Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Trusting Hands Ltd

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www.trustinghandsltd.org

The inspection visits for this service took place between 15/06/2026 and 30/06/2026

Service Information:

Operated by:	Trusting Hands Ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Requires Improvement
Leadership & Management	Requires Improvement

Summary:

Trusting Hands is a domiciliary support service that provides care and support to people within their own homes. This inspection identified a mixture of strengths and areas requiring improvement. As a result, two Areas for Improvement have been issued: one relating to the quality and consistency of care and support provided to people, and the other relating to governance, oversight and quality assurance arrangements within the service.

Despite these findings, feedback from people using the service and their representatives was largely positive. People consistently spoke highly of care workers, with many describing positive and meaningful relationships with staff who know them well. We found evidence that people are generally treated with dignity and respect and are supported to maintain important relationships with those closest to them. In recognition of these positive outcomes, we have awarded a rating of Good for the Well-being theme. We have awarded ratings of Requires Improvement for the Care and Support and Leadership and Management themes. These ratings reflect concerns identified in relation to personal planning, call monitoring arrangements, governance systems and quality assurance processes. While we found examples of positive practice, improvements are required to ensure people consistently receive safe, effective and outcome-focused care supported by robust oversight arrangements.

We acknowledge the provider's constructive approach throughout the inspection. The provider responded positively to our findings and shared assurances regarding the actions being taken. We welcome this commitment to continuous improvement and look forward to reviewing the impact of these changes at the next inspection.

Findings:

Well-being — Good

People are not yet consistently supported to achieve positive wellbeing outcomes. During this inspection, we identified areas where improvements are needed. However, the service provider responded positively to our findings and provided assurances that service delivery is being reviewed and enhanced. We welcome the provider's commitment to improvement and recognise the steps being taken to address the issues identified. Alongside the areas requiring development, we found a number of strengths that contribute positively to people's wellbeing.

People are largely treated with dignity, respect and compassion by care workers who demonstrate empathy and kindness in their roles. Although feedback regarding some aspects of service delivery was mixed, feedback about care workers was mostly positive. People consistently described supportive relationships with regular care workers who know them well and deliver care in a personalised way. Several examples highlighted care workers going above and beyond to meet people's individual needs and preferences. One person described their care workers as *"Good as gold",* whilst another referred to them as *"A blessing".* A representative told us that *"Seeing the care worker is the highlight of X's day".* These comments reflect the positive impact care workers have on people's quality of life and wellbeing.

People told us they feel involved in planning and reviewing their care and are supported to make decisions about matters that affect their lives. We found evidence that care packages are mostly reviewed regularly, with people and their representatives generally encouraged to contribute to discussions and decision-making. One representative told us their family member's personal plan is never amended without their involvement and agreement. Feedback indicated people feel they are offered choice and that care is delivered in a way that reflects their individual preferences and circumstances. People are also generally supported to remain safe, with most individuals and representatives telling us concerns are listened to and addressed appropriately.

People are supported to maintain important relationships and connections with those closest to them. Representatives told us they feel valued, listened to and actively involved in care planning and reviews. We saw positive examples of person-centred information within personal plans, particularly within social history sections, which captured meaningful details about people's lives, experiences, interests and preferences. This information helps care workers gain a better understanding of individuals and supports more personalised care delivery. We were pleased to hear the provider's assurance that this approach will be embedded within new personal planning documentation currently being developed, helping to further strengthen person-centred practice across the service.

Care & Support — Requires Improvement

People do not yet consistently experience high-quality care and support that fully enables them to achieve their personal outcomes. Although feedback about day-to-day care delivery was largely positive, we identified areas requiring improvement to ensure people consistently receive safe, effective and person-centred support. These issues have had some impact on people's experiences and, if not addressed, could increase risks to their wellbeing. As a result, we have identified an Area for Improvement in relation to Care and Support. We acknowledge the provider's open and constructive response to our findings and were encouraged to see that improvement activity had already commenced during the inspection. The provider demonstrated a clear commitment to strengthening practice, and we look forward to reviewing progress at the next inspection.

