



## Inspection Report on

**Trusting Hands Ltd**

**79 EXCELSIOR STREET  
WAUNLWYD  
EBBW VALE  
NP23 6TT**

## **Date Inspection Completed**

25 February 2021

**Welsh Government © Crown copyright 2021.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Trusting Hands Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Trusting Hands Ltd
Registered places	
Language of the service	English
Previous Care Inspectorate Wales inspection	11 September 2019
Does this service provide the Welsh Language active offer?	The service is working towards providing the active offer of the Welsh language.

### Summary

This was an unannounced focused virtual inspection completed by Care Inspectorate Wales (CIW) which specifically considered the quality of care, support, leadership and management of the service. The inspection identifies the service provides good quality, reliable care and support to its customers. The provider demonstrates commitment to the ongoing development and improvement of the service and the management arrangements in place are strong. Care staff receive appropriate training and support to maintain the high quality of care people require. This is a nurturing organisation, which values its staff and provides support to ensure staff continue to develop and grow. Staff are loyal and proud to work for an organisation, which sets itself high standards and is held in high regard in the local community.

## Well-being

The service strives to promote people's well-being. This has been particularly challenging for all services due to the effects of the ongoing pandemic. However, people have choice in all aspects of their care and told us they are happy with the support they receive. The care is provided in a way, which matters, most to people and they have control over the care they receive on a daily basis. People are treated with dignity and respect and are supported to develop meaningful relationships with care workers who provide good continuity and oversight. Staff are happy and feel supported. We found most care workers have been employed at the service for several years. Personal plans are of a very high standard, are comprehensive and detailed. They are written from the individual's perspective and clearly record the outcomes people wish to achieve. Plans provide staff with appropriate guidance to support people as they require. Review timescales are negotiated with individuals and their representatives and take place at regular intervals. Feedback received is acted upon and where the outcomes or needs of the individual have changed, appropriate updates to personal plans are evident.

## Care and Support

People have positive experiences of the care and support provided. We received complimentary feedback about the service from the individuals we spoke with. One person told us *"I can't praise them highly enough"*. Another said *"I feel very lucky to have such a wonderful care team"*. People are complimentary about the levels of continuity of care they receive from support workers, with support from small teams being the norm. This enables people to develop trusting relationships with care workers. Care staff understand what matters to people and how they like their support provided. Care workers are aware of any changes in the usual presentation of an individual at an early stage and we found concerns are promptly acted upon. Individuals advise the service is reliable. Care staff told us they have sufficient time to travel to calls and they do not feel rushed. Consideration of electronic call monitoring records demonstrate calls are reliably provided within the desired timeframe. People feel involved in their care, have choice and control over the identification of their outcomes, are regularly consulted and their feedback is valued. We saw feedback questionnaires were sent out twice yearly and responses were considered by the responsible individual (RI) during quality visits and subsequent quality reports completed. People receive regular reviews, which enable and encourage feedback about the service provided.

Staff feel well supported, are loyal and proud to work for the service. Staff we spoke with commented favourably about the service, particularly around support provided during the pandemic. Training information indicates all staff receive appropriate infection control training with Covid-19 updates. Staff explain they have sufficient supplies of personal protective equipment (PPE), are confident about how and when to use PPE and feel safe when supporting people. Individuals using the service told us they feel safe in the measures the service have put in place to protect them during the ongoing pandemic and feel care workers are knowledgeable and well trained. Arrangements for the supervision of care workers is in place and staff are complimentary about the support they receive. Care staff told us about particular strengths of the service in regards to office and on-call staff who they feel are particularly supportive. Where issues have arisen, care workers receive nurturing and caring support to understand what went wrong and ensure matters are resolved appropriately.

## Leadership and Management

The RI who is also the manager has regular oversight of the service. Completion of thorough analysis and quality reports for the service take place. They play an active role in the daily management of the service. CIW are routinely notified of all reportable events. This is a service, which strives to be as open and transparent as possible and aims to support the work of statutory agencies. The statement of purpose (SOP), a key document outlining the visions and functions of the organisation, is up-to-date and is reviewed regularly and updated in the event of any changes. We find it reflects the functions and values of the service.

Improvements regarding the day-to-day oversight of care delivery are identified and put in place. People told us staff routinely sign in and out of calls at the appropriate times. However, there are times when the service has established that this is not always the case. Additional safeguards have been identified and put in place. We saw documentation which supports daily spot checks take place to ensure care workers are providing support at the appropriate times. Care workers have their competency checked at routine intervals and all staff are provided with appropriate documentation, including the code of conduct for social care workers, on commencement of their employment. During our conversations with care workers we identified a strong understanding of and commitment to the importance of clearly recording what care has been provided in the daily care notes. Audits of written care notes take place at appropriate intervals.

**Areas for improvement and action at, or since, the previous inspection. Achieved**

Failure to ensure all personal plan reviews take place at the required regulatory frequency of a minimum of 3 monthly.

Regulation 16(1)

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None

**Areas where priority action is required**

None

**Areas where improvement is required**

None

**Date Published** 15/04/2021