



## Inspection Report on

**Helping Hands Home Care Western Bay**

**109 Woodfield Street  
Morrison  
Swansea  
SA6 8AS**

## **Date Inspection Completed**

24 February 2022

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## About Helping Hands Home Care Western Bay

Type of care provided	Domiciliary Support Service
Registered Provider	Midshires Care Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	16 January 2020
Does this service provide the Welsh Language active offer?	Yes. The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

Helping Hands Home Care Western Bay provides a domiciliary support service to people living in Swansea and Neath Port Talbot. It is run from a well-equipped office in Morriston, Swansea. The service has recently appointed a new manager who has previous experience working in domiciliary and residential care services, and is registered with Social Care Wales.

Overall, people receive a safe, reliable service. They are supported by care workers who are familiar with their individual needs and wishes. Written information about the service is available in Welsh and English. Care workers receive a good level of training to support them in their roles.

The service will not be expanding until it has built its staff team. The service carries out the required pre-employment checks when recruiting new staff. Care workers are motivated and supported by an approachable manager who is open and responsive to feedback from others. There are systems in place to monitor service standards.

## Well-being

The service promotes people's rights. People are given written information about the service so they know what to expect. People's care preferences and routines are clearly outlined within their personal plans. Care workers encourage people to have choice and control over how they are cared for. Senior staff regularly check during phone calls and visits that people are satisfied with the service they are receiving. The service has a complaints policy and responds to verbal and written feedback promptly.

The service has systems in place to help protect people from harm and abuse. People receive their care at the right time and for the required duration. Care workers complete training in relation to safeguarding adults at risk. They monitor people's well-being and report changes or concerns to senior staff. The service has safeguarding policies that explain what abuse is and outline staff roles and responsibilities. Care workers have access to the service's policies and procedures, which they are able to discuss during their formal, individual supervision. The service recruits staff safely.

People are generally satisfied with the service they receive. Care workers provide people with the level of care they need to promote their health, comfort and independence. Care workers are appropriately trained to support people with their medication, and prompt action is taken in response to any concerns. Mandatory and specialist training is available to give staff the skills they need to carry out their roles effectively. Senior staff often observe care workers' practice during care calls. The service promotes a good standard of hygiene and infection control. Appropriate measures have been implemented in response to COVID-19. Managers regularly monitor standards to ensure the service is being provided safely and to identify areas for improvement. We found that the service is being provided in line with its statement of purpose:

*'Our holistic approach ensures that we support all customers in a way which considers their personal preferences and enables them to achieve their potential in relation to physical, intellectual, emotional and social capacity, whilst also ensuring any risks are managed and relationships maintained.'*

People are able to develop good relationships with the care workers supporting them. Care workers regularly care for the same group of people, which allows them to become familiar with their individual needs and preferences. The service communicates well with people and their families, who are involved in developing and reviewing personal plans. The service is actively recruiting additional staff, which will relieve pressure and allow the service to grow.

## Care and Support

The service carries out assessments to determine whether it is able to safely meet people's particular care and support needs. People receive written information about what they can expect from the service before signing a service agreement. The service works with people to develop detailed personal plans that outline the level of care and support people both need and want. We saw that these are regularly reviewed and updated as needed, to ensure they remain appropriate. Records are stored on an app based system that people and care workers can access with permission. People receive a good standard of care and support from care workers who respect their care preferences and routines. Relatives are pleased with how well the service communicates with them. Comments include:

- *"I can't fault them, they've been brilliant. I'm surprised at how quickly I've got used to them."*
- *"All nice people who make an effort to bond with X."*
- *"Feel confident that wishes will be taken on board... been very cooperative in the past."*

Records show that people are contacted frequently to see if they are happy with the service they are receiving. We found that the service makes positive changes in response to the feedback people give.

The service has suitable arrangements in place for managing people's medicines, although this is an area of practice that needs to be monitored closely. Whilst some people have had positive experiences with regards to the support they receive, others have experienced incidents that could have led to medication errors. The service has taken appropriate action where concerns have been identified. Records show that care workers complete training and have their competency assessed before administering medication. Where necessary, extra training and assessments are carried out to improve care workers' practice. The service has a clear medication policy that explains the level of support people may receive with their medication and staff training requirements. We saw that people's individual needs regarding medication administration are identified within their risk assessments and personal plans, in line with company policy. The service's electronic database acts as a prompt when care workers administer medication and requires them to account for any medicines not given. We saw from the database that people had received the right medication at the right time.

