



# Inspection Report on

**Helping Hands Home Care Gwent**

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

**Date Inspection Completed**

30/01/2025

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## About Helping Hands Home Care Gwent

Type of care provided	Domiciliary Support Service
Registered Provider	Midshires Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	12 March 2024
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

There are three separate services operating within this registration. Namely, a Domiciliary service based within Newport, a second Domiciliary service based within Monmouth, and a Live in care service which covers the whole of the Gwent area. This report covers all three services, and specific details related to any individual service are noted and named.

People are happy with the care they receive from these services. People told us they are supported by nice and friendly care workers and they receive care in a way they feel comfortable with. People's care and support needs are recorded in individualised personal plans.

Care workers are happy working at the service. They told us they felt well supported and that managers are "*Quick to resolve any issues.*" Care workers are provided with regular training to ensure they have the required skills to complete their work.

The Responsible Individual (RI) attends the service and meets with people and care workers to seek their views and comments. The RI includes these comments within their Quality of Care reports.

## Well-being

All people using the service have their own personal plan. Personal plans at all three services are bespoke and individualised to each person using the service. Well-being goals are contained within personal plans. People are empowered to be involved in their care, and care workers support people to be as independent as they are able to be. Reviews of care are completed regularly and involve people and their families if appropriate.

Referrals are made to other agencies when needed. Examples include referrals to District Nurses and the GP. This promotes people's health by ensuring people access medical support when they need it. This has a positive impact on people's well-being.

The Monmouth service organise a Chatty Café every quarter. This is a very popular event and very well thought of by people who attend. The sessions are organised around seasonal events for example, Easter and Christmas. They provide an opportunity for people to get together and join in with fun and games as well as socialising with others. People we spoke with during the inspection told us how much they look forward to going to the Chatty Café.

There are robust safeguarding processes in place within all three services. The safeguarding policy is very comprehensive and references appropriate legislation. All care workers complete training around safeguarding and are aware of their responsibilities to keep people safe from harm and abuse.

There are processes in place to oversee the administration of medication. This includes regular audits by managers to identify if there are any gaps in medication administration recording. Managers ensure any actions are taken and outcomes are documented.

The service is working towards the Active Offer of the Welsh language. This is done by all policies being available bi-lingually. There is bi-lingual signage displayed in office locations in the service area, and a Welsh addition of an in-house magazine, which includes Welsh recipes, Welsh articles and Welsh themed puzzles.

## Care and Support

An initial assessment is completed by the service to be sure they can meet people's needs. These assessments are used to develop people's personal plans when they start receiving support from the service. Personal plans are individualised and include people's social history as well as likes and preferences. There is a detailed task breakdown for care workers to understand how people like to be supported. Care workers promote people to be as independent as they are able to be, and step in to support people if and when they need. Personal plans are reviewed regularly, and these reviews are comprehensive. This can be in a face-to-face meeting, or a review over the telephone. Families and representatives are invited to the meeting if people are happy with this. For people using the Newport and Monmouth services times of care calls are discussed within these reviews to be sure people are happy with all aspects of the care they receive. The Live in Care service have face to face review meetings on a monthly basis with people and family members as appropriate.

All service's use an electronic system to organise and track people's personal plans. People and their families or a nominated person can access this if they wish. Care workers record information about each call they attend. These recordings are detailed and reflect people's mood, health and interactions with care workers. Rota's confirming which care workers will be supporting them are sent to people in advance. People told us they like this, as they knew who to expect each day. There are processes in place to monitor the arrival time of care workers to their scheduled calls. We reviewed this as part of the inspection and found arrival times to be good. People told us care workers arrive at the time they are expecting them. Care workers also stay for the length of the scheduled call time.

People using the service told they "*Get on well.*" with care workers, and they felt "*Relaxed.*" In the company of their care workers, and when receiving support. Another person told us care workers "*Go above and beyond.*"

There are good hygiene practices in place across all three services. There are plentiful supplies of Personal Protective Equipment (PPE) available to care workers at all services. Staff complete infection control training and take this knowledge to use in their caring role.

## Leadership and Management

There are safe recruitment practices in place within these services. Recruitment checks are completed prior to any new care workers joining the services. These include gathering past employment details, obtaining references from previous employment and a Disclosure and Barring Service (DBS) check. All care workers receive a comprehensive induction before commencing work at the services. This includes training suitable to their role, including any bespoke training they may need to support specific people and their individual needs. Regular refresher training is also completed when needed.

Care workers receive regular supervision sessions with their line manager. These sessions include discussions about the care workers performance, and any issues are recorded to ensure they are completed. There are regular communications from managers to care workers. This happens through regular team meetings, and also weekly memo emails sent to care workers. These communications share important service information and celebrate any positive feedback received. There are safety protocols in place within all the services to ensure care worker safety.

There are good processes in place to ensure any complaints received for the service are responded to. Any actions required or lessons learnt are acted upon and recorded when completed. Compliments received about the service, or individual care workers are celebrated within all services and shared within organisational magazines and publications. Accidents and incidents are overseen by each service manager. There are good processes which show what actions have been taken because of the accident or incident. Rotas for all services show available care workers and planning for travel time between care calls.

Care workers told us managers are “*Quick to resolve any issues.*” And that they felt “*Supported by office staff.*”

The RI completes their regulatory visits every quarter. The RI records their visits with people using the service, and care workers at each service, and takes actions based on this feedback. The six-monthly Quality of Care report is completed in a timely manner, and celebrates the positive work undertaken by all the services in the area.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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	
16	Ensure personal plans are reviewed as and when required.	Achieved
35	The service provider had not ensured all persons working at the service has provided full and satisfactory information or documentation in respect of the matters specified in Part 1 Schedule 1.	Achieved
60	The service provider has not notified the service regulator in a timely manner of events as specified in Parts 1 and 2 of Schedule 3.	Achieved
21	Ensure people receive care and support in line with their personal plan	Achieved
14	Ensure people's care and support needs are assessed and personal outcomes are identified by someone who is trained in carrying out assessments prior to the commencement of the service.	Achieved

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