We found evidence that personal plans are developed with people and, where appropriate, their representatives. Plans contained examples of person-centred information that helped staff understand people's preferences and individual circumstances, although the quality and detail varied. We identified opportunities to strengthen personal planning arrangements, particularly in relation to recording health information, specialist care needs and risk assessments. In some cases, information was incomplete or inconsistent, creating a risk that care workers may not always have access to clear and up-to-date guidance. People did not always have the most current version of their personal plan available in their homes. While feedback about care delivery was generally positive, several people told us unfamiliar care workers did not always fully understand their needs. We were pleased to hear the provider is reviewing and enhancing all personal plans and introducing an electronic care management system to improve the quality, accessibility and oversight of care records.

The provider has not yet established sufficiently robust systems to monitor the reliability and appropriateness of care calls. Our review identified a number of visits taking place outside agreed times, with some calls not always lasting for their scheduled duration. We also found some care visits were scheduled for lengths of time that may not fully reflect the support required. Earlier-than-planned visits had, in some instances, affected people's routines, including the timely administration of medication. We were encouraged by the provider's prompt response to these findings and the assurances provided that strengthened call-monitoring arrangements and enhanced electronic systems will be introduced.

Despite these concerns, we found several positive aspects of care delivery. Medication management was generally safe, with no gaps identified in the administration records we reviewed, and staff had received appropriate medication training. Staff also had access to adequate supplies of personal protective equipment, and people told us care workers routinely used and disposed of PPE appropriately during visits. These findings demonstrate a commitment to maintaining safe care practices while wider improvements are embedded across the service.

Leadership & Management Requires Improvement

People are not yet consistently supported to achieve their personal outcomes because organisational arrangements, governance systems and oversight processes are not always effective in driving and monitoring service quality. During the inspection, we identified opportunities to strengthen governance and performance management arrangements to ensure risks are recognised and addressed in a timely way. Areas requiring improvement included the quality and consistency of personal planning, oversight of call scheduling and the effectiveness of quality assurance systems. Some audits lacked sufficient depth to identify concerns, reducing the provider's ability to gain a full understanding of service performance and drive improvement. We also identified gaps in some records, including complaint monitoring arrangements. Despite this, the provider responded positively to our findings and demonstrated a commitment to strengthening oversight and accountability across the service.

The service provider is currently recruiting a new Responsible Individual (RI). Whilst we acknowledge efforts to appoint a suitable candidate, we found CIW had not been notified of the absence of an RI in line with regulatory requirements. During this period, RI visits and reports were undertaken by someone acting in that capacity; however, these reports did not consistently meet regulatory expectations. In particular, they lacked sufficient engagement with people using the service and staff, and did not always include robust evaluation of service quality.

People are not always supported by staff with all the knowledge and skills required to meet their needs consistently. Recruitment arrangements were generally safe, and the provider provided assurance that areas identified for improvement are being addressed through enhanced auditing processes. We found staff supervision arrangements are improving, with increasing numbers of staff receiving supervision within expected timescales. However, some specialist training relevant to people's assessed needs had not been completed by all staff. We also found staff employed on zero-hours arrangements are not consistently being offered opportunities to move onto permanent contracts. Despite these findings, staff spoke positively about their experiences of working for the service, with all staff telling us they felt supported and able to seek guidance when required.

As a result of the issues identified, we have issued an Area for Improvement within this theme. We thank the provider for its constructive engagement throughout the inspection and for sharing an action plan before the inspection concluded. The provider has already begun implementing improvements, including enhancing quality monitoring systems, strengthening personal planning arrangements and reviewing care call scheduling. These actions demonstrate a positive commitment to continuous improvement, and we look forward to reviewing the impact of these developments at the next inspection.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The service provider should ensure that individuals are consistently supported to achieve their personal well-being outcomes through enhanced care planning and review arrangements.	15/06/26
The service provider should implement enhanced quality and governance systems to ensure that the service is delivered with sufficient oversight, having regard to the statement of purpose, so that people can consistently achieve their wellbeing outcomes.	15/06/26

CIW has not issued any Priority action notices following this inspection.

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