



Inspection Report on

Helping Hands Home Care Cardiff & Vale

**Helping Hands
5a
Beulah Road
Cardiff
CF14 6LT**

Date Inspection Completed

15/04/2024

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About Helping Hands Home Care Cardiff & Vale

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	06 February 2023
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 happy with the care and support they receive. They experience consistency of care from a dedicated and compassionate care team. People tell us they share good relationships with care staff. The service caters for individual needs and preferences. People feel valued and listened to. Care is delivered with dignity, respect, and sensitivity. People are supported to achieve their daily outcomes and care staff access detailed personal plans and risk assessments relating to individual needs and preferences.

Care documentation is stored and updated securely. People have limited access to some documentation. The provider is taking immediate steps to offer people a choice of how they access their information in a suitable format. The management team provide strong supervision of the service, and there is robust quality oversight by the responsible individual (RI).

Care staff are knowledgeable and understand how to safeguard people from harm, and receive a broad range of training, and regular competency checks and supervision. Care staff receive strong support and guidance from office-based staff. Since the last inspection we found improvements in records relating to the safe recruitment, training, and supervision of care staff.

Well-being

People know and understand what care, support and opportunities are available to them to help them achieve their outcomes. The service meets with people and their representatives to complete thorough assessments, and to get information on how a person wants to be cared for. Information about a person's circumstances, preferences and needs are in place before care and support starts. People told us *'They do everything I need them to.'* Service information is available to people and agreements about their care and support is in place. But some information, such as a copy of their personal plan, is generally available in a digital format which limits accessibility.

People are treated with dignity and respect. We saw care staff taking time with people, explaining what they were doing, and being genuinely kind and thoughtful. People tell us they look forward to their visits, and they see regular *'faces'* in their homes. Care staff show a great deal of knowledge about people, and chat easily about things which are meaningful. We found moments of laughter and joy in the little day-to-day things people experience with care staff. People told us they feel listened to and included, and we observed care staff ensuring individuals are actively involved in their daily routines and have a voice. People told us *'My carer is extremely kind and thoughtful.'*

People are protected from abuse and neglect. The service follows safe recruitment procedures for care staff. Supervision, competency checks and training of care staff is up to date. All staff have a good understanding of their roles, responsibilities, and codes of conduct. There is a safeguarding policy and care staff are aware of the whistleblowing procedures should there be concerns about people's welfare. People told us they trust and feel safe with the service and are confident management would be responsive to any worries they may have. The service is aware of people who need support from representatives to advocate for them and involves the right people at the right time. Overall, representatives tell us communication is good and they are able to discuss any issues or matters that could impact on a person's daily outcomes.

Care and Support

People are treated with dignity and respect. The service involves them and their representatives to assess their needs and complete the personal plan. Detailed personal plans inform care staff about a person's care needs and preferences. Person centred care is at the heart of the service enabling people to maintain their independence with many daily living tasks. We observed heart-warming and genuine bonds between people and their care staff. People told us *'I feel safe, I am very fond of my care staff.'*

People feel listened to, and they feel comfortable communicating with the service. There are effective procedures when reviewing and updating their personal plans and risk assessments. People and their representatives told us the service involves them in the review.

People get the right care and support at the right time. The provider communicates with people when there are changes to their usual routine. Care staff complete call times in full and follow care tasks in accordance with the personal plan and people's preferences. People told us they highly value the service they receive, and they are unanimously *'Very happy.'* They experience continuity with the service and a person told us, *'I am never left without care.'*

The provider supports people to maintain their health and well-being. Care staff access essential information about people's health conditions. Appropriate risk assessments are in place for those who require them. There are procedures for care staff to contact management, should they have concerns about a person's health or well-being. Representatives are kept informed of updates. We saw effective communication between care staff and representatives to ensure the well-being of a person. People's dietary needs are met, and care staff are professional, respectful, and sensitive when providing personal care. Daily care records are kept up to date.

The service provides support to people to safely manage their medication. We found the service assesses people's independent skills to safely self-administer medications. Care staff provide appropriate levels of support to those who require it. We observed safe handling of medications and up to date recording charts. Care staff receive training, and spot checks by supervisors are regular.

The service follows good infection control measures. There is an ample supply of Personal Protective Equipment (PPE) which care staff use appropriately to help protect people from infection. Training records tell us care staff are up to date with their skills, knowledge, and competency.

Leadership and Management

There is effective leadership and governance. The management work well to promote a strong and supportive team culture. The RI completes regulatory branch visits and has sufficient oversight of resources, record keeping, and the quality of the service people receive. The RI produces the quality-of-care review which informs the provider of what is working well at the service and details further actions relating to quality assurance. The service seeks the views of people, care staff and representatives to inform the quality-of-care review. Communication is good from the service with care staff and people, and some representatives told us the responsiveness of the branch has improved.

The service follows safe and effective recruitment procedures, and records relating to pre-employment checks are complete. Oversight of the recruitment and retention of records, such as references and employment history, are improved since the last inspection. Disclosure and barring service certificates are in place for all care staff, and eligible staff are registered with Social Care Wales, the workforce regulator. There is a good system in place which informs management when renewals or updates of registrations and certificates are due.

Care staff follow a robust induction to support them to fully understand their role and responsibilities. New care staff complete ample shadow shifts with experienced staff which gives them the opportunity to get to know people very well during their induction. Care staff receive a comprehensive suite of training, including some specialist training where needed. Most care staff are up to date with core training, and all receive competency checks to assess the standard of their skills and practice. All care staff receive timely supervision, which focuses on their personal development and well-being. Annual appraisals are complete for those who are eligible. This is a great improvement since the last inspection and there is effective oversight of training compliance. Care staff told us of management being fair, approachable, and supportive.

Policies and procedures are kept up to date and fully inform all staff of the agreed ways of working. The statement of purpose (SOP) accurately describes the service people receive and the document is available in Welsh. The service is not currently working towards the Welsh Active Offer but is making effective changes to the initial assessment to capture people's cultural and language needs. The systems for recording and responding to concerns, complaints and compliments works well and the RI is well-informed.

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
35	The provider has not completed safe recruitment processes for all staff at the service.	Achieved
36	The service provider has failed to ensure that all care staff working at the service have received the appropriate core training and supervision required to undertake their roles safely and effectively.	Achieved

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