

# Hand In Hands Ltd

# Hand in Hands

## Inspection report

Unit 5, Devonshire Business Centre  
Works Road  
Letchworth  
Hertfordshire  
SG6 1GJ

Tel: 08452758000

Date of inspection visit:  
07 September 2018  
11 September 2018  
13 September 2018

Date of publication:  
02 November 2018

## Ratings

Overall rating for this service

Outstanding 

Is the service safe?

Good 

Is the service effective?

Good 

Is the service caring?

Good 

Is the service responsive?

Outstanding 

Is the service well-led?

Outstanding 

# Summary of findings

## Overall summary

Hand in hands is a supported living service and provides personal care to people living in their own houses in the community. Hand in Hands also provide an outreach service to 35 people in the community three of these were provided with the regulated activity, personal care. At the time of our inspection 13 people were being provided with a supported living service.

Not everyone using Hand in Hands receives regulated activity; CQC only inspects the service being received by people provided with 'personal care'; help with tasks related to personal hygiene and eating.

This service provides care and support to people living in five supported living homes, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

At our last inspection we rated the service good in safe, effective, caring and well-led. We rated the service as outstanding in responsive. At this inspection we found the evidence continued to support the rating of good and outstanding there was no evidence or information from our inspection and ongoing monitoring that demonstrated serious risks or concerns. Settings. At this inspection we found that well-led had achieved outstanding.

There was a manager in post who had registered with the Care Quality Commission (CQC). A registered manager is a person who has registered with the CQC to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

The registered manager is also the provider for this location.

The service was safe. Sufficient staff were in post and the recruitment process for new staff had helped ensure that only suitable staff were employed. People were kept safe by staff that were knowledgeable about safeguarding and knew how to report concerns appropriately. Accidents and incidents were monitored to identify any trends or patterns to ensure appropriate actions could be taken. Identified risks to people were reviewed regularly to ensure people's changing needs and risks were managed well. Medicines were managed safely by staff that received appropriate training. People were protected from the risk of infections by staff who followed correct infection control procedures.

The service was effective. Staff had the right training and skills to meet people's needs effectively. The registered manager ensured staff were able to develop and put in place adaptive learning systems to support staff learning. People were given choice and control over their lives and staff supported them in the least restrictive way possible. People were supported with a varied and healthy diet, support from staff promoted people's healthy choices. People were supported to access health care services. Other

professionals were positive about the service provided by Hand in Hands.

The service was caring. Staff knew people well and staff cared for them in a compassionate way. Staff respected people's privacy and dignity and supported people to maintain relationships. Staff delivered care that was supportive, kind and caring. People were involved in deciding how their care was provided and staff promoted their choice.

The service was very responsive. People received person-centred care. People`s needs were assessed to ensure people received the support they required. People were supported to grow and achieve their goals. People were involved in creating and reviewing their care plan and they were supported to develop their independence. The registered manager and staff promoted people's independent and supported people with their relationships. People were given the opportunity to think about what was important to them regarding end of life care. People had a voice and the opportunity to discuss and raise concerns.

The service was well-led. The registered manager led by example and ensured staff had the right skills and values. Staff understood their roles and responsibilities and worked well as a team. The registered manager was passionate and actively involved in work to improve and develop the training and qualifications of staff working in adult social care received across England. They developed close working relationships with the local authority, the Department of Health and other professional partnerships to help ensure that they were up to date with changes to best practice. The registered manager attended professional meetings and shared their knowledge and their expertise of effectively supporting people with other providers. They were clear about their vision and values for the service and what they wanted to achieve, staff worked in line with these values. The registered manager promoted an open culture. There were effective systems to monitor the quality of the service, identified issues were actioned and lessons learned. The registered manager arranged fundraising events for local charities to promote their ethos, giving back to the community and improving people's lives.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good ●

The service remains Good.

### Is the service effective?

Good ●

The service remains Good.

### Is the service caring?

Good ●

The service remains Good.

### Is the service responsive?

Outstanding ☆

The service remains outstanding.

### Is the service well-led?

Outstanding ☆

The service had improved to outstanding.

The registered manager promoted a clear vision and credible strategy to deliver high quality care, support and promote a positive culture that is person centred, open and inclusive and achieves good outcomes for people.

There were systems in place to monitor and improve the service. People's feedback was used to drive improvement.

Staff understood the vision and values of the registered manager. They were competent in their roles and responsibilities.

