

# Inspection Report on

Caring hands homecare agency LTD

Unit 5 Conwy Business Centre
Junction Way
Llandudno Junction
LL31 9XX

**Date Inspection Completed** 

14/12/2023



## **About Caring hands homecare agency LTD**

Type of care provided	Domiciliary Support Service
Registered Provider	Caring Hands Homecare Agency LTD
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	9/10/2019
Does this service promote Welsh language and culture?	The service is working towards providing an 'Active Offer' of the Welsh language and demonstrates an effort to promoting the use of Welsh language and culture.

#### **Summary**

People are happy with the care and support they receive from Caring Hands homecare. Care staff are safely recruited, well trained, and supported. The provider works effectively in collaboration with the local authority and health care professionals to meet a range of care and support needs which enables people to continue living independently in their own homes. Improvements are needed to ensure personal plans and risk assessments are fully developed and include all information provided from other sources.

The manager and responsible individual (RI), along with senior care staff effectively manage the day to day running of the service. Communications and record keeping is good, evidencing support delivered. Improvements are needed to the recording of medication administration. Policies and procedures need to be developed to be reflective of the service and to support care staff in their role.

The RI is present in the service and carries out their role as required, supporting the manager, and looking at areas of service provision. Improvements are needed to the reporting of notifiable events to the service regulator (CIW).

#### Well-being

People have choice and control over their daily lives. Care staff support people to live independently within their own homes and to carry on doing the things which are important to them. Experienced care staff know people, and many have worked for the company for a long time. People told us the continuity of the care staff who support them means they have built trusting relationships. One person told us this approach had been vital in making sure their family members care and support needs were met. Records are person centred and consider people's personal outcomes, but personal plans need to be developed further to contain more information, including guidance from external professionals and any risk management plans.

People are supported with personal care, domestic help, and medication management, as well as going out shopping and attending social events. Care staff recognise what is important to people and know them well. People told us care staff are on time and always let them know if there is a problem. We were told communication with the care staff and the manager is very good. One person told us, "They are fantastic, we can't fault them," another said, "they are a great help, and we couldn't do without them."

People are protected from abuse and neglect as staff are safely recruited, well trained and are supported to register with Social Care Wales, the workforce regulator. The provider reports safeguarding concerns to the local safeguarding board and keeps a record of events and how these are managed, but improvements are needed to the reporting of events to CIW, the service regulator. There is a safeguarding policy in place, but this requires further development to ensure it is reflective of Welsh guidance and has contact information of who to speak with if they have a safeguarding concern.

Care staff working at the service told us they like their role and feel well supported. The provider has policies and procedures in place but these need to be developed further to ensure they have all the required information and are reflective of any Welsh guidance or legislation. People are supported with medication management and told us care staff are very helpful with contacting GPs, pharmacies and collecting medication. The procedure for recording medication administration requires further development to be in line with current guidance.

#### **Care and Support**

People receive support from experienced and well-trained staff who encourage them to be independent and do the things which matter to them. People we spoke with, all told us they are very happy with the care they receive from the staff at Caring Hands. People told us staff are very kind and caring, genuinely care about people's well being and treat people with dignity. Records we looked at show the provider considers people's well-being and physical needs but also their personal preferences, life history and personal outcomes which are recorded in a service delivery plan.

We saw records have information from the person, their family or representative, local authority, and health professionals. The service delivery plan is a detailed and person-centred record of the persons needs but the provider needs to develop a specific personal plan which gives detailed guidance about how to deliver care and support to the person, including any identified risks. We saw people are supported to access support from external professionals such as district nurses, occupational therapists and speech and language teams. Where specific guidance is given by external professionals, records are kept but this must also be recorded within people's personal plans. We saw records of the RI speaking with people who use the service on a regular basis and people told us they can speak with someone if they ever need to and feel they are listened to. The provider conducts 'client review questionnaires' which ask how they feel about the service delivery but needs to develop these reviews to include discussions about people's views of their personal plans and risk assessments and if any changes are needed. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Care staff receive training around infection prevention and control and are provided with personal protective equipment to ensure the safety of themselves and others when delivering care and support.

People are supported with medication if this is needed which is recorded in the service delivery plan. Care staff complete medication training and have spot checks of their competency conducted. The provider must ensure the medication policy gives detailed guidance around medication procedures to support staff, ensuring it is up to date with the current legislation and guidance. We found medication administration records to be incomplete and not contain all the required information. The provider is working to develop this record to ensure the safe recording of medication administration. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

### **Leadership and Management**

People are supported by a service which is overseen by an experienced RI and manager. Systems of handover and communication mean there is good daily management of the service between the management team, senior staff, and care staff. There is an on-call system in place to support staff and people using the service. People and staff told us they are always able to speak to someone if there is a problem. Staff meetings take place regularly and records of these show discussions about the service delivery and any issues which need to be raised. The RI keeps an ongoing record of their involvement which includes their regulatory visits. The RI spends time speaking with people who use the service and staff who work there, having in depth discussions about people's successes and where they would like to develop. Records seen and feedback given show the provider values the staff working at the service and supports their wellbeing.

People are supported by staff who are recruited safely and well trained. We looked at three staff files and found all the required pre-employment checks are carried out before a person starts working at the service. This includes disclosure and barring service checks (DBS) and reference requests. These processes are important to ensure staff recruited are suitable to work with adults at risk. Care staff receive an induction which includes shadowing experienced staff and meeting people they will support. Staff complete training in a number of areas through online eLearning, written assessment, and face to face training, delivered by the provider, the local authority and health care professionals.

There is a statement of purpose and guide to the service in place, which tells people about what they can expect when choosing to receive support from Caring Hands homecare. These documents also include how to make a complaint if they have a concern about the service. The RI and manager have good oversight of the service. Records of any accidents, incidents and safeguarding concerns are maintained but the provider must ensure the required notifications are made to CIW. The provider has policies and procedures in place but these need to be developed further to ensure they have all the required information, are personalised to the service, and are reflective of any Welsh guidance or legislation. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The RI completes a quality-of-care review which is reflective of the service, giving an honest account of where things are working well and what areas they want to develop, including feedback from stakeholders.

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

60	The provider does not submit notifications to the service regulator to notify CIW of events specified in schedule 3 of the Regulations, as required under Regulation 60 of The Regulation and Inspection of Social Care (Wales) Act 2016.	New
58	The provider has not ensured the medication policy and procedure in place is aligned to the current legislation and national guidance. The provider must ensure the process for recording the administration of medication is documented correctly.	New
79	The provider has not ensured the polices and procedures are kept up to date, are reflective of Welsh legislation and have sufficient detail to support care staff in their role.	New
15	The provider must ensure the personal plan is distinguishable from the provider assessment and gives detailed information, taking into account direction from external professionals, about how to deliver care and support to people. The personal plan must detail any identified risks to people and how they are to be managed, to keep people safe whilst supporting positive risk taking. The provider must clearly record reviews of people's personal plans which are carried out within the required timescales.	New

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