



Inspection Report on

Hippo Health Care

**Alexandra Gate Business Centre Ltd
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Ffordd Pengam
Cardiff
CF24 2SA**

Date Inspection Completed

30/01/2023

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About Hippo Health Care

Type of care provided	Domiciliary Support Service
Registered Provider	Hippo Health Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Comment [SHC(CA&CSI)]: This needs not to have the dots underneath. It will disappear when published

Summary

Hippo Health Care is a small domiciliary support service for adults, aged 18 and over. The service offers care and support to people in their own homes in the Cardiff & Vale areas. The organisation is in its infancy. The service became operational during the Covid-19 pandemic in August 2020.

People are happy with the care provided and receive a reliable and professional service. Care documentation is in place that considers people's needs and wishes and effective consideration of risk. Improvements are however required to ensure that documentation is reviewed and updated regularly in line with legal requirements to ensure it accurately portrays people's needs at any given time.

The Responsible Individual (RI) has a regular presence at the service, engages with people and reviews support delivery. The statement of purpose (SOP) sets out the vision for the service, although this requires updating to consistently reflect the current service delivery.

Staff recruitment and vetting ensure care workers are safe and fit to work. Care workers receive regular formal supervision and training to support them in their role. The service has policies and procedures in place for the running of the service.

Well-being

People speak positively about care staff and told us they feel safe and supported when they are with the carers. People told us *'The carers are professional, affectionate and reliable. The company is flexible and easy to contact. It feels as if they really take an interest in us.'*

People usually receive their support when it is planned and are made aware if any care staff are running late for a specific reason. One person told us *'They never let us down and at times they have stepped in to help in a situation where things looked hopeless without them'*. Calls are well planned and allow care staff sufficient travel time in between calls to ensure care provision is provided for the planned time, which supports people to achieve their personal outcomes.

People are supported to remain safe and well. People and their representatives told us they know how to raise a concern and feel comfortable in doing this. We found evidence the Responsible Individual meets with people, relatives, and staff to gather feedback on the service provided. There are safeguarding arrangements in place that ensure people are appropriately protected from the risk of harm. Staff receive training in safeguarding and are confident in how to respond to any concerns in line with current guidance.

People have choice and control over their day-to-day lives, and how their care is delivered. People are treated with dignity and respect and staff are dedicated and committed to supporting them. We find staff to be hard working, caring and responsive to people's needs.

Care and Support

People receive good quality care and support from a service promoting their participation in the service they receive. There is a culture of supporting people's independence throughout the service. Staff take their time when completing tasks. People told us *'They are trained in personal care tasks and carry out personal care showing dignity and respect'*. A relative told us *'Overall I can't fault the support the staff provide in meeting mum's care needs.'* Staff are able to tell us about people's care and support needs. Systems are in place to make staff aware of specific risks and communicate important information about how to support people safely.

People can be confident that the service is able to meet their needs as the provider considers referral information and speaks with people or where appropriate, their representative to establish needs and expectations. The provider considers a range of information to ensure they can meet people's needs before support is put in place. From this, senior staff develop care records to describe people's support arrangements and any specific requirements. All care workers have access to this information on phones, to ensure each person always receives the right care and support. We saw that improvements are required to the detail of information within care documentation and reviews. Personal plans are important documents as they guide staff on how to care for people correctly. Without clear instructions staff are at risk of providing incorrect care. Whilst there has been no impact on people, this is an area for improvement, and we expect the provider to take action. This will follow this up at the next inspection.

People and their families told us they have good relationships with carer workers and the office and management of the service. Care calls are received as scheduled. Rotas show calls are provided as planned. People told us the service is reliable, carers turn up on time and people are notified if calls are to be significantly later than scheduled. People benefit from positive care from friendly and professional staff. People and relatives told us tasks are completed to a good standard and carers are friendly. One person told us *'The staff are caring, and kind. They are reliable and turn up on time'*.

As far as possible, the service takes steps to safeguard people from neglect and abuse. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. The provider has detailed policies and procedures to manage the risk of infection. Measures are in place to ensure people are kept safe from infection as far as possible. This includes the use of personal protective equipment by care workers. People and relatives confirmed there are good hygiene practices in place.

Leadership and Management

Overall, the service is committed to developing a culture which endeavours to ensure the best possible outcomes are achieved for people. The RI and manager both work and are visible and accessible to both people who use the service and staff. There is an organisation structure with clear lines of accountability. The manager qualified as a domiciliary care manager in England and is in the process of registering with Social Care Wales, the workforce regulator for Wales. Additional modules are required to be completed by August 2023 to be registered as a domiciliary care manager in Wales. This will be followed up at the next inspection. One person using the service told us *'The service is responsive and well led'*. A staff member told us *'I really care for my service users and so do my colleagues. I would be happy for my family or even myself to receive the standard of care Hippo provide'*.

People receive a service where staff are trained and well supported in their roles. Care workers provided us with positive feedback and explained they feel supported in their roles. Staff recruitment and vetting ensure care workers are safe and fit to work with vulnerable adults. Staff told us they feel supported and receive regular one-to-one supervision with their line manager, spot checks and staff welfare checks. One member of staff told us, *'We are a team, but it feels more like a family. We all support each other, and I feel we can be open and share our feelings if anything is bothering us'*. Records show staff receive annual appraisals and regular supervision, also attend staff meetings and training opportunities. People are supported by staff who have training specific to their individual needs as well as mandatory training.

People and relatives are generally complimentary about the care workers who visit them in their homes. Care staff are given sufficient time to travel between calls and told us the organisation of their working days is good but shift pattern doesn't always allow for continuity of carer. One person using the service told us *'The only thing, and maybe it happens because the company is growing fast, is that I would like to have more of a chance to get to know the carers well at times, before a new team comes to us.'* Another relative commented *'I would like to see the staff be more proactive, imaginative and show initiative when taking her out and engage with the wider community.'*

There are arrangements in place for the oversight of the service to ensure the best possible outcomes for people. Quality assurance processes are in place; this includes the auditing of day-to-day records and the oversight of service delivery by the provider. The RI has a regular presence at the service, they engage well with people, their representatives, staff, and professionals involved. The service uses an electronic call monitoring (ECM) system to monitor care workers arriving and leaving calls. The quality of care is reviewed on a six-monthly basis and a report is produced. There are policies and procedures in place for the running of the service and are accessible to staff.

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
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59	The service provider must ensure that records relating to individuals are complete, accurate and up to date.	New
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Date Published 22/03/2023