



Inspection Report on

Hand in Hand Community Care Limited

**Link Group Ltd
Crossgates
Llandrindod Wells
LD1 6RE**

Date Inspection Completed

17/05/2024

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About Hand in Hand Community Care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Hand in Hand Community Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	31 August 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

People receive their service from a care team who have excellent support and guidance from the provider. This positive culture means care staff are highly motivated and want to do their best to provide a high standard of care. People value the familiar, friendly staff team and feel safe because the service is reliable, providing them with consistent care and support.

Personal plans are developed with the individual and tailored to their needs and preferences. They reflect what is important to the person. Highly effective support, including training and induction to the role is in place for care staff who feel valued by the provider.

There are clear arrangements in place for the oversight and governance of the service. People's views are regularly sought as part of the quality assurance process to drive improvement. The responsible individual (RI) is also the manager and has embedded a culture which ensures the best possible outcomes for people.

Well-being

People have control over the care and support they receive. Personal plans are developed and reviewed with individuals to make sure their wishes and preferences are known. Their views are considered at every care call by a kind, committed, and enthusiastic staff team who have an excellent understanding of individual need. The RI carries out some care calls so they can continually assess the service is delivered consistently and reliably. People know who to contact if they have any concerns. Without exception, they tell us they feel valued and safe because of the consistently good support they receive from Hand in Hand Community Care. Information, including personal plans can be made available in Welsh and English depending on individual preference.

People tell us their care and support is provided in line with their personal plans. The positive attitude of the staff team and their willingness to provide the best support they can, helps to ensure people are given every opportunity to achieve their personal outcomes. The positive culture around training and staff support created by the provider ensures people are supported by a professional and caring team who in turn feel valued. The RI/manager demonstrates a willingness to work with the care sector to continually improve the lives of people in the community who need care and support.

Systems are in place to make sure people are kept as safe as possible. Care staff have training in relation to safeguarding and are clear about their responsibilities if they feel an individuals' well-being is compromised. Policies and procedures are in place to guide staff. The positive culture embedded in the service by the provider means care staff are confident they do their job to a high standard and keep people as safe as possible.

Care and Support

People are extremely happy with the high quality service they receive from Hand in Hand Community Care. They describe it as flexible, reliable, and excellent. People feel safe and reassured because the care workers always turn up on time and they have never experienced any missed calls. Information is provided by the office, so people always know who is coming to provide their support at each call. This can include the RI/manager who regularly attends care calls to provide care and support and uses it as an opportunity to make sure people are happy with the service. Care staff are described as friendly yet professional in their approach. Comments received include *“there is nothing care staff won’t do”* and *“they are so kind and respectful.”*

The provider promotes partnership working. Personal plans are developed to a very high standard with the individual and if need be, their representatives involved in all stages. This is so care and support can be tailored to their personal wishes and preferences. Information is clear for care staff to follow, and any changes are communicated to them quickly to ensure effective care is maintained. The stable staff team and excellent communication between the office staff and care workers, helps to ensure continuity of care for individuals. People tell us they are involved in regular reviews of their personal plans to make sure the care and support they receive continues to meet their personal outcomes.

People are supported to remain as healthy as possible. Records contain details of individual health needs so care staff know what support people need to remain healthy. Care staff are knowledgeable about individual well-being needs. They receive training so they know how to safely use any specialist equipment to promote people’s independence whilst keeping them safe. Medical support is sought quickly where needed. Where it has been assessed support is needed with prescribed medication, care staff are given training and have access to policies relating to administration of medication. Office staff regularly audits Medication Administration Records so if any issues arise, they can be identified and rectified quickly.

Leadership and Management

The provider ensures there are highly effective quality assurance systems in place to make sure the service continues to improve. A positive culture has been created whereby people tell us the service they receive is excellent and the care staff are highly motivated to provide the best care to the individuals they support. Comments from care staff include, *“I love the people we look after,” “I love my job” “the manager is brilliant” and “I feel valued and listened to.”*

People are supported by a staff team who are appropriately recruited, receive training relevant to their role and receive outstanding support from the provider. They tell us they have a good work life balance, good training opportunities and excellent support from colleagues. Records show the RI holds regular meetings with each staff member where they can discuss their career progression and identify any further training or support, they may need. There is an open-door policy in the office where care staff can come to speak with the RI and office staff at any time. We saw this during our visit. Care staff clearly value this and tell us they always feel their views are listened to and considered. Recruitment processes in place make sure people do not start work on their own until all the relevant checks are carried out and their competency has been assessed. This helps to make sure people are kept as safe as possible. Training records show and care staff tell us training opportunities are good and relevant to the needs of people they support. The RI shows a willingness to share their expertise in relation to the use of specialist equipment within the care sector to help improve outcomes for people.

People have information about the service and opportunities to give their views to help ongoing improvement. There is a statement of purpose and guide to the service. These documents give people information about what they can expect and details of how to raise any concerns they may have. The RI regularly visits people and carries out care calls, providing people's care and support. Questionnaires are used and people can give their views during regular support plan review meetings. Quality of care reports are produced looking at what works well and what needs improvement. People tell us they are always asked their views and feel listened to.

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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