Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Kind Hands Care Ltd

90 Pen-y-bryn
Caerphilly
CF83 2LA

Date Inspection Completed

29/11/2023

Welsh Government © Crown copyright 2023.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Kind Hands Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Kind Hands Care Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection since the service registered with Care Inspectorate Wales.
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

We were unable to fully inspect the service as the provider is currently non-operational in this geographical footprint. The provider does operate in another area of Wales, so we are able to consider the leadership and management arrangements for the service and the providers readiness to operate in Gwent. The Responsible Individual (RI) has good oversight of the service as they are also the manager of the service. There are policies and procedures in place for the running of the service and there are robust governance arrangements in place ready to monitor the service when it becomes operational. Care staff are safely recruited and receive training to ensure they can undertake their roles effectively. Care staff feel well supported and are happy working at the service.

Well-being

We were unable to fully consider this theme as the provider is not currently operating in this geographical footprint but is currently operating in another area of Wales. The provider is in a position to be able to begin providing services in Gwent. The RI/manager is registered with Social Care Wales, the workforce regulator and understands the legal requirements of caring for vulnerable people. The statement of purpose is up to date and kept under continuous review. There are policies and procedures to guide staff on what is expected of them, and people will have access to robust information about the service. The provider understands requirements for governance and quality assurance monitoring and has these processes in place ready for when the service becomes operational. Care staff are safely recruited with pre-employment checks completed correctly and care staff personnel files mostly contain required information. Care staff are suitably trained and well supported. The safeguarding of adults at risk of abuse is taken seriously.

Care and Support

The provider is currently non-operational in this geographical footprint and so we were unable to consider this theme of the inspection. We will consider this theme fully at the next inspection if the provider is operational.

Leadership and Management

There is suitable leadership and management in place. Kind Hands Care benefits from an RI with good oversight of the service who is also the manager and registered with Social Care Wales. There are policies and procedures in place for the running of the service and to guide care staff on what is expected from them. The RI understands legal requirement of caring for vulnerable people and the importance of liaising with the Local Authority safeguarding team when necessary. There are governance and quality assurance processes in place in readiness of the service becoming operational. Quality assurance monitoring indicates the provider is committed to providing a quality service and making improvements when required. The provider has ensured their statement of purpose is kept under review and up to date. This document is important as it outlines what services can be offered, to who, how and when.

Care staff working within the organisation are safely recruited. We examined a selection of care staff personnel files and found they mostly contain all required information. Care staff recruitment is safe and robust as pre-employment checks including references and Disclosure and Barring Service certificates are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people. Care staff receive appropriate training and feel well equipped to undertake their roles. Care staff told us that they like working at Kind Hands Care and feel well supported by the RI/manager. All care staff receive a supervision in line with regulatory requirements. Supervision is important as it is an opportunity to discuss any practice issues or needs in a formal setting which is recorded.

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

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

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- Inspection report survey

If you wish to provide general feedback about a service, please visit our Feedback surveys page.

Date Published 02/01/2024