



Inspection Report on

Helping Hands Home Care West Wales

**Wesley House
Newport Road
Caldicot
NP26 4LY**

Date Inspection Completed

13 January 2021

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About Helping Hands Home Care West Wales

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	
Does this service provide the Welsh Language active offer?	No

Summary

Each person receives support in a person centred way. People lead happy and fulfilling lives and are encouraged to make daily choices in how they spend their time. This means they can be as independent as they wish. People told us they do things that are important to them. The provider has been very proactive during this year's pandemic, keeping people in the service and care workers healthy by the use of safe practices. Care workers are enthusiastic, which has a positive effect on people's overall well-being. Good communication channels are evident throughout the organisation, with prompt referrals to healthcare professionals where necessary. Care workers told us they feel well supported by their manager and receive training relevant to their roles. There are good systems in place to monitor the quality of care provided to people and senior staff take prompt action to address any areas that require improvement.

Well-being

Overall, care workers listen to people's opinions about their support. The manager issues surveys to receive feedback about the support people receive.

Care workers understand people's needs, preferences and everyday routines, and ensure each person receives the right support, when they need it. A relative said they are involved in their family member's support and felt their views are always considered. Care workers are familiar to people and are aware of the importance of each person's well-being.

Personal plans describe each person's specific preferences, together with what is important to them. In addition, people and their relatives know about any changes made to support plans because they are actively involved in all decisions made. There is good sharing of communication within the team and managers make prompt referrals to healthcare professionals where necessary. One person agreed and told us, *"The district nurse comes when we need them, they always make sure of that."*

People and relatives told us they feel safe and as far as possible, protected from harm. A relative told us, *"I am very happy with the care x gets every day. I couldn't ask for more from Helping Hands."* Each person is given the provider's statement of purpose and written guide – these documents describe what people can expect from the service, as well as details of the complaints process. People and relatives told us they know how to make a complaint and are confident the provider would listen to them if they did. One relative said, *"We've never had to complain because we bring things up as they happen and it's always sorted out."* Senior staff regularly monitor care workers. Care workers told us they are well supported by their manager, who is always available for advice when needed. Senior staff report any incidents promptly to relevant agencies when applicable: this includes the local authority safeguarding team and Care Inspectorate Wales.

People are supported by a service that considers their Welsh language needs. Although we did not meet anyone who speaks Welsh, the service provided an 'Active Offer' of the Welsh language - this means being proactive in providing a service in Welsh where preferred without people having to ask for it. The statement of purpose and written guide were both available bilingually. This means Welsh speaking people are able to make informed decisions about their care and support with this service.

Care and Development

Overall, people can feel assured there is an accurate and up-to-date plan for how the service provides their care. Personal plans contain all information necessary for care workers to support people. To remain current, the manager reviews all care records every month, or more frequently if support needs change. People and their families are invited to be involved in their relative's care reviews to ensure their opinions are heard. A relative told us, *"We do tell them what they need to know, it's good to have these things talked about."*

People get the right care and support to maintain their well-being. Many routine activities stopped during this year's pandemic, but care workers remain motivated and focused on what is important to the people they support. This includes maintaining people's hobbies and interests. There is a multi-agency approach in place: this includes obtaining information from relatives as well as healthcare professionals. Some people are not always able to express their needs easily, but care records include information about preferred methods of communication so care workers are aware of their wishes at all times.

As far as possible, the provider takes steps to safeguard people from neglect and abuse. People's care records clearly state any risks to their health and well-being. All employees are up-to-date in their safeguarding training. Each new employee goes through a detailed induction programme that includes safeguarding training, and is made aware of current best practices around keeping people safe. One relative said, *"We are happy despite the virus, and feel as safe as we can be at this horrible time."* Care workers are aware of the whistleblowing procedure and are confident to use it if the need arises. They are confident to go to their managers, but would also approach external agencies such as the local safeguarding office if they thought they needed to.

Leadership and Management

Overall, people benefit from a nationwide service that has a clear vision of the support it wants to provide, and a positive regard to each person they support. During this year's pandemic, senior staff have maintained regular contact with people and staff through video conferencing when they were unable to visit them. The responsible individual is in regular contact as part of their legal responsibilities to check the overall quality of support provided. Regular discussions take place with people, their family members and professionals involved in their care.

Regular audits monitor all aspects of people's care and support, including medication, infection control measures and record keeping. People and relatives know how to make a complaint if they need to, and are confident the provider would listen to them if they did. People and their representatives are asked for their views by the use of surveys and can air their views on the provider's 'Rant Rave' system that encourages communication on any subject. Staff meetings are regularly held to provide care workers the opportunity to discuss service delivery and to keep up-to-date with all new developments. Findings from surveys, incident reporting, audits and complaints are collated into a quality of care report that lists any actions needed.

The provider ensures there are sufficient knowledgeable and skilled care workers to provide the support required for people to achieve their personal goals. Employee recruitment records show all required pre-employment checks are in place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme is linked to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' All employees receive support from regular supervision meetings. New employees received regular support from senior staff. This includes three-monthly supervision meetings to discuss any issues the employee wishes to raise, in a formal setting and have the conversations recorded. Employee training records demonstrated care workers were up-to-date with their essential training, together with specialised courses where necessary: for example, dementia awareness.

Environment

The Quality of Environment is not a theme we explore in any detail for domiciliary support services. However, people using the service and staff employed can have confidence their personal information is stored securely.

Areas for improvement and action at the previous inspection

This is the first inspection of the service following re-registration under The Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016.

Areas where immediate action is required

None	
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Areas where improvement is required

None	
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Date Published 10 February 2021