Staff worked flexibly as a team to ensure people were supported with their goals and independence.

The registered manager ensured the right support and training was provided to enable excellent care and support for people who used the service.

The registered manager worked closely with other organisations to promote best practice.

# Hand in Hands

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

The inspection took place between 7 and 13 September 2018. On the 7 September 2018 we visited the office. On the 11 and 13 September we contacted relatives and other professionals to get feedback about their experience of the service. We gave the provider 48 hours' notice of our intended inspection to make sure that appropriate staff were available to assist us with the inspection.

Before our inspection we reviewed information, we held about the service including statutory notifications relating to the service. This included the Provider Information Return (PIR). This is a form that requires them to give some key information about the service, what the service does well and improvements they plan to make.

During the inspection we visited the office and people living in their own homes. We spoke with six people, four relatives, seven staff, two community professionals, service manager, trainer and the registered manager and the provider.

We looked at three care plans, three employment files, quality monitoring records' and other relevant documents relating to how the service operated.

# Is the service safe?

## Our findings

People who were able to communicate with us told us they felt safe. One person explained to us that they had built up a good relationship with staff and this helped them feel safe.

Staff were knowledgeable about signs and symptoms of abuse and how to report their concerns. Staff received training about safeguarding people from the risk of harm and abuse. Staff were confident to raise and escalate concerns if required. One staff member said, "We have flow charts that give the guidance on who to contact and we would report any concerns to our managers."

Where potential risks to people's health, well-being or safety had been identified, these were assessed and reviewed regularly to take account of people's changing needs and circumstances. This included in areas such as medicines, mobility, health and welfare. This meant that staff were able to provide care and support safely. Identified risks were discussed with people and measures put in place to mitigate these risks. Risks were managed and helped people overcome any obstacles to enabled them to be as independent as possible. For example, people were supported to manage their anxiety levels or supported to travel independently. Staff had good guidance to ensure people were safe in the community. One person who was learning to ride a bike, had appropriate risk assessments in place. They commented, "I had the best day of my life I felt so free."

People and staff told us there were enough staff to meet people's needs. The registered manager confirmed they did not use agency staff, we saw there were systems in place to provide cover when needed. One staff member said, "There is always enough staff, people can get to do what they want." People confirmed that staff were always there to support them. One person said, "I get to do what I want."

Safe and effective recruitment practices were followed to make sure that all staff were of good character, physically and mentally fit for the role and sufficiently experienced, skilled and qualified to meet the complex needs of people who used the service. All staff had been through recruitment procedures which involved obtaining satisfactory references and background checks with the Disclosure and Barring Service (DBS) before they were employed by the service. We saw references were verified by the registered manager.

Accidents and incidents were monitored to identify any trends or patterns to ensure appropriate actions could be taken. Any issue identified were discussed with staff to ensure appropriate measures going forward were in place. Where required the registered manager had informed the local authority and CQC of any incidents.

There were suitable arrangements for the safe storage and management of people's medicines. People were supported to manage their own medicines and where they were not able staff administered these. Staff had access to detailed guidance about how to support people with their medicines in a safe and person-centred way. Staff were trained and had their competencies regularly assessed to ensure they followed best practice guidelines. There were regular audits carried out by the registered manager to check if people received their

medicines as intended by the prescriber. Medicine administration records (MAR) were completed accurately and the stock of medicines we counted matched the records kept.

People were protected from the risk of infections by staff who followed correct infection control procedures when they carried out tasks around the home. The environments we looked at were clean and welcoming. We saw cleaning schedules were in place. Staff received infection control training and staff we spoke with understood the importance of using appropriate equipment to reduce the risk of infection. For example, colour coded chopping boards used in people's kitchens.

# Is the service effective?

## Our findings

People and their relatives were positive about the skills, experience and abilities of the staff who provided care and support. One person said, "Staff are excellent." One relative commented, "Since [name] has been with Hand in Hands they have been supported to be more independent."

We found that the registered manager was dedicated to providing people with the care and support they needed to improve their quality of life. To achieve this, they provided tailored support and training for staff, so they were skilled and knowledgeable about best practice guidance and how to implement the support people had. All the staff we spoke with were able to tell us how they followed best practice and how they used their learning when they supported people

All new staff received inductions and undertook the Care Certificate training which supports staff to develop and demonstrate key skills, knowledge, values and behaviours that enable them to provide people with safe, effective, compassionate care.

