



# Inspection Report on

**Hippo Health Care**

**Alexandra Gate Business Centre Ltd  
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Ffordd Pengam  
Cardiff  
CF24 2SA**

**Date Inspection Completed**

30/04/2024

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## About Hippo Health Care

Type of care provided	Domiciliary Support Service
Registered Provider	Hippo Health Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	25 January 2023
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

Hippo Health Care provide a domiciliary support service to people in their own homes, in the Cardiff & Vale area. People told us they are happy and receive good quality care and support from the service. People are supported by safe, reliable, motivated, and professional care workers.

The leadership team are committed to driving service development and positive outcomes for people using the service. There are safe processes for the recruitment and ongoing support of care workers employed at the service.

The provider has a responsible individual (RI) who oversees the quality of the service. They are invested in the development of the service and undertakes their role in line with the regulations to seek feedback from people and care staff.

## Well-being

People experience control over day-to-day life with care and support provided at times that suit people and their needs. People are complimentary about the service and would recommend it to others. The care, support and well-being of people are at the heart of all those working in the service.

People are positive about the support they receive to enable them to be as independent as possible. Care documentation such as assessments, personal plans and risk assessments are completed and people are involved with their review. The RI seeks regular feedback from people about the care and support they receive and uses this to enhance service delivery.

People's physical, mental, and emotional well-being is maintained. People's care needs are met, and the service tries everything within its means to make people feel safe and happy. They are proactive in contacting relevant healthcare professionals when a need arises. Medication administration is safe and supports people to maintain their health and well-being, although some further oversight would be of benefit around the use of prescribed creams.

People are protected from abuse and neglect. The service has a policy and procedures in place to manage safeguarding. Care workers are safely recruited and receive the relevant training and support which ensures they have appropriate skills and knowledge to carry out their roles effectively. All care workers receive appropriate safeguarding training which also supports them to keep people safe. Care workers have a clear understanding of how to report matters of a safeguarding nature. Records show the service promptly manages arising issues which could impact on people's care and support. People told us they are able to communicate any concerns to the service, the RI or manager without any issues and feel confident any issues are resolved effectively.

## Care and Support

People are supported to stay in their own homes and remain as independent as possible. The service supports people to maintain their health and well-being with a focus on what the person can do for themselves. People and/or their representative are part of the assessment to see if the service can meet their needs.

The service ensures people have all the information they need so they know what to expect from the service. A senior member of the team talks to people before the service starts to understand what is important to them, and how they would like their care and support delivered. Care is provided as determined by people's assessments, personal plans and relevant risk assessments, which are detailed and up to date. Care workers provide care and support in accordance with these.

People get the right care and support. Daily care notes provide a good level of detail about people and the care given. Care calls happen on time, people are happy with the frequency and duration of their calls. Risk assessments are in place and manual handling plans specify how people are supported with their mobility. There are safe systems to ensure people receive medication as prescribed. Medication guidance is in place for staff alongside medication training. The service provider reviews staff medication practices and competency.

People have good relationships with a small, consistent team of care workers who know them well. Care workers speak positively about their roles, and their work, and hold the people they support in high regard. A flexible approach is taken by care workers as they consider how people are feeling on that day and what care and support they need at that specific call.

Care workers are professional, understand people's needs and are suitably trained. They are described as professional, kind and caring. We were told that care workers show respect and maintain people's dignity. Care workers instinctively recognise when a person 'is not themselves' and escalate concerns so action can be taken. The service arranges referrals to health professionals if they are unable to do this themselves.

Infection prevention and control procedures are good. All care staff receive effective training on infection control and appropriate personal protective equipment (PPE) is available to staff. Suitable arrangements are in place for care staff to access PPE. People told us care staff wear the relevant PPE and they feel safe.

## Leadership and Management

People are provided with accurate information about the service. There is a written guide which gives people who use the service, their relatives and others, information about the service. There is a statement of purpose (SOP) which describes how the service is provided. The service provision is reflective of information contained within the SOP.

There are clear lines of accountability within the service. The service is well-run, supported by a clear management structure and governance arrangements. The manager and RI are accessible and there is an on-call system in place for out of hours support. Staff know who to contact to inform of changes or to get advice. People know who to contact if there is an issue and wouldn't hesitate to raise a concern if they needed to. When people raise issues, the service acts quickly to resolve them.

There are good quality assurance processes in place. An electronic call monitoring (ECM) system is used to arrange people's visit times and are continually monitored by care coordinators. The RI meet with people, relatives, and staff to gather feedback on the service provided. The quality of care is reviewed on a six-monthly basis and a report is produced which identifies areas for development or improvement.

Care workers are suitably recruited, supported, and trained. Pre-employment checks ensure employees are fit to work with vulnerable adults. Newly appointed staff complete an induction programme which includes training, shadow shifts, and introductions to policies and procedures. Regular supervision and competency checks are completed for care workers. Consistent ongoing mandatory and person specific training supports staff to meet people's needs. Care workers are registered or are in the process of applying with Social Care Wales, the workforce regulator.

The service provides continuing support for care workers, with an option to drop into the office at any time, but also through staff team meetings which take place regularly. There is evidence that the provider is considerate of care workers' needs and situations. Care workers told us that they can contact the office for guidance and support and have access to all the information they need to carry out their role.

### 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. 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
59	The service provider must ensure that records relating to individuals are complete, accurate and up to date.	Achieved



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