Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Helden Care Agency Ltd

2 St. Johns Road
Newport
NP19 8GW

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

03/01/2025

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About Helden Care Agency Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Helden Care Agency Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	26 January 2023
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

People who use the service are very happy with the care and support they receive. Care workers are well supported in their roles and receive training to ensure they have the necessary skills to carry out their roles successfully. There are established processes in place to get to know people's needs, to deliver the service and to review the care provided. Each person receives care and support tailored to their own individual needs, likes and dislikes. Regular care workers deliver a reliable service. People are complimentary towards care workers

The service is overseen by the responsible individual (RI) who also undertakes the role of manager. They are involved in the day-to-day running of the service, know all staff and the people the agency supports. This gives them an in-depth knowledge of the service and people, which enables them to identify problems promptly, to take action when necessary, and to maintain a consistently good service.

Well-being

People receive the support they need and want from regular care workers. The manager carries out a pre-service visit to people to meet them and their representatives before the service commences. A robust assessment process takes place and ensures the agency knows what people need and want. At that stage, people are given some information about the service, what they can expect and details of people they can contact if needed. They are also given an individual contract. Personal plans, which detail the care and support people need and want, are written before the service starts, these are subsequently reviewed on a regular basis. For the duration of the service, the agency continues to have contact with people and their representatives to seek their views about the service.

People are supported to remain physically and mentally as healthy as possible. When needed, care staff support people with their personal care, support them to eat and drink well and support them with medication. Care workers know people well, this enables them to watch out for changes in people's health, keep records and alert relevant external professionals if required. In addtion, we noted the positive relationships people have with staff promote their mental health and well-being. One person told us "*Carers are all lovely, I look forward to seeing them."*

Measures are in place to protect people from abuse and neglect. Care staff are trained in safeguarding and have clear policies and procedures to guide them. When necessary, risk assessments are in place and specialist equipment is used so that care workers can support people as safely as possible. Staff are fully vetted prior to commencing work for the agency and they receive a comprehensive induction.

Care and Support

People receive the care and support they need and want. People speak highly of the service and would recommend it to others. They told us "*I could not manage without*" the care workers and they explained they "*Sort everything out for the day.*" Another person told us "*No complaint at all*" and "*Would absolutely recommend.*" The last feedback people gave the provider shows nearly all rate the service as excellent. One person wrote "*The staff have been very supportive in encouraging me to come to terms with the loss of my independence," another one "All the staff is amazing, really caring and compassionate. Always making sure all the care and needs are fulfilled every time.*"

There is good documentation in place for each person. The manager gathers information from people, their relatives and relevant health professionals and uses it to complete documentation for each person. They told us, and records show, they attend the first call with the care workers when a service to a person commences. We saw people's documentation includes information about their life history, an outline of what they can do for themselves and of the areas in which they need help. Where there are risks, these are assessed and steps to mitigate them are listed. There are personal plans in place, these cover areas in which people need assistance. We reviewed plans relating to communciation, oral care, medication, continence care and personal hygiene. Each plan lists people's abilities, preferences and wishes. It also includes "What does a good day look like?" "What does a not so good day look like?" and the support needed from staff.

Care staff record the care and support they deliver each day in a daily visit record. A medication administration record is completed when they support people with their medication. We saw the service provider audits the daily and medication records completed by care workers. They use the information gathered to review people's care documentation.

Leadership and Management

People benefit from a well-run service. A long-standing RI is in post, they also undertake the role of manager. They are registered with Social Care Wales. They are involved with the day-to-day running of the service. As such, they know all staff and the people the agency supports. They are assisted by a senior carer, who is also a long-standing employee. Both demonstrate an in-depth knowledge of the service and people, this enables them to identify problems promptly, act when necessary and maintain a consistently good and reliable service. There are established systems in place to monitor the quality of the care and support delivered by the agency. These include spot checks by the manager of the service provided to people and audits of the records completed by care workers after each care call. In addition, the service provider sends out quality surveys to people who use the service, their families, friends and staff. We saw the RI completes the required reports to evidence their quality-of-care monitoring activities.

There are good arrangements in place to recruit, train and support staff. Recruitment records show the service provider carries out all the necessary checks before a person can start working at the home. Records show care workers receive a robust induction and ongoing training. They also show their competency in all the activities they carry out in the course of their duties, is assessed. We saw this includes an assessment of how they establish the care and support people need and how they deliver it. Feedback from staff is very good. One person spoke about their experience of joining an established team, of the support from colleagues and about feeling welcomed. Another person spoke of the induction they had which included training and two weeks of shadow shifts. People also spoke about the manager being very supportive and always at the end of the telephone. One person summarised their experience of working for the agency as "*It is a really good company, small, can't fault it, any problem I can talk to the manager*."

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	

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