Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Helping Hands Home Care North Wales

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

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www.helpinghands.co.uk

The inspection visit took place on 06/02/2026

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	Excellent
Leadership & Management	Good

Summary:

Helping Hands Homecare North Wales provides a live in 24 hours domiciliary care service to people in North Wales.
Wellbeing is excellent. There is excellent continuity of care because the same staff provide the support. People have formed strong, uplifting friendships with care staff some people regard as family. They praise care staff highly for their genuine care and compassion. Emphasis is placed on maintaining peoples contact with the community and their relationship with family and friends. Care staff go above and beyond to support people to go for meals with family and host dinner parties of their own.
Care and support is excellent because care staff are passionate about what they do, they always put the person at the centre of all they do and adapt the care, so people live each day exactly how they want to. They do everything they can to enhance people's quality of life, promoting independence while keeping them safe. Without exception, relatives and people said the care is excellent.
Leadership and management is good because staff are safely vetted and trained as part of the recruitment process. The service values the care staff who are well supported. The responsible individual (RI) for the service has good oversight of the service, checking processes and practice through audits, and meeting regularly with the manager who conducts their own checks.

Findings:

Well-being — Excellent

People are effectively supported to be healthy, live safely and have control over their lives and how they receive their care. Care planning documentation is very person centred, identifying what is important to the person and how they want to be supported. People told us carers are respectful of their wishes, and all care is given according to their preferences. Care staff are careful to maintain privacy and dignity, always locking the door before helping with personal care and discreetly leaving the room when visitors call to chat. Relatives are invited to care reviews to ensure they can express their views and influence care delivery. While some care is prescriptive and time scheduled, it is also dynamic, changing depending on what the person wants at any given time. Care staff provide an excellent flexible, person-centred service; people and their relatives shared how they always go above and beyond what is expected. People can enjoy using their first language of Welsh as staff are learning the language.

People are safe and know how to raise any concerns they might have. Care staff are trained in keeping people safe from abuse and neglect and there are risk management strategies in place for the environment and activities. The registered manager visits or calls people using the service at least monthly, providing people an opportunity for expressing their views. Care staff are in the person's house 24 hours a day. Privacy when visitors call is safeguarded, providing further opportunity for people to talk about their care to an independent person. Care staff provide a very strong support system that ensures risks are promptly identified and addressed.

Care staff try hard to ensure people keep their connections with family and friends. They will encourage people to invite their friends for dinner which they will then prepare and service. They support people to see their relatives by making necessary arrangements and providing the support required. They take people out in the community, supporting them to do their own shopping and visiting cafes, and dining in restaurants with friends. They gain trusting, strong relationships with people, becoming 'part of the family' while still respecting boundaries. One person loves to read, and the library delivers a book to them. Their goal is to visit the library themselves, so the service initiated an assessment for a wheelchair which is being arranged.

Care & Support — Excellent

Care plans are very person centred and focus on what the person wants and how they want to be supported. It is clear form documentation what matters to the person. One plan indicates '*peace and quiet'* is important to them and *'my home is important to me'.* With excellent support from the service and collaborative working with other agencies, remaining in their own home has been made possible. People said they have achieved things they did not think possible. One relative commended the staff saying *"I trust them. The carers are excellent. They have become firm friends with X*." They said staff go *"above and beyond. Life would be very different without them".* Another said, *"it took a long time for them to accept the care, but now they are so grateful".* The high quality of care is further evidenced in 'celebrating success' newsletter that give accounts of how people have achieved their outcomes. Without exception, all people shared how they are treated with kindness and empathy and genuine compassion. Relatives told us how staff go above and beyond for example, during recent floods when staff changeover was delayed due to restricted public transport, care staff stayed in the house until normal service resumed. They put their own plans aside, putting the person first. Relatives told us staff are *"second to none*. *Never known care staff like them*. *So amazing, kind, caring and respectful".*

People are protected from harm and abuse because they can share their views often. Staff ensure people's privacy is protected when they have visitors, allowing opportunity to talk openly if they have concerns. The manager and the RI talk to or visit people frequently to ensure they continue to be happy with the service. Relatives told us they know who to call if they have an issue. Staff are trained in safeguarding people at risk of harm and there are risk assessments in place to keep people safe in their home.

Medication is managed safely due to established policies and procedures and regular audits of practice. Staff are trained and their competency checked via direct observations. Following each period of annual leave, all staff conduct their first shift with the manager who revisits training and procedures to check staff recall is accurate. Administration of medication is recorded electronically on a system that flags up any omissions

The service provides all staff with Personal protective equipment (PPE) and expects them to use this. Staff are guided by policies and procedures and have been trained in proper use of PPE.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective oversight of the business and does all they can to ensure people receive high quality care. The RI visits or calls people every three months to check they are happy, audits various processes and checks records for compliance. They meet with the manager regularly to discuss the service in North Wales, people using the service and the staff supporting them. The RI also produces a quality of care report every six months. The RI acknowledges the report needs revising so it will become a document more specific to North Wales. This will then show what is working well in the region and where improvements have been identified. People using the service read about what they can expect in the services 'statement of purpose'.

The manager has a good relationship with local social and health care services and knows who to contact with specific concerns and issues. One social care professional shared how impressed they are with the care and support which enabled someone to remain at home when residential care seemed inevitable. The capacity of the service to provide such continuity of care as a 'live in' service undoubtedly changed this person's life. They commend the manager for taking the time to listen to everyone's views and their understanding of the issues vulnerable people may face.

People are supported by staff who possess the appropriate knowledge and skills to carry out their roles effectively. Training records confirm that staff complete a wide range of mandatory courses before working independently with individuals, and they also receive specialist training tailored to each person's unique needs. All staff undergo a robust vetting process before employment to ensure safe and reliable recruitment practices. The manager provides a thorough, hands-on induction, guiding staff step-by-step in how to meet each person's specific needs. Care staff speak very highly of their manager, commending her expertise, genuine compassion, and commitment to high-quality care. They have complete confidence in their judgement, trust their intentions, and value their ongoing presence and accessibility.

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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