Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Helping Hands Home Care Gwent

Unit E, Nelson House, Langstone Business Village Langstone Park, Newport, NP18 2LH

01789767181

www.helpinghands.co.uk

The inspection visit took place on 20/05/2026

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 is a domiciliary care service providing support to people within their own homes across the Gwent region. We found the service has clear strengths in delivering person-centred care and achieving positive outcomes for people.

We rated Well-being as Excellent. People consistently experience meaningful and sustained improvements in their independence, confidence and overall quality of life. Care is strongly focused on what matters to people, with a clear emphasis on identity, relationships and emotional wellbeing. People are supported to regain skills, maintain control over their lives and remain connected to their communities, demonstrating a high level of impact.

We rated Care and Support as Good. People receive personalised and responsive care that reflects their preferences, routines and desired outcomes. Personal plans contain good detail, enabling care staff to know people well and deliver consistent, respectful care. Support promotes independence and adapts as people's needs change, helping people to achieve positive outcomes.

We rated Leadership and Management as Good. The service promotes a positive, supportive culture and provides care staff with training and guidance to deliver effective care. There is a clear commitment to inclusive practice, including the availability of bilingual documentation and support for people's language preferences. Leaders maintain engagement with people and care staff, supporting the continued delivery of good-quality, person-centred care.

Findings:

Well-being — Excellent

People consistently achieve highly positive outcomes that improve their independence, confidence and overall quality of life. The service delivers care that is firmly centred on what matters to people, with a strong emphasis on identity, relationships and emotional wellbeing. Care is not task-focused; instead, it is tailored to support people to live meaningful and fulfilling lives.

Care records demonstrate clear and sustained progression for people over time. Care staff support people to regain skills, rebuild confidence and maintain independence wherever possible. The service adopts a strong strengths-based approach, working at each person's pace and adapting support in line with changing abilities. This enables people to achieve outcomes that are important to them and promotes long-term independence.

People benefit from strong, trusting relationships with care staff. Continuity of care staff enables them to understand people well, including their preferences, routines and personal histories. As a result, care is highly personalised and delivered in a way that respects people's individuality. These relationships support people to feel safe, valued and confident in the support they receive.

Care is holistic and consistently considers emotional and social wellbeing alongside physical needs. Care staff support people to maintain meaningful daily routines and remain connected to their communities and relationships. This helps reduce isolation and promotes a sense of belonging and purpose.

Feedback from people using the service reflects these outcomes. One person described how the service supported them to regain independence following illness, stating, *"I have now been able to shower myself… when they first came, I couldn't even contemplate it."* This demonstrates clear, sustained improvement and the positive impact of care. People consistently report feeling in control of their care and valued as individuals. Care staff actively promote voice, choice and autonomy, ensuring people are involved in decisions about their support and how it is delivered. This enables people to maintain control over their daily lives and reinforces their sense of dignity.

The service demonstrates a commitment to promoting the Welsh language and culture. Key documents are available bilingually, and people are supported to communicate in their preferred language, ensuring care is inclusive and respectful. The service demonstrates embedded, relationship-based practice that is consistent across the service. Overall, care has a significant and lasting impact on people's wellbeing, supporting them not only to maintain but to improve their quality of life.

Care & Support — Good

People receive care and support that is personalised, responsive and effective in meeting their needs. Personal plans contain good detail, reflecting people's preferences, life histories and desired outcomes. This level of detail enables care staff to get to know people well and deliver care that is meaningful and tailored to the individual. Plans include smaller personal preferences, ensuring care is delivered in a way that feels familiar and respectful to people. Plans include information recognising preferred routines, food choices and even preferred mugs. This supports a genuinely person-centred approach where people feel valued as individuals.

Records show that care staff understand people's routines and preferences and apply this knowledge in practice. Care staff deliver care in a consistent and respectful way, ensuring people's wishes remain central to how support is provided.

The service works in partnership with people and their families to ensure care reflects what matters most to them. One relative told us, *"As a family we feel supported and we look at X's care by Helping Hands as a partnership, with X and [their] well-being being the most important thing to all of us"*, demonstrating a strong, collaborative approach to care delivery.

The service supports people to develop or regain independence over time. Care staff adapt support as people's needs change and reduce input appropriately, encouraging people to do as much as they can for themselves. This strengths-based approach enables people to maintain control over their daily lives and build confidence in their abilities.

Daily records demonstrate that care delivery is holistic and responsive. Care staff consider a wide range of needs, including personal care, nutrition, emotional wellbeing and social interaction. They recognise changes in people's needs and respond appropriately, escalating concerns or seeking additional professional support where required.

Care staff build positive, respectful relationships with people, supporting trust and continuity. One person described their relationship with care staff as *"They are like friends"*. People benefit from consistent care staff who understand them well and can anticipate their needs. Care staff provide reassurance and companionship alongside practical support, contributing to people's overall wellbeing.

People are involved in decisions about their care and there is evidence of regular and meaningful review processes. These provide opportunities for people to express their views and preferences, ensuring care remains relevant and responsive to changing needs.

Leadership & Management — Good

Leadership and management arrangements support the delivery of good-quality, person-centred care. Leaders promote a positive culture where care staff feel supported to provide compassionate and respectful care. There is a clear commitment to ensuring people receive care that reflects their needs, preferences and outcomes. Staff feedback reflects this culture, with one noting, *"The way we are supported and heard… makes us feel like a valued member of the team"*.

The service invests in its workforce through structured induction and ongoing training. Care staff complete training in key areas, including safeguarding, moving and handling and medication, which supports them to carry out their roles safely and effectively. This contributes to a workforce that is knowledgeable, confident and able to meet people's needs. Care staff described feeling well supported, with one stating managers are *"Approachable and willing to provide guidance when needed"*.

Leaders maintain regular communication with care staff and people using the service. Systems are in place to gather feedback and monitor the quality of care. People told us they are able to contact the service and receive responses, and there is evidence that leaders proactively check on people's wellbeing. A relative highlighted this, saying the service is *"Open and honest… they always let me know"* when changes occur. This helps ensure people feel listened to and supported.

Where issues are identified, audits are undertaken and the service demonstrates a clear commitment to putting things right, using reflective learning to drive continuous improvement. A range of up-to-date policies and procedures are in place to support practice and provide staff with clear guidance to deliver safe, consistent and high-quality care

Overall, leadership promotes a supportive, values-driven culture. This is reflected in feedback from both staff and relatives, with one relative describing *"Good communication… helpful staff"*.

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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