Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Helping Hands Home Care Powys

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 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 Home Care Powys is a domiciliary care service operating across the Powys area, providing a range of support including live-in care to enable people to remain in their own homes.

We rated wellbeing as excellent. People experience care that enhances their quality of life, with care staff building strong, trusting relationships and working in partnership with people and their families. This ensures individuals feel supported, valued and involved in decisions about their care.

We rated care and support as good. People receive personalised care based on detailed pre-assessments and highly individualised care plans. Staff follow clear guidance to deliver safe, consistent and respectful care, supporting people to maintain their independence and dignity.

We rated leadership and management as good. The service demonstrates a positive culture where staff feel valued and supported to deliver high-quality care. Effective oversight arrangements, including six-monthly quality of care reports, support the ongoing monitoring and review of the service.

Findings:

Well-being — Excellent

People experience excellent well-being outcomes because care staff consistently deliver personalised, compassionate and responsive care that reflects what matters most to them. Personal plans clearly identify people's routines, preferences and life histories, enabling care staff to provide care that feels familiar and meaningful. Staff encourage people to remain as independent as possible, supporting them to maintain control over their daily lives and continue living in their own homes. The service completes detailed pre-assessments and develops care plans with an exceptional level of detail, enabling staff to understand people fully and deliver highly personalised, effective care.

The service works in close partnership with people and their families to ensure care is coordinated and responsive. This collaborative approach strengthens relationships and promotes positive outcomes. One relative told us how the service works in cooperation with them stating, *"As a family we feel supported with X and [their] well-being being the most important thing to all of us."* demonstrating how the service places people at the centre of care and works alongside those important to them.

Care staff build strong, trusting relationships with people, offering reassurance, companionship and emotional support alongside practical care. This reduces isolation and enhances people's overall quality of life. Feedback highlights the significant impact of care delivery, with one relative stating that staff's *"Positive attention to detail make them an irreplaceable part of our lives."*

People consistently benefit from a service that goes beyond meeting basic needs to improving their overall wellbeing. Another relative told us, *"I cannot speak highly enough of the support and regular assistance we get to enhance our quality of life,"* clearly demonstrating the difference the service makes to people's lives.

Care staff also maintain open communication with families, ensuring they remain informed and involved. This supports a coordinated approach to care and provides reassurance that people are safe, supported and valued. Staff recognise changes in people's needs and respond appropriately, ensuring care remains flexible and tailored over time.

Overall, people experience care that is highly personalised, relationship-focused and delivered in true partnership with families. The service demonstrates a strong commitment to promoting wellbeing, enabling people to feel valued, supported and able to live fulfilling lives.

Care & Support — Good

People receive personalised care that reflects their individual needs, preferences and life experiences. Plans are detailed and highly personalised, including routines, clinical needs, emotional wellbeing and social history. This enables care staff to develop a clear understanding of each person and deliver consistent, respectful and person-centred care.

The service completes detailed pre-assessments and develops care plans with an exceptional level of detail, ensuring staff have the information required to provide effective, tailored support. Plans include both high-level needs and specific guidance, supporting continuity and consistency in care delivery. Care is delivered by staff who have received appropriate training in key areas, enabling them to carry out their roles safely and confidently.

The service provides people with a pen picture of the care staff who will be visiting them. This helps people to become familiar with carers before visits begin, reducing anxiety and supporting the development of positive, trusting relationships from the outset.

Care staff follow clear, structured guidance and adapt support as people's needs change. Plans include step-by-step instructions, particularly for areas such as mobility, personal care and clinical support. This enables staff to deliver care safely and consistently, reducing risk and promoting positive outcomes. The service also has access to internal clinical support when required, ensuring staff can seek guidance and provide appropriate care for people with more complex health needs. There is evidence of multi-disciplinary involvement, supporting a coordinated approach to care.

The service promotes independence and dignity. Care staff encourage people to maintain control of their daily routines and support them to remain living in their own homes. Care plans reflect a strengths-based approach, focusing on what people can do for themselves while providing appropriate support where needed.

People and their relatives report positive experiences of care, highlighting consistency and responsiveness. One person described good **"***Continuity of staff and willingness to comply with client's requirements,***"** demonstrating that care is flexible and responsive to individual needs.

The service has worked hard to improve access to bilingual documentation and better meet people's language needs, with many documents now also available in Welsh language, demonstrating a clear commitment to inclusive communication and continuous improvement.

Overall, the service provides good-quality, person-centred care. Strengths include highly detailed care planning, clear guidance for staff, appropriate training, access to clinical support and a strong focus on independence and consistency.

Leadership & Management — Good

Leadership and management arrangements support the delivery of good-quality care. Leaders promote a positive and supportive culture, ensuring staff feel valued and able to deliver compassionate, person-centred care. Staff describe a strong team approach, with effective communication between care staff, people using the service and families.

The service invests in its workforce through structured induction, training and supervision. Care staff complete essential training and receive ongoing support to develop their skills and confidence. Staff report feeling supported in their roles, and this contributes to consistent care delivery and positive outcomes for people.

Leaders maintain open communication with people and their relatives. Systems are in place to gather feedback and monitor the quality of care. Feedback demonstrates that the service is responsive, with one relative stating, **"***Everything… is open and honest… they listen, understand and change things when necessary.***"** highlighting a culture of listening and continuous improvement.

Staff feedback reflects a positive and supportive culture, with one staff member stating, '*Staff are valued, teamwork is encouraged, and there is a strong focus on delivering high-quality care'*, demonstrating effective leadership and a well-supported workforce.

Quality assurance processes are in place, including audits and reviews. Where issues are identified, the service demonstrates a commitment to putting things right and learning from practice. Policies and procedures are available to guide staff and support safe, consistent care delivery The Responsible Individual (RI) produces six monthly quality of care reports, which support effective oversight, monitoring and continuous review of the service.

People and relatives report positive experiences of communication and management. One person noted that the service **"***Tries hard to address any concerns.***"** demonstrating a responsive and proactive approach.

Overall, the service demonstrates a positive, values-based culture supported by training, communication and a commitment to improvement. Strengthening governance systems, recruitment processes and oversight arrangements will further enhance consistency and ensure the delivery of safe, high-quality care.

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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