Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Hand in Hand Community Care Limited

Llink Group Ltd, Crossgates, Llandrindod Wells, LD1 6RE

01597850222

Date of Inspection Visit: 01.07.2026

Service Information:

Operated by:	Hand in Hand Community Care Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identified and meets the Welsh Language and cultural needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Leadership & Management	Good

Summary:

Hand In Hand Community Care Ltd provides care and support to adults aged 18 and over in their own homes across Llandrindod Wells, Builth Wells, Rhayader and Painscastle. The service promotes choice, independence and community participation through personal care, companionship and support with daily living activities.

People receive high-quality, person-centred support in their own homes. They are treated with dignity and respect, and their views, preferences and personal outcomes are understood and acted upon. People benefit from consistent care staff who know them well and support independence, choice and community involvement.

People achieve excellent well-being outcomes because personal plans, feedback and inspection discussions show people are supported to make choices, maintain relationships and remain connected to their communities.

Care and support is excellent, as this is planned around people's needs, preferences and identified risks, helping people remain safe while maintaining control over their daily lives. Up-to-date risk assessments promote people's safety while enabling choice, independence and well-being.

Leadership and governance arrangements support a positive culture, with oversight through audits,

feedback and regular review. Staff are supported through training, supervision and clear policies, helping them provide safe, consistent and responsive care. The Responsible Individual (RI) demonstrates effective and clear oversight of the service; she is well known to people using the service.

Findings:

Well-being — Excellent

People's wellbeing is excellent. They are treated with dignity, respect and kindness and are supported to express their views, make informed choices and achieve outcomes which matter to them. Feedback from people using the service is consistently positive, with individuals describing staff as proactive, knowledgeable, caring and supportive. One person commented, *"Carers are observant, even the slightest thing, like change in mood. I am happy with the care provided and it's with me, not for me."* Another person shared, *"their professionalism, encouragement and assistance has had a significant positive impact on my daily life and wellbeing."* Records we reviewed demonstrate people have meaningful control over their day-to-day lives and actively participate in decisions about their well-being. Care is delivered in a flexible and responsive way, promoting independence and enabling people to live the lifestyle they choose.

We found a strong commitment from the RI, who is also the manager, and the staff team to listening to people and ensuring their views, wishes and preferences are understood, respected and acted upon. The RI undertakes some care calls, enabling ongoing oversight of service delivery and helping to ensure care is provided consistently and reliably. People tell us they feel valued and respected through the high-quality support they receive from Hand in Hand Community Care Ltd and consistently describe a culture where their views are listened to and acted upon without judgement.

Information is provided in ways people can understand, enabling them to make informed decisions and remain fully involved in matters affecting their lives and wellbeing. The provider told us information can be made available in Welsh, and we saw this reflected in documentation reviewed and in recruitment of Welsh speaking staff. Information, including personal plans, can be made available in Welsh according to individual preference. We found people benefit from highly effective, person-centred support which enables them to achieve personal goals and desired outcomes. Staff know people exceptionally well and develop positive, trusting relationships which promote confidence, independence and emotional wellbeing. As a result, people are supported to maintain important relationships, access their local communities, pursue interests and hobbies, and live fulfilling lives. The support provided has a positive impact on both physical and emotional wellbeing, helping people remain safe, healthy, connected to their communities and able to live well in their own homes.

Systems are in place to promote people’s safety and wellbeing. The provider has embedded a positive culture within the service, giving staff confidence to deliver high-quality care while keeping people as safe as possible. People know how to access the on-call system, with the duty contact number readily available in their records at home. Safeguarding arrangements are effective and supported through collaborative working with people and relevant external agencies. Staff demonstrate a clear understanding of managing risk in a way which promotes safety while supporting positive outcomes, independence and community involvement. An accessible service user guide explains how to raise concerns or complaints, and people tell us they have confidence in the manager, she responds timely and appropriately when issues are raised.

Care & Support — Excellent

People receive exceptionally high-quality care and support which is tailored to their individual needs and focused on achieving positive outcomes. The provider promotes an open, transparent and person-centred culture where people's wellbeing, safety and rights are central to service delivery. This strong commitment to safeguarding and quality is reflected in the absence of safeguarding notifications or complaints over the last two years, providing assurance people consistently receive safe, effective and reliable care. Effective safeguarding arrangements are embedded throughout the service, supported by robust training, clear reporting procedures and regular risk reviews. Staff understand and follow the Wales Safeguarding Procedures and are committed to protecting people while promoting their rights, choice and independence. People and their representatives tell us the RI responds promptly to changing needs and supports access to healthcare services, including arranging and attending hospital appointments when required. The provider has developed strong links with health, local authority and other partner agencies, enabling effective partnership working and advocacy. This proactive and coordinated approach ensures people receive timely support which promotes their health, wellbeing and quality of life. Office staff regularly audits Medication Administration Records so if any issues arise, they can be identified and rectified quickly.

Care and support plans are comprehensive, up to date and written in a respectful and dignified manner. Records and discussions with staff demonstrate a strong commitment to person-centred practice, with support tailored to people's preferences, strengths and desired outcomes. Plans provide clear guidance for staff, are regularly reviewed and reflect changing needs and circumstances. They clearly describe how people wish to be supported and promote consistency in care delivery. People told us they are treated with dignity and respect and are supported to do as much as possible for themselves.

We found strong evidence of continuity and consistency of care. People are supported by a skilled stable team of staff who know them exceptionally well and understand their preferences, routines and outcomes. Communication between staff is effective, and care records are regularly reviewed and updated to ensure support remains responsive and consistent. People speak highly of the reliability of the service and told us they know which staff will be supporting them and when they will arrive. Any changes are communicated promptly, minimising disruption and providing reassurance. This consistency enables trusting relationships to develop and contributes significantly to people's wellbeing, confidence and quality of life.

Leadership & Management — Good

People benefit from strong, visible and effective leadership, supported by robust governance arrangements which promote a positive, compassionate and person-centred culture. The manager sets clear expectations, promotes accountability and demonstrates a commitment to improving outcomes for people. We found evidence of consistent management oversight through audits, quality assurance activities and regular RI visits. The RI maintains oversight through quarterly visits, gathering feedback from people, representatives and staff to inform service development. People's representatives speak highly of the support provided by the RI and care staff, describing them as approachable, responsive and keeping them well informed always. Staff told us the manager is visible, supportive and maintains an open-door policy. Governance and quality assurance processes monitoring standards, drive continuous improvement and ensure care remains aligned with people's wishes and preferences.

People are supported by a skilled, well-trained and appropriately recruited staff team who are committed to delivering high-quality, person-centred care. Staff say they benefit from a positive work-life balance, access to relevant training, access to company vehicles and strong support from both colleagues and management. One member of staff commented, *"I have high standards, I treat people the way I would want to be treated"* reflecting the pride staff take in their roles. Records show the RI has regular supervision with staff to discuss wellbeing, performance, training needs and professional development. An open and supportive culture is promoted, enabling staff to approach the RI and office team at any time, which we observed during our visit. Staff consistently tell us they feel valued, listened to and involved in the development of the service.

The provider demonstrates a strong commitment to maintaining a competent and well-supported workforce. Policies and procedures are regularly reviewed and reflect current legislation, guidance and best practice. These are strengthened through supervision and training, helping to promote consistency, accountability and high standards of care. All care staff are registered with Social Care Wales, the workforce regulator and hold the qualifications required for their roles. Recruitment and vetting processes are thorough, ensuring necessary checks, including DBS clearances, are completed before staff work independently. Effective induction, supervision and appraisal arrangements support staff development and help ensure people receive safe, consistent and responsive care. The RI also demonstrates a willingness to share specialist knowledge and expertise, further enhancing staff skills and supporting positive outcomes for people receiving care.

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.

CIW has no areas for improvement identified following this inspection.

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

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