Staff confirmed they received appropriate training and support for their role. Staff completed regular training in topics such as safeguarding, health and safety, moving and handling, infection control and others. They were also provided with training specifically tailored to the complex physical and mental health needs of people they supported, for example in areas such as epilepsy and autism.

Systems were in place to develop and enhance staff's skills. Staff told us they had regular supervision where they discussed their performance and development needs. They told us they felt supported by the management team. One staff member told us, "I feel supported and communication is good."

The registered manager confirmed they worked closely with Flexible Training a nationally recognised training provider to train their staff to required standards in all mandatory subjects including, autism awareness, epilepsy management, medicine and the nationally recognised Care Certificate.

All staff at Hand in Hands including managers completed the regular training considered mandatory by the provider to ensure they delivered best practice. The registered manager worked with an organisation that specialized in accessible communications and computer systems to enable staff to access qualifications with ease. They worked with Flexible Training to develop training programmes to enable staff to achieve formal qualifications including Diploma's and Apprenticeships in Health and Social Care. This was done in a fair and equitable way which was in line with staffs personal learning styles.

For example, training was colour adapted to cater for staff with Dyslexia. We spoke with one staff member who had this condition, and they commented, "It has helped me massively, it is easier for me to understand. I have support when I need it and I am completing my Qualifications and Credit Framework level two." This meant that the registered manager had enabled staff to develop themselves in a supported environment.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of



people who may lack the mental capacity to do so for themselves. The Act requires that as far as possible people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible. People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. We checked whether the service was working within the principles of the MCA and found that they were. People were given choice and control over their lives and staff supported them in the least restrictive way possible.

The policies and systems in the service supported this practice.

Staff understood the importance of choice. One staff member said, "Choice is very important, [people] should feel independent." One person told us, "Staff always ask me what I want." We saw that people's individual rooms were very personalised and people confirmed they had chosen the furniture and colours of their rooms. The registered manager commented, "Everything we do revolves around what people want to do and achieve."

People were helped to decorate the environment they lived in by staff and management. People wanted to show us their rooms because they were proud of their choices and the way their rooms looked. The homes we visited were furnished to a high standard.

People were supported with healthy food choices and where required pictures were used to support people's choices. People confirmed they enjoyed and were involved in choosing the food. One person commented, "Sometimes I cook, I enjoy cooking." We saw documented in people's care plans what food likes and dislikes they had for staff to know when they supported people with their meals. Dietary requirements were managed to ensure people received the correct support and their health was maximised. Staff told us they sat down with people to discuss what they would like to eat and supported people with understanding healthy options. This meant that staff understood the importance of a healthy balanced diet and encouraged people to eat healthy and to be active. Exercise equipment was provided by the registered manager to encourage people with exercise.

We spoke with other professionals such as, the adult's disability team and social workers. They told us they were happy with the support and communication provided by the registered manager. One professional said, "We have worked well together from day one, strong consultation is what we are looking for. They come for advice and communicate well. We have confidence in the registered manager." Another professional told us, "[The registered manager] provides good support with good outcomes." For example, staff worked with people to formulate plans to enable people to be more independent. We saw examples where hours needed to support people had been reduced over time because people had become more independent with the support that staff had provided.

People were supported to access health services as and when they required. People had been seen by opticians, dentists and GP's and had their weights checked regularly. People's mental health was monitored and regularly reviewed by the mental health specialists, any changes were responded to in a way that helped promote their health and well-being.

## Is the service caring?

### Our findings

People told us staff were caring and they knew them well. One person said, "I feel happy, I feel I am going in the right direction. Hand in hands are a good company, they're patient with me."

People were supported to keep in touch with their families and to maintain relationships which were important to them. One person said, "I go home to see my parents." Another person said, "My [relative] comes here to visit me." A relative commented, "We can visit at any time."

We saw that people and staff knew each other well. People were cared for and supported by staff who were knowledgeable about, and understood how to meet, their individual needs. One person said, "Good place to live, staff are very good they take me to concerts and support me. They are kind to me." Relatives we spoke with felt the staff were kind and caring. One relative said, "[Name] couldn't be in better hands, the staff are lovely."

People felt staff protected their privacy and gave them space if they needed it. One person said, "Staff treat me with dignity." One manager commented, "It is all about what they want to achieve." We saw positive and caring interactions, staff took the time to listen and respond to people in a way that promoted their dignity and supported their independence.