The service promotes a good standard of hygiene and infection control. People confirmed that care workers wear appropriate personal protective equipment (PPE) when supporting them. Care workers treat people's belongings respectfully and leave their property in a clean, tidy condition. Records show that care workers have completed training in relation to infection prevention and control. Care workers told us they have received information and updates regularly throughout the COVID-19 pandemic, and understand how to use and dispose of PPE correctly when providing care. This is checked by senior staff during spot

checks of their practice. We saw a good stock of PPE within the administrative office. All staff carry out routine COVID-19 testing in line with government guidelines. The large office has ample space for social distancing and hand sanitiser is available at the entrance. Staff and visitors attending the office have their temperature checked and complete a COVID-19 survey. Visitors are required to confirm their identity and show evidence of a negative lateral flow test on arrival.

## Leadership and Management

The service has a small team of staff who consistently care for the same group of people. This supports the development of good relationships, which is greatly valued by both care workers and the people they are supporting. The service has enough staff to meet the needs of the people currently being supported. Care workers arrive at calls when expected and give people the time and care they need. Staffing rotas include enough travel time for care workers to carry out their calls as planned. The staff team needs to increase in order for the service to grow. The service has a designated recruitment manager and is making a considerable effort to recruit new staff. It is seeking the assistance of a recruitment agency, continuing its local advertising and planning a recruitment event in Swansea City Centre.

Staff are appropriately recruited and trained. Records show that the service carries out the necessary pre-employment checks before appointing new staff. Care workers are offered contracted hours of work, although discussions regarding this need to be documented. Records show that care workers complete a range of relevant training, which includes first aid, moving and handling and safeguarding adults at risk. Care workers described their training as *“really good”*. They can access both mandatory and specialist training through an online learning portal and refresh their training as and when needed. Care workers receive a mix of practical training and online training that includes videos and test questions. Care workers confirmed that their training prepares them well for their roles. Records show that care workers receive regular formal supervision and spot checks of their practice. Staff morale appears to be good overall. Care workers told us *“I love my job”* and *“We’re a good team”*.

The new manager has had a positive impact on the service. People receiving a service have praised her caring, helpful approach. A staff member said, *“It’s become so much nicer here, can’t fault her.”* The manager feels well supported by other leaders and managers within the company. The service has systems for monitoring standards and driving improvement. For example, records show that regular audits are carried out in relation to medication, finance logs and care recordings. The service carries out six-monthly quality of care reviews, which involve gathering feedback about people’s experiences and analysing data relating to incidents, complaints and safeguarding concerns. Records show that the service responds to complaints promptly. The responsible individual (RI) carries out formal visits to the service in order to assess standards. However, we found that the RI has not consistently met or spoken with people receiving a service during these visits. The RI will

ensure this is carried out and reflected in three-monthly reports in the future. This will be followed up at the next inspection.

The service routinely reviews and updates its policies and procedures. We noted that some policies refer to legislation that is no longer relevant and should be removed. A link to Wales Safeguarding Procedures would be helpful within the service's generic safeguarding policies, which should also include CIW reporting requirements. Care workers are given opportunities to discuss policies and procedures during their formal supervision, and can view these in the administrative office. The service has a well presented statement of purpose and written guide, which outline its aims and objectives. These documents are readily available in Welsh and English. Some details regarding management oversight need adding or amending within the written guide. The manager agreed to ensure all the necessary changes to these documents are made.

## **Environment**

This theme is not applicable to domiciliary support services as people are cared for in their own homes. However, we made the following observations:

The service is run from a spacious, well organised administrative office that has a good range of facilities, including a designated training room. The majority of personal information is accessed via secure electronic files, although lockable cabinets are available for archiving confidential paperwork.

The service completes individual risk assessments regarding people's living environment. This is to identify how any environmental risks can be reduced so people receive their care and support in the safest possible way.

### 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
N/A	No non-compliance of this type was identified at this inspection	N/A



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