Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Helping Hands Home Care Western Bay

109 Woodfield Street, Morriston, Swansea, SA6 8AS

01789767181

www.helpinghands.co.uk

The inspection visits for this service took place between 15/12/2025 and 17/12/2025

Service Information:

Operated by:	Midshires Care Limited
Care Type:	Domiciliary Support Service
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	Good
Care & Support	Excellent
Leadership & Management	Good

Summary:

Helping Hands Home Care Western Bay is a domiciliary support service that provides live-in and hourly care to people living in Swansea, Neath and Port Talbot. The live-in service has a designated staff and management team and operates from an administrative office in Newport. The hourly service is run by a separate team from a well-equipped office in Morriston town centre.

People are happy with the service they receive. They have positive relationships with care staff, which promote their well-being. The team help people connect with their community and achieve personal goals; an aspect of the service that managers are fully committed to developing further.

The service delivers outstanding care and support to help people continue living safely and healthily in their own homes. Highly detailed information is maintained in respect of the care people require and receive. Care staff undergo rigorous training and support to enable them to cater for complex needs with confidence. Staff fully embed safeguarding principles into working practice.

The Responsible Individual (RI) and management team have good oversight of the service and provide a high level of support to staff. There is ongoing recruitment to care and management posts within the Swansea office, which will further strengthen the team and administration processes.

Findings:

Well-being — Good

People experience good physical and emotional well-being. The service aims to help people live well at home and enjoy their communities; it is achieving this by delivering an excellent standard of care and support and exploring ways people can build community connections. Care staff have helped people join local clubs and use other community facilities, which has given them a sense of purpose, reduced anxiety and built confidence. The service also promotes community contact by issuing newsletters to inform people about activities and events taking place locally. There are plans to expand this element of the service, so more people can take advantage of nearby social events, such as coffee mornings.

People are satisfied with the care they receive and work in partnership with the service to ensure it continues to meet their needs. People and their representatives find the service very reliable and consider the management team to be approachable and responsive to feedback. The service has helped people do things that are particularly meaningful to them and positively impact their lives, such as visiting important places and reconnecting with others. Any success stories are celebrated across the service to reinforce the company's values and promote best practice.

People have formed strong bonds with care staff and look forward to their company. We saw genuine fondness between care staff and the people they support, with conversation flowing naturally. People are mostly cared for by the same group of care staff, although they would like to be consistently informed about who is scheduled to support them. Care staff are familiar with people's individual circumstances and show interest in their daily lives. Many care staff have received compliments regarding their qualities, including the kindness and compassion they show during difficult times. People told us *"They're all lovely, from the youngest to the oldest"* and *"We've got to know each other so well. They're very good, I can't say a word against them".*

People have control over the service they receive. The service's aims and objectives are clearly reflected in a detailed statement of purpose, which is provided in both Welsh and English. Care is arranged based on a thorough assessment of people's needs and desired goals. People are regularly consulted about their care, which shapes the development of personal plans. Care staff promote choice where possible and communicate with people effectively to help them make decisions for themselves. One person said, *"They know what I like and I'd soon tell them"*. People and/or their representatives can access their personal records through a secure online portal, which they find useful and reassuring.

Care & Support — Excellent

The service provides an exceptional standard of care and support. Care staff have a clear understanding of how to meet people's needs and preferences. They support people with dignity and confidence, taking meticulous care to ensure people feel safe and comfortable. The service provides extensive training and support to enable care staff to develop their clinical knowledge and skills and cater for people's wide ranging, complex needs. One staff member said, *"I've learnt a lot"*. Infection risks are minimised as far as possible as care staff maintain high standards of hygiene and infection control. Care staff told us they have access to an ample supply of personal protective equipment (PPE), which they use appropriately when providing personal care. Feedback from people and their representatives includes *"I honestly don't think there's anything they can do better"* and *"This has made the world of difference"*.

People's individual care and support needs are set out within highly detailed risk assessments and personal plans. These include information about people's life and medical histories, providing an insight into who they are and what affects them most. The care people require during calls is outlined in depth, along with the outcomes they want to achieve from their care and support. Personal plans are reviewed every three months and updated following change; this ensures they remain suitable and reflect people's current wishes. Communication amongst the team is highly effective, as care staff are alerted to any changes to people's care via a secure care planning app and email. Care staff keep thorough records of the care and support they provide during calls and can review previous entries to ensