Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

MiHomecare Carmarthen

Unit 1 Mihomecare, Llwyn-yr-eos Parc Menter, Llanelli, SA14 6RA

03331215601

The inspection visits for this service took place between 21/05/2026 and 01/06/2026

Service Information:

Operated by:	MiHomecare Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

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

Summary:

MI Homecare Carmarthen are a domiciliary support service providing care and support to people in their own homes across Carmarthenshire. It is a multi-faceted service which also provides support to people living with dementia and alcohol related brain damage (ARBD). The service also supports individuals being discharged from hospital. There are plans to continue to develop these services.

The well-being outcomes of people are “Good” as skilled staff, with a strong value-base who know people well, continue to make a significant positive difference to their lives.

The care and support people receive is “Good” as people receive safe, consistent and effective care and support that promotes their wellbeing, independence and quality of life.

The leadership and management of the service is “Good” as an experienced, professional and enthusiastic management team demonstrates a strong commitment to improving people’s lives.

Findings:

Well-being — Good

Staff treat people with dignity and respect and make a significant difference to their lives. Greater team stability and lower staff turnover have helped people build long-term relationships with staff. People told us, *"I wish I could see them every day"* and *"Top care as she can speak Welsh".* A relative said, *"They give the best care and attention to detail, they knew x so well and made sure I had everything I need".*

Managers and staff have created a strong support system that helps them identify and address risks promptly. An open culture and effective communication across the team underpin this approach. Care workers and managers know people well and show a clear commitment to their care. People described staff as *"passionate", "dedicated"* and *"committed to making a difference".* Staff prioritise people's well-being and safety by identifying and managing potential risks. Clear personal plans and risk assessments support this work.

Managers use effective systems to make sure every voice is heard and respected. They provide regular opportunities for people to engage with them and share feedback. We found strong safeguarding arrangements, with good staff training, clear policies and robust procedures. The management team promotes a strong culture of learning through reflection. We saw examples of learning from incidents that led to positive changes in practice, including updated staff training and guidance. These changes strengthened staff knowledge and promoted safer outcomes for people receiving support.

Staff support people to maintain and improve their physical health, mental health and emotional well-being. We saw staff encourage people to make choices about their health and well-being. Care workers know people well and have built trusted relationships. This helps them advise and respectfully challenge people in areas such as diet, nutrition and reablement to improve their health and wellbeing. People told us, *"Staff subtly push me with my reablement"* and *"it's always done in good nature".* A relative told us, *"They really have made a big difference".* Staff record comprehensive health information on a high-quality electronic care management system. This includes detailed health profiles and historical information that helps staff provide good-quality care and support. We found the service managed medication well through good staff training and consistent management oversight.

Care & Support — Good

People receive safe, consistent and effective care and support that promotes their wellbeing, independence and quality of life. Staff encourage people to exercise voice and choice in their daily lives and involve them in decisions about the support they receive. People told us they *"feel listened to", "valued"* and *"respected"* by staff who know them well. We saw the provider gathers useful information from professionals and others already involved in people's care and support. Overall, staff deliver care in a way that promotes routine and structure for people through consistent staffing, reliable call times and continuous management oversight.

The provider's vision and values are clear throughout the service. Staff and managers demonstrated the organisation's commitment to promoting independence, dignity and choice throughout the inspection. Highly skilled staff support people and show an excellent understanding of their individual needs and preferences. Key documents, including the Statement of Purpose, Guide to Service and complaints policy, are thorough, appropriate and reflect the service provided. People receive this information, although the provider has not yet made the documentation available in Welsh. Several staff can communicate in Welsh, and the provider plans to develop this area further to strengthen the service's ability to meet people's language needs fully.

People's personal plans take a strengths-based approach and set out how staff should support them to achieve their wellbeing outcomes. Staff use a comprehensive and well-organised electronic care management system that makes care planning documentation easy to access. We saw strong outcome-based personal plans and risk assessments that reflect people's strengths as well as the areas where they need support. People's views are evident in the records. Discussions with staff and our observations during the inspection showed people are making progress and achieving positive outcomes. However, managers need to strengthen how they record outcomes consistently and track progress over time in review meetings.

People are safe because the provider takes a strong approach to safeguarding. Clear policies and procedures help protect both people and staff. Staff showed a good understanding of safeguarding protocols, supported by regular training. Detailed risk assessments reflect people's individual circumstances and managers review them regularly. The management team communicates well with staff, professionals and people using the service, and they act quickly when concerns or changes arise.

Leadership & Management — Good

An experienced, professional and enthusiastic management team demonstrate a strong commitment to improving people's lives. Managers work in partnership with people, relatives, professionals and commissioners to drive continuous improvement. They communicate effectively, respond promptly to feedback and promote reflective practice. They also encourage staff engagement to support learning and service development.

Governance arrangements are strong. The Responsible Individual and operational managers are highly visible to people and staff. Leaders use quality assurance systems well to gather feedback and monitor service performance. People told us, *"Managers communicate very well"* and *"I always know who to contact if I have a problem".* Professionals said, *"they communicate well around peoples' needs"* and *"seen a lot of improvements in the service".* Leaders use governance systems effectively to monitor incidents, accidents and safeguarding concerns. They showed us the actions they had taken and the outcomes they had achieved, which supports a culture of accountability and continuous learning.

Clear and purposeful systems support the day-to-day operation of the service. Managers use an electronic rostering system and organise staff by geographical area. This promotes continuity of care for people and supports the effective deployment of staff. Staff spoke positively about rostering arrangements and said managers are flexible around their personal commitments. People and their representatives told us consistency in the staff visiting them had improved significantly. During our visits, we saw this had helped staff build trusted relationships with people. The provider has safe lone working practices in place, including GPS tracking systems and electronic call monitoring in people's homes. Dedicated on-call management arrangements provide staff with further support.

The service provider employs enough suitably qualified, trained and supported staff to deliver good-quality care. We saw effective recruitment and induction processes, although some staff told us they would have benefited from more time shadowing experienced colleagues. A stable management team supports staff through regular supervision and team meetings. Managers also carry out regular wellbeing checks virtually, in the office and in the community. Staff told us, *"They are very supportive"* and *"can talk to them about anything".* The management team values staff and recognises their work in a range of ways, including awards.

Staff training is effective and has improved through a strong partnership with a local college. The service places significant importance on bringing young people into care through a care worker apprenticeship. One staff member who benefited from this told us, *"It's been great for my development".*

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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