Care plans were reviewed regularly. We found that personal documents and records for people were held securely and people had a say in who had access to the information in their care plans. One relative commented, "[Name] makes all their own choices and is involved with their care." Staff confirmed that people were involved with their care plan reviews. One relative said, "[name] was included from the very start. The care is catered to [their] needs."

Staff confirmed that they speak daily with people on a one to one basis and in groups to find out how they feel. Staff helped people to have a voice. One person said, "It's a good place to live, staff are very nice they listen to me."

We found that confidentiality was well maintained, and that information held about people's health, support needs and medical histories was kept secure. Information about how to access local advocacy services was available for people who wished to obtain independent advice or guidance.

## Is the service responsive?

### Our findings

The registered manager and staff continued to provide people with outstanding care and support. People were overwhelmingly positive about the support they received and the difference it had made to their lives. One professional we talked to from the adult's disabilities team commented, "We have confidence in the provider, [they] go the extra mile, they provide good support with good outcomes." Other professionals we spoke with spoke highly about the care and support delivered from the hand in Hands staffing team. One person told us how staff were helping them with their mathematics. This was important to them because they wanted to learn and manage their own budget. The registered manager's ethos was all about helping people to grow and become as independent as they could in all areas of their life's, from small steps to complete independence.

One relative commented, "Hand in hands have been fantastic from the start. They recognised [relatives] potential and put in the support needed. [Name] has grown so much and their challenging behaviour has completely changed. [They] are a pleasure to have around." The relative went on to explain that the positive changes happened because of the registered manager and staff. They commented, "[Registered manager] used observations and recognised we had to change the way we worked with [name]. Within two to three weeks we saw massive changes to their behaviour." They explained that these changes were positive. The relative commented, "The way [staff] deal with [name] gives them consistency. All staff deal with [them] in the same way, the support plans are excellent." We found that this ethos was promoted by the registered manager and each person was supported with their growth and development. The also explained this has had a huge impact on the person's day to day life in a positive way and they were so delighted they found Hand in Hands.

People's needs were assessed to ensure they received the support they required in the areas that were important to them as individuals. Staff supported people to make choices about how they wished to live their lives daily. Staff worked with people to achieve their goals, learn new skills and develop interests. We saw numerous examples of how people achieved their goals with the right support from staff. Achievements included, leaving the house or eating out without family support, developing their independence. Another person achieved their goal of working once a week for the first time in their lives.

One person who was supported to develop their confidence, met a new partner and staff supported them with their relationship. We saw staff supported one person with their application for a vocational college course which the person was successful in obtaining. Staff we spoke with were proud of their work. One staff member said, "[people] feel like part of our family. I love my job." One relative commented, "[Name] is supported to follow their interests." The registered manager told us that each person is supported to develop their interest and goals.

We noted there was a post box in the office. The registered manager explained that one person had grown up in an institution and collecting their post had become an important part of their life. The manager explained how they made sure there is always some post for the person to collect. The post we saw contained photos of activities the person had completed and a bar of chocolate. The registered manager

commented, "They enjoy coming to the office for a chat and a cup of tea and look forward to collecting their post."

One person told us before Hand in Hands were involved with their support, other organisations had let them down. They told us that since being with Hand in Hands their life had really changed. They explained that they struggled to go out, but with the friendship and support provided by staff they were now progressing in the right direction. They said, "I feel safe, I was nervous going out, but I feel more confident, definitely. [Name of staff member] hasn't let me down. The communication and friendships good." A relative commented, "The staff all give the same support and the care plan gives good guidance to staff. [They] are cared for and stretched to try different things and they have grown as a person."

The registered manager ensured the staff had the appropriate skills to meet people's needs. People were supported to be more independent. For example, one person required twenty-four-hour support daily from staff. However, with the work and support provided the person has been enabled to live more independently and now only required 15 hours of support a week and lives more independently in their own flat. This has made a big difference to the way the person lives their life.

The registered manager explained this had been achieved with staff teaching the person how to manage their medicines independently. Staff worked on their budgeting skills. Support was also provided with learning how to cook healthy meals and not just having pizzas and take away food. Staff supported them within developing new skills such as daily house chores and the importance of good personal hygiene. Travel training was used to support the person become more independent. This was the ethos of the registered manager to support every individual to achieve what they could. We saw lots of examples where people's hours reduced because they were supported to develop daily life skills and grow as an individual.

Another person who wanted to reach and maintain a healthy weight was given a fit bit and shown how to use it independently, they set goals to lose weight with exercise and healthy food choices. We met the person and it was clear they understood about healthy food choices, they enjoyed the daily challenges of achieving their walking targets. They also enjoyed recording and monitoring their progress, this gave them a real sense of how well they were doing.

The registered manager commented, "Our aim is to give the tools people need to become more independent." We saw evidence of people who had reduced their care hours they needed because they received the care and support to grow and develop as an individual. One person commented, "I want to be fully independent and [I talk with staff] about how we can achieve this." The person also explained that staff supported them to achieve their goals in a way that was appropriate for them and supported them to be more confident. The registered manager commented, "We support people with setting up goals and improving daily skills for instance how to clean their teeth properly. It doesn't matter where people are, we can always help support them to learn new skills and achieve goals to improve their lives."

Staff used social stories to support people. (Social stories use pictures and text to show where or what the person will be doing and when and who with). This gave people a structure and helped them to overcome anxieties. For example, this approach had enabled people to visit the dentist and swimming pool which that had previously found difficult.

People were involved in creating and reviewing their care plan and they were asked to provide staff with their interests and hobbies to ensure arrangements were in place to enable people to continue with these. People were supported to follow and develop their interests. For example, people went on holidays, they attended concerts and a variety of events. Staff worked flexibly to ensure people were supported to do

things they enjoyed. For example, one person who loved music and going to concerts was supported to attend these events, they sometimes stayed overnight in hotels to accommodate this and staff worked flexibly to support the person to meet their needs. This was to ensure people had the opportunities to follow their interests. People were able to choose which staff member supported them with their activities and social interests. The registered manager used staff profiles to match people and staff to support better relationships with shared interests.

People had a voice, they told us they had regular meetings where they could share any concerns they had, they could approach staff or the manager when they needed. We saw people were supported to make a complaint when needed.

Staff had access to detailed information and guidance about how to support people in a person-centred way, these included people's preferences, behaviour, relationships that were important to them, medicines, likes and dislikes. All staff we spoke with showed a good knowledge of people they supported. Staff were able to tell us about people's likes and dislikes and how to support their interests. They knew and understood the people they supported, this included behaviour triggers and how to manage these appropriately. We also saw that staff received specific training about the complex conditions that people lived with to enable better support.

We saw staff had taken time to discuss with people and their families where appropriate, what they wanted at their funerals. This included choosing songs, flowers and what type of funeral they wanted. This was to ensure people's preferences were respected and managed appropriately. People were given the opportunity to think about what was important to them and their family and have this documented in their care plans, these were reviewed regularly and discussed with the person for them to make any appropriate changes to their support and preferences.

## Is the service well-led?

### Our findings

People consistently spoke very highly of the service and the support they received. People felt they had a voice and were valued as individuals. One person said about the staff, "The communication is excellent, we spend time building up our friendship." Relatives told us of the significant differences the service had made to their family members. A relative commented, "When I meet up with other parents, we all feel the same. It is a fabulous service for our loved ones to grow and be more independent. [Name] has been involved with all their decisions about their support from day one." They also commented on the positive change the service had had on their relative and the difference it had made to their life.

We spoke with other professionals from the adult's disability team and social workers who told us they were extremely pleased with the support and communication provided from the registered manager. One professional said, "We worked well together from day one, the registered manager is very good, strong consultation is what we are looking for. We have every confidence in the registered manager." Another professional who talked about Hand in Hands commented, "They provide good support with good outcomes."

The registered manager was clear about their vision and values, that everyone they support receives the right support that meets their needs. Their goal is to provide the platform for people to develop and reach goals they would like to achieve. They ensure that each person had the opportunity and support needed. Staff were aware of and committed to the vision.

The registered manager was clear about the values and the purpose of the services provided and their mission statement was displayed in the office. Staff we spoke with felt the company was very supportive both to people and the staff. One staff member commented on how they were being supported through a difficult time in their life, "Thank god I work for Hand in Hands. My colleagues and my [registered] manager have been very supportive."

The culture and ethos of the service meant people were supported to grow and develop their interests. We saw evidence that all people using the service were achieving their own personal goals because they had support that was tailored to their individual needs and preferences. We saw numerous examples of how the service had made a significant difference to people's lives. One person, for example, had struggled to leave their room and found socialising difficult. Staff ensured provided the right support and time to develop the person's confidence in a safe environment. The person developed their social skills and enjoys going out into the community and meeting new people. Staff shared examples like this with us and were proud of their work enabling people to live fuller lives.

The registered manager told us that the reason they started Hand in hands was to help others. For example, one person who found it difficult living with others in a shared supported living environment, the registered manager purchased a flat for them to enable them to live as they wanted. They moved to the self-contained flat with staff support. The person told us, "I am happier, where I am."

The registered manager was knowledgeable about the people who received support. They ensured that staff had the tools, resources and training necessary to meet people's needs. For example, staff received autism training from a person with autism. A relative said, "They [staff] are right up there with their autism training. They really understand." Seniors and team leaders have attended leadership courses to develop their confidence and to understand how to lead in a professional way. One senior commented, "It has helped me to be a better leader. We saw resources and support were in place to develop staff and drive improvement."

The manager ensured that training and information to support best practice was accessible to all staff. For example, training was colour adapted to cater for staff with Dyslexia. We spoke with one staff member who lives with dyslexia, and they commented, "It has helped me massively, it is easier for me to understand. I have support when I need it and I am completing my Qualifications and Credit Framework (QCF) level two." This enabled staff to develop themselves in a supported environment. The registered manager ensured that staff had the right skills and development as this ensured staff had the skills and confidence to support people and deliver high quality support and care.

The registered manager was involved with the "trailblazers group" set up by skills for care, to look at what qualifications should look like and how to deliver the training for the new, Regulated Qualifications Framework (RQF) this qualification has replaced the Qualifications and Credit Framework (QCF). The registered manager was very involved in the development of social care and the right training and support for meeting people's needs. They had an open and inclusive culture and their door was always open. They worked tirelessly to improve adult social care systems to support people with receiving the right support.

The registered manager worked closely with the local authority, the Department of Health and other professional partnerships to ensure they were up to date with changes to best practice and to support people to be safe and healthy. For example, they worked with the local police, safer neighbourhood team. This involved visits to the homes to give advice to people about how they can keep safe. There were professional meetings with the learning disability teams, nurses, solicitors and GP's to ensure good care and support. They attended conferences for learning and best practice. For example, positive behavioural support. They had recently given talks to other managers on "Introducing new social care qualifications".

Staff were positive about the registered manager and felt there was strong leadership. One staff member said, "The [registered] manager is very approachable." We saw during our inspection staff popped in to see the registered manager. All staff, other professionals, relatives and people who used the service felt the registered manager was approachable and supportive and listened to them. One staff member commented, "The [registered] manager is approachable, it's a good company to work for." There were enough staff to meet people's needs. Staff were knowledgeable about the people who used the service and about their care and support." One relative said, "[Register manager] will support you 100%, they are approachable". Another relative commented, "We have peace of mind."

There was a clear staff structure in place and staff were aware of their roles and responsibilities. There was an out of hour's service operated for people to ensure that people had support when required. Staff were supported to develop, we saw examples of staff progression as part of their development. The registered manager confirmed they liked staff to progress through the company as they had because this enables them to understand all areas of care and support.

We saw that the registered manager and service managers regularly completed audits of the service to identify where improvements were needed. There were effective systems to monitor the quality of the service. Records demonstrated when audits identified any issues these were actioned to ensure the

required improvements were made and any learning was shared with staff during one to ones or at staff meetings.

The registered manager confirmed they organised at least two events each year, such as the Christmas disco. These events were supported and attended by people who used the service, family and friends. These events were utilised to raise money for local charities. Thousands of pounds had been donated to a variety of local charities. These include, supporting people with getting specialist wheel chairs, Hospice, air ambulance, stroke association and many more. The registered manager ethos was about giving back and improving the quality of people's life's in their community.

The registered manager told us they felt supported. They confirmed they had Regular contact with other managers through a forum of managers that help and support each other. This forum had been set up by skills for care. The registered commented, "We share ideas and support each other. We meet every six months to discuss issue and any relevant topics or up and coming changes."

We saw that people who used the service and relatives were consulted and asked to feedback on the service provided this included yearly surveys. People and relatives were also involved in the recruitment of new staff to ensure good suitability. All staff had a profile to help with placements. We saw evidence that demonstrated people and their families were happy with the care provided. One person said, "Staff are excellent" A relative commented, "It's like a family. Good care because staff are there for the right reasons." Another relative commented, "We are just so pleased we found Hand in hands."