Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

St Helens Domiciliary Care Ltd

Unit 3 Hatherleigh Place, Union Road West, Abergavenny, NP7 7RL

07765790354

The inspection visit took place on 29/06/2026

Service Information:

Operated by:	St Helens Domiciliary Care Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

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

Summary:

St Helens Domiciliary Care Ltd provides personalised domiciliary support to adults with learning disabilities and mental health needs, enabling people to live independently within their own homes and communities. The service is led by an experienced manager and supported by a stable workforce who know people well. People receive tailored support that reflects their preferences, aspirations, health needs and personal outcomes.

Well-being is good. People experience positive wellbeing outcomes and are supported to live fulfilling lives. People told us they feel safe, comfortable and valued and benefit from positive relationships with staff who provide consistent support. Care planning reflects people's emotional, social and physical wellbeing needs, and people are encouraged to maintain their independence, participate in community activities and sustain important relationships.

Care and support is excellent. People receive highly personalised care which is tailored to their individual needs and outcomes. Personal plans are detailed, regularly reviewed and provide clear guidance to staff on supporting physical health, mental health, medication management, independence and social inclusion.

Leadership and management is excellent. The service benefits from strong leadership, effective governance arrangements and a positive organisational culture. Staff feel valued and supported, and there is a clear commitment to delivering person-centred care. Quality assurance systems, audits and monitoring processes provide effective oversight and support continuous improvement.

Findings:

Well-being — Good

People are supported to achieve positive wellbeing outcomes. Evidence gathered through observation, discussions with people, staff and professionals, and a review of records shows us that people feel safe, comfortable, and valued by the service. People benefit from consistent staffing arrangements, which enable the development of strong and trusting relationships. Staff know people well and demonstrate a good understanding of their interests, preferences, routines, strengths, and support needs.

People are supported to maintain their independence and exercise choice and control over their daily lives. For example, one person described their home as somewhere they "*love*" and takes pride in maintaining. They explained how staff support them when required but also respect their ability to complete tasks independently. People are encouraged to undertake activities of their choosing and maintain community links. This includes attending social groups, accessing local facilities, shopping, maintaining important family relationships, and accessing leisure activities that are meaningful to them.

Feedback from people using the service was consistently positive. People told us they feel safe, happy, and comfortable with the support they receive. People describe staff as kind, patient, and respectful, saying staff take time to listen and understand their wishes. People are involved in decisions about their daily lives and support arrangements. One person told us staff know them well and provide support in a way that suits their needs, without rushing them. Feedback also demonstrates that people feel able to express their views and preferences openly.

Safeguarding arrangements are embedded within practice and contribute positively to people's wellbeing and sense of security. Staff demonstrate a clear understanding of their safeguarding responsibilities and are able to explain reporting processes and procedures. People told us they would feel comfortable speaking to staff or managers if they had any worries or concerns. Records reviewed demonstrate systems are in place to identify, monitor, and respond to risks appropriately.

The service recognises the importance of communication and language in supporting wellbeing. People's preferred language is identified during assessment and recorded within personal plans. The service supports the principles of the Welsh Language Active Offer and has arrangements in place to respond to Welsh language needs.. The Registered Manager is a Welsh speaker and policies can be made available in Welsh, including written and audio formats where required. This demonstrates a commitment to promoting choice and respecting people's communication preferences.

Care & Support — Excellent

People consistently receive high-quality, personalised care and support that is tailored to their individual needs and promotes positive outcomes. Evidence gathered through discussions, records, and feedback demonstrates that care is not only meeting people's assessed needs but is actively supporting them to achieve greater independence, maintain their health and wellbeing, and enjoy meaningful lives.

Personal plans are comprehensive, detailed, and outcome focused. Records reviewed reflect a thorough understanding of people's physical health, mental health, emotional wellbeing, communication needs, aspirations, and daily living requirements. Plans clearly outline how staff should support people and provide detailed guidance on managing specific health conditions, mental health needs, medication support, independence goals, nutrition, behaviour support, and social participation. Personal plans are written in a person-centred style and evidence regular review with the involvement of the person wherever possible.

People are actively involved in decisions relating to their care and support. Feedback demonstrated that people understand the support they receive and feel involved in discussions about their needs. One person explained that staff manage their medication because this is the arrangement that works best for them and supports their mental wellbeing. They told us where medicines were stored and explain staff always discuss medication with them and ensure they understand what support is being provided. This demonstrates people are supported in a way that promotes dignity, respect, and informed involvement.

Medication systems are robust and effectively managed. Records reviewed, including MAR (Medication Administration Record) charts and PRN (per required need) protocols, are completed appropriately and demonstrate safe practice. Governance arrangements surrounding medication management include regular audits and oversight, supporting the continued safe administration and monitoring of medicines.

Staff demonstrate detailed knowledge of the people they support. Discussions with staff show they understand people's preferences, communication styles, routines, behavioural presentations, risks, and aspirations. Staff describe how they adapt support to meet people’s needs and promote positive outcomes. Care is delivered in a calm, respectful manner that encourages people to develop confidence, maintain independence, and exercise choice and control.

Professional feedback was highly positive. Professionals described the service as person-centred, responsive, and effective. They reported strong communication and partnership working and told us they have confidence in the support provided. Evidence demonstrates referrals are made appropriately when concerns arise and staff work proactively with health and social care professionals to ensure people receive the support they require.

There is clear evidence of positive outcomes for people. People are supported to maintain long-term placements successfully, improve their health, develop independence skills, engage with their communities, and maintain important relationships. Support focuses on developing and maintaining skills rather than encouraging dependence on staff.

Leadership & Management — Excellent

The service is exceptionally well-led and benefits from strong leadership, effective governance arrangements, and a positive organisational culture. Evidence gathered throughout the inspection demonstrates leaders are committed to delivering high-quality, person-centred care and maintaining positive outcomes for people using the service.

The manager provides clear direction and oversight and has established a culture where people and staff are valued. Staff consistently describe the manager as approachable, supportive, and responsive. They report feeling comfortable raising concerns, sharing ideas, and seeking advice when required. Feedback received during the inspection told us that managers maintain positive working relationships with staff and create an environment where people work together to achieve the best outcomes for those they support.

The service benefits from a stable and experienced workforce. Many staff have worked with people for significant periods, enabling them to build meaningful relationships and develop detailed knowledge of their needs. Staff retention contributes positively to continuity of care and helps ensure people receive consistent support from familiar staff members. Staff spoke positively about their roles and demonstrated a commitment to the values and ethos of the service.

Governance arrangements are robust and effective. Monitoring systems include audits, quality assurance processes, supervision, staff meetings, and regular visits by the responsible individual (RI) visits. These systems provide managers and the provider with oversight of the service and support continuous improvement. Evidence shows findings from audits and monitoring activities are reviewed and used to identify learning opportunities and areas for development. The provider demonstrates awareness of the challenges facing the service and takes appropriate steps to maintain standards and plan for the future.

Staff training and development are well managed. Training records demonstrate that staff are up to date with mandatory and service-specific training. Staff receive regular supervision and are supported to reflect on practice, discuss performance, and identify development opportunities. This contributes to a competent and confident workforce capable of meeting people's needs safely and effectively.

There are effective systems in place for monitoring incidents, accidents, complaints, and concerns, ensuring appropriate action is taken and lessons learned where necessary. This contributes to a culture of openness, accountability, and continuous improvement.

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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