Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Natures Hand Care and Support Blaenau Gwent Service

7 Alma Street, Brynmawr, Ebbw Vale, NP23 4DZ

01495312213

www.natureshandcareandsupport.com

The inspection visit took place on 24/11/2025

Service Information:

Operated by:	Natures Hand Care and Support Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

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

Summary:

Natures Hand provides domiciliary care across the Gwent region, supporting people to live independently in their own homes. Our recent inspection found the service delivers exceptional outcomes, and we have awarded an ‘Excellent’ rating across all themes.

People experience outstanding well-being because care is highly personalised and focused on individual goals. Support enables life-changing achievements, such as regaining independence, which significantly enhances emotional and physical health. Individuals are encouraged to live fulfilled lives in ways that suit them best.

Care and support is exemplary, with detailed personal plans reflecting preferences and specialist needs. Staff deliver tailored care with skill and compassion, ensuring people feel valued and respected. The service consistently promotes choice and autonomy.

Leadership and management are strong and proactive. The responsible individual (RI) knows people well and uses this insight to shape improvements that benefit everyone. Leaders foster a positive culture of equality and inclusion, supported by robust oversight arrangements that maintain high standards and drive continuous improvement.

Findings:

Well-being — Excellent

People experience a service that places their voice at the centre of all decision-making. They are supported to have as much control as possible over their day-to-day lives and are actively involved in shaping the choices that affect them. Leaders and staff demonstrate an outstanding commitment to listening attentively and respecting individual preferences. This dynamic and empathetic approach ensures decisions are made collaboratively and in the least restrictive way, enabling people to make well-informed and positive choices.

The service provider uses creative and inclusive methods to ensure people's views are not only heard but acted upon. People are empowered to plan, co-produce, and lead activities that reflect their hobbies, aspirations, and goals for both enjoyment and independence. This proactive approach to promoting independence and choice includes positive risk-taking, which has resulted in people achieving life-changing outcomes. We observed examples of homemaking and community-based activities that have enriched lifestyles, enhanced skills, and increased social interaction and community presence. This includes supporting people to re-gain mobility, engage in work experience, rebuild family relationships, and accomplish goals they once believed were beyond their reach.

During the inspection, we saw people engaging confidently in community life. At a weekly breakfast club hosted by the provider, people interacted warmly with others, and one person told us, *"This is my favourite part of the week."* We also observed meaningful volunteer work and heard enthusiastic accounts of busy social calendars, including dance classes and day trips. People consistently told us the service has transformed their lives, helping them develop independent living and budgeting skills, strengthen community connections, and improve emotional and physical wellbeing.

Each person has a personal outcome file that records achievements they are proud of. We saw evidence of significant, life-enhancing progress that reflects the provider's commitment to valuing individuality and promoting identity. This includes regaining and learning independent life skills, and achieving life-long, meaningful goals. People receive stimulating structure and support that fosters purpose and direction. They are encouraged to maintain existing relationships and build new ones, which has had a positive impact on their wellbeing. People spoke about friendships and social opportunities that bring joy and meaning to their lives, demonstrating the provider's success in creating an environment where independence, choice, and personal growth thrive.

Care & Support — Excellent

People experience exceptional, person-centred care because the provider completes dynamic assessments that ensure services meet individual needs. People, remain at the heart of all decisions, and care strategies are tailored to create bespoke packages that promote development, wellbeing, and independence. The provider works collaboratively with external agencies, including statutory and voluntary organisations to secure the best possible outcomes for each person.

Personal plans clearly set out goals and desired outcomes, supported by photographs and documentation that reflect peoples' active involvement. Evidence-based research informs care planning, and this is evident in the quality and detail of personal plans. People lead in setting short- and long-term goals, ensuring care remains responsive and aspirational. Highly skilled staff know residents well, and we observed warm, respectful relationships consistently through interactions and feedback at the time of the inspection.

The service promotes health and wellbeing intrinsically, offering initiatives such as weekly walking groups and breakfast clubs that foster community and belonging. Strong links with local organisations enhance opportunities, while gaps in provision are addressed through in-house support. People are supported in the least restrictive way, with evolving strategies that encourage independence and purpose. Medication management reflects a commitment to autonomy, with people supported to self-administer wherever possible. The provider adopts a holistic approach, adapting to changing needs, ensuring the best possible outcomes are achieved.

Peoples' care plans and goals evolve continuously, enabling individuals to learn and grow as they progress on their personal journeys. Staff embrace change and learning, sharing responsibility for improvement and ensuring the provider remains at the forefront of best practice. This culture of collaboration, innovation, and person-centred care enhances quality of life and promotes independence for all people.

Safeguarding is robust, underpinned by the high level of care provided by staff. The provider follows safeguarding protocols, ensuring any safeguarding incidents are reported in a timely way and appropriate action is taken to mitigate any future risks. Staff are recruited safely and are aware of their whistleblowing and safeguarding responsibilities. People told us the feel safe and happy with all aspects of their care.

Leadership & Management — Excellent

Leaders create and sustain a strong, positive culture that is inclusive, respectful, and focused on helping people achieve their personal outcomes. They are highly visible within the service and act as role models, guiding strategic direction in line with organisational values and a clear vision centred on equality and inclusion. This leadership approach ensures people experience a service that consistently prioritises their rights and aspirations.

The provider demonstrates transparency and accountability through robust communication with key stakeholders, including Care Inspectorate Wales and the local authority. Leaders maintain high levels of trust by sharing relevant information promptly and in line with the duty of candour. Professionals provided highly positive feedback, emphasising the significant and transformative impact the service provider has had on people's lives. Effective monitoring systems meet regulatory expectations, and plans are in place to strengthen these further. The RI undertakes regular visits, actively seeks feedback from people, staff, and visitors, and uses this insight to drive continuous improvement. People told us they feel confident their views matter and that any concerns are addressed quickly and appropriately. When things go wrong, leaders act decisively and learn from mistakes.

People achieve excellent outcomes because staffing arrangements are carefully planned around individual needs, ensuring support is delivered in the least restrictive way. Leaders maintain robust recruitment and vetting processes, and staff undergo thorough induction and specialist training. People are actively involved in recruitment decisions, helping to ensure staff are well-matched and trusted. Regular supervision sessions are pastoral in nature, promoting staff wellbeing while reinforcing safeguarding responsibilities and identifying development needs. Plans to reinstate an autism champion reflect a strong commitment to specialist learning and tailored care.

Staff wellbeing and professional growth are prioritised through initiatives that celebrate achievement and encourage progression. Leaders foster a culture of recognition with awards such as "Staff Member of the Month" and "Team of the Quarter." Staff feedback was overwhelmingly positive, highlighting the exceptional support they receive and the emphasis on supporting people to achieve meaningful outcomes. Staff described the service as *"Excellent",* with one team member saying, *"(I have) never felt so happy within a role."* This investment in staff capability and morale has led to low staff turnover, ensuring excellent continuity of care and delivering a consistently positive impact on people's lives.

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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