



# Inspection Report on

**Natures Hand Care and Support Blaenau Gwent Service**

**Flat 3  
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Blaenau Gwent  
NP23 4AG**

## **Date Inspection Completed**

11 May 2021 and 18 May 2021

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## About Natures Hand Care and Support Blaenau Gwent Service

Type of care provided	Domiciliary Support Service
Registered Provider	Natures Hand Care and Support Limited
Registered places	
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection completed since the service was registered under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA)
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language

### Summary

Nature's Hand supports people living in the Gwent regional partnership footprint area. They provide support to adults with a primary diagnosis of a learning disability, but can also support young people aged 16-17 years with a diagnosed learning disability moving from children to adult services. They support some individuals who have very complex needs and experience behaviours that challenge.

The service is focussed on supporting individuals to achieve their goals and outcomes, promotes independence, and ensures people have a voice and as much control over their daily lives as possible. People receive good continuity of care provided by care workers who they know well and who understand their needs. Improvements to the overall oversight of the service is required.

## Well-being

Individuals do things that matter to them and that they enjoy. Care staff build relationships with people by spending purposeful one-to-one time with them, and seek their views and preferences on an ongoing basis. Staff cater for people's preferences and, because they know people well, they can anticipate their needs. People can choose what to do and where they spend their time. Although there has been some impact on the availability of community activities, due to the pandemic, people have access to outdoor community activities which they enjoy.

People are supported to remain as healthy as possible. Most care staff ensure people eat and drink well by offering healthy meal choices and support people if they need assistance. Stimulating activities and good relationships with care staff help to support people's emotional health. People have access to sensory and occupational equipment to keep themselves occupied. Appointments with health professionals are arranged for regular checks or if individual needs change. The service works as part of a multi-disciplinary team to ensure those with more complex needs receive the support they require.

Overall, people are protected from abuse and neglect as care staff know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Where concerns are reported to the provider, we have emphasised the importance of ensuring written records are kept to reflect this. Most referrals to the local authority safeguarding team are made promptly. However, some improvements in regards to this are required. Care staff receive training in safeguarding and have clear and up-to-date policies and procedures to guide them. Detailed risk management plans help to keep people safe and as independent as possible. Assessments of people's capacity to make informed decisions are recorded. For those who are deemed to lack capacity in a specific area, best interests decisions are available on individual care files.

## Care and Support

People are comfortable and well. Care staff are attentive and provide care to people as recorded in their personal plans. The personal plans and risk assessments we considered at this inspection were comprehensive and detailed. Information available within the documentation enables care workers to deliver consistent support in a way which matters most to people. There is emphasis on promoting and encouraging independence and daily care documentation demonstrates how care staff strive to ensure this happens. Care staff are encouraging and reassuring and overall demonstrate a clear understanding of people's needs. People have choices about activities, meal options and daily routines. Feedback we received from family members was positive. One representative told us "*they are miles ahead of other companies*". Another stated "*there has been a significant improvement in X, the service is reliable and responsive.*" These comments relate to the work provided by care staff prior to and since the start of the coronavirus pandemic.

Most care staff spoke positively about their employment, but some care staff felt they were not always listened to. One care worker told us "*I don't feel my opinions are always acted upon.*" Another stated "*management can be quite dismissive.*" Some care staff told us about a medication incident, which they felt, was unsafe. We raised this with the provider who completed an urgent investigation into the matter. We received assurances from the provider the individual had not experienced any ill effects and a referral has since been appropriately made to the local authority safeguarding team. We were shown weekly medication audit information, compiled by the two newly appointed monitoring managers, which supports regular medication checks are in place and appear thorough. Assurances were received care workers will receive further medication training and their competence re-checked.

Some individuals who require support have very complex needs. Care staff told us about some behaviours which were directed towards them, had left them fearful of working with the individual again. The provider appears to have listened to and respected the feedback received from care workers, but the provider was unable to locate all the incident forms, which need to be completed following significant incidents taking place. CIW were not informed where incidents were reported to the police. The provider gave assurances this was an oversight and would be rectified. It was not always clear if the provider had been made aware of the issues or what action had been taken to reduce the likelihood of similar events happening again. The processes currently in place need to improve.

People's needs and their outcomes are revisited at regular intervals. Re-evaluation of people's personal plans takes place routinely, and where required personal plans and risk assessments are updated accordingly. Personal plan review information is not easily identifiable, as it is not written on documentation, which readily identifies it as a formal review. The provider told us a review document will be compiled and used. The two monitoring managers complete reviews and care workers appear to have limited input into

them. Care worker continuity is good at the service, and care staff have developed positive relationships with and a high level of knowledge about the individuals they support. Changes to the way reviews are completed so care workers are more involved in this process is needed.

## Leadership and Management

People are given information about the service. There is a written guide available which provides people who receive the service, their representatives and others, with information about the service. We saw copies of this guide were available on the care files we considered as part of the inspection. There is a statement of purpose (SOP) which describes how the service is provided. We identified an area in the SOP which needs to be updated, regarding the frequency of the completion of quality of care reviews. The provider has given us assurances the SOP will be updated to reflect this.

The provider of the service checks people are happy with the quality of care and support and looks for ways to develop and improve. The provider visits regularly to oversee progress and developments and meets with people who receive the service and care staff. We saw a recently completed quality of care review, which was reflective of the feedback, received, and recorded overall actions required to promote the ongoing development and improvement of the service. However, reports are not routinely compiled at six monthly intervals as required by regulation. The provider gave us assurances that moving forward these reports will be completed at appropriate intervals to meet regulation.

People are supported by care staff who are safely recruited and who receive training and encouragement to develop and improve. The records we examined show that the provider carries out the necessary checks when recruiting staff. There is an induction process in place, which new staff undertake on commencement of their employment. Most care staff stated they were happy with the induction available, but some felt they required more support. The induction programme needs to be reviewed, to ensure new care staff who have little or no prior experience of working in a care service, receive appropriate support to fully develop their experience and confidence prior to completing their probationary employment. Care staff receive training relevant to their roles and this includes infection control training, medication awareness and safeguarding training. The availability of in-person training courses has been significantly reduced for all services due to the pandemic, with the majority of training now provided via online training courses. Care staff need some training to be available at an earlier stage of their induction. More regular spot checks and competency assessments for care staff are required to ensure all care workers achieve and maintain the required standards when supporting individuals. Supervision records confirm that all care staff receive regular, individualised supervision sessions and team meetings take place at regular intervals.

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

None	
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**Areas where priority action is required**

None	
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**Areas where improvement is required**

The service provider must ensure that care and support is provided in a way which protects, promotes and maintains the safety and well-being of individuals.	Regulation 21(1)
The service provider must ensure that the service is provided with sufficient care, competence and skill, having regard to the statement of purpose.	Regulation 6

The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.



**Date Published** 23/06/2021