Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Helping Hands Home Care Cardiff & Vale

Helping Hands, 5a, Beulah Road, Cardiff, CF14 6LT

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www.helpinghands.co.uk

The inspection visits for this service took place between 21/04/2026 and 30/04/2026

Service Information:

Operated by:	Midshires Care 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	Excellent
Care & Support	Good
Leadership & Management	Good

Summary:

Helping Hands provides a domiciliary service to people in their own homes across Cardiff. People are happy with the care and support they receive and many experience excellent well-being outcomes. Care staff are dedicated, professional and compassionate which positively impacts on people's well-being. Care and support is good because care packages are tailored to meet people's needs and preferences. Most documentation is available and accurate to inform care staff of people's needs. Overall, people receive consistency of care whenever possible and they develop strong bonds with care staff, which is highly valued.

Leadership and management of the service is good. Changes in key roles since the last inspection of the service work well, providing care staff with reliable and knowledgeable support and guidance. The service ensures care staff are safely recruited and appropriately trained in most core areas of social care. Quality assurance processes provide strong and stable oversight of the service. The responsible individual (RI) completes their regulatory duties to a good standard. They value stakeholder feedback when evaluating the service, meaning people's voices are heard. Overall, the culture of the service is positive. Delivery of person-centred care and well-being of people is the focus for the whole staff team.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives. The service actively supports people to identify their well-being outcomes. The service excels at getting to know people well and what is important to them, meaning care and support focuses on people's preferences and strengths. There is a clear commitment from the service to listen and support people to make informed choices. This is highly effective in empowering people to live with confidence and assurance in their care decisions, especially when people receive live-in carer support. People have bespoke enriching experiences; some are planned but some experiences are more ad-hoc because of the initiative and intuition of care staff. With few exceptions people have strong and meaningful bonds with their care staff. One person told us the service is "*Professional, kind, respectful, perceptive of people's needs and, peoples' welfare is central",* another advised *"We are lucky, care staff make my life tolerable, they make it easy and enjoyable."*

Information about the service is available to people and representatives. Many representatives know how to access electronic records, such as daily care logs. There is a strong sense of trust in the service and representatives told us, "*The service is responsive, supportive and helpful.*" Accessing reliable information provides people with peace of mind. The service is quick and responsive to people should they have a concern or worry. The service is working toward providing the active offer to meet people's Welsh language needs, with a small number of care staff able to speak Welsh and some information readily available bi-lingually.

The service promotes people's engagement with others and the local community if they wish to do so. Many people are exceptionally well supported and actively encouraged to do things they enjoy whenever possible. For some people, these activities evoke positive emotional responses, aid reminiscence and provide people with stimulating and meaningful outcomes. A person's need to belong and be included in everyday life is recognised and we saw excellent interactions between people and care staff. Information to enhance people's well-being is shared in a quality newsletter. We saw daily records relating to how care staff support people to manage their emotional well-being. The service considers people's culture and religion, and their needs are met in a way which respects and promotes their protected characteristics. We saw care staff who were exemplary in their understanding of people, their vulnerabilities, their emotional support needs as well as how to best meet their daily outcomes.

Care & Support — Good

Helping Hands provides people with good care and support. People and their representatives are consistent about their praise of the service they receive. We saw compassionate care. The bond and relationship between care staff and people is valued and a strength of the service. People told us the service is reliable, and they feel safe. We found consistency of care, and the service endeavours to provide people with core care teams whenever possible.

The service includes people and their representatives to complete an assessment before care and support begins. We observed most information in the assessment and personal plans to be mostly accurate, strengths based, and person centred. Personal plans and outcomes promote people's choice, independence, and well-being. Most risks have been considered and appropriately risk assessed to ensure care staff know how to assist people safely and encourage their independence. We discussed with service leaders the importance to ensure all risks are fully considered. People receive a timely review of their personal plan to reflect any changes in need or personal preference. Most personal plans capture any updates and preferences after each review.

Care staff complete detailed daily records of the care and support they provide. Records are well maintained and clearly document a person's daily outcomes. They receive the right support at the right time. People told us they have plenty of time with care staff and do not feel rushed. Care staff complete all tasks in-line with the personal plan. Some people told us the service is responsive when there is a change in their health needs. We saw robust records of referrals or contact with other health professionals, to help people get the right medical attention.

People's medication is sufficiently managed. Records relating to medication are satisfactory and people mostly receive their prescribed medications on time. Care staff are up to date with training. We observed medication recording charts, daily care logs, personal plans, risk assessments and care staff competency records. We discussed with the RI the ways the service is supporting the safe management of medication, to ensure all records and competencies are of a good standard. We observed excellent staff practice when a person needed a lot of time and support to take their medications. Care staff showed compassion and patience.

Leadership & Management — Good

The governance and leadership at the service promotes a positive and compassionate culture. The service recognises the importance of involving people and seeks their views. They achieve this through home visits, contact by telephone and questionnaires. People feel at ease expressing their views to service leaders and are complementary about the service. The RI completes formal visits to the service and produces a quality-of-care review which is informative. Auditing systems and other quality monitoring activities are in place and mostly effective. Quality monitoring largely meets regulatory requirements. The management is aware of some minor gaps in records seen at inspection. We discussed our findings with the RI and the prompt action being taken by the leadership team, which provides reassurance to people using the service and the regulator.

We found safe staff recruitment procedures and retention of care staff is good. Records relating to disclosure and barring certificates are in order. Most care staff are registered with Social Care Wales, the workforce regulator. Many care staff told us the provider values their well-being and regards their work-life balance. The provider arranges staff meetings to keep care staff informed. A small number of care staff told us they would appreciate more consistency with communication, and staff recognition initiatives. Core training compliance is good, and management has effective oversight of training records. Records relating to care staff competencies are adequate. On balance, over half of the feedback from care staff told us they feel very well supported. A small number told us they are keen to explore additional opportunities to develop their skills and knowledge. All staff we spoke with highly value the service and express genuine warmth towards people they deliver care and support to.

The provider's policies and procedures are appropriate and meet the needs of the service. There are systems in place to review core documents. The statement of purpose accurately describes the service people receive, which is a regulatory requirement. Systems for safeguarding people are robust, and the service takes effective actions when there are concerns about practice. Care staff are fully aware of their responsibilities in areas such as safeguarding and whistleblowing. There are effective systems in place to enable service leaders to respond to concerns and complaints.

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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