, safeguarding and infection control. Each care worker has their own online training account, which senior staff monitor. Managers complete frequent spot checks to ensure care workers are practising safely.

The service does not have a specific policy relating to the support and development of staff, although a quality assurance policy outlines the arrangements to some extent. Work is needed to ensure arrangements are fully reflected in policy. Staff receive regular supervision, during which they can review their training needs and discuss safeguarding, whistleblowing and other policies and procedures. The service issues a monthly magazine called 'Voices', which celebrates staff's 'Moments of Kindness' and career milestones. The magazines may also feature articles on the positive relationships people have built with their care workers. Due to recent recruitment challenges, staff meetings have not been held at the required frequency. Managers have plans to address this, which we will follow up at the next inspection.

The service is managed effectively. A planned restructure will enable managers to work more closely together. Managers have ambitions to expand the service and provide a high level of clinical support should people need it. Communication is mostly very good, with relatives and staff commenting on how approachable, accommodating, helpful and supportive managers are. One staff member said, *"Really supportive... do their best to accommodate and will hear you out. Someone's always available"*. There are good systems in place to monitor the quality of the service. Managers regularly contact people for their views and the RI speaks with people and staff during all formal visits. We can conclude that the service is meeting the aims and objectives outlined in its statement of purpose.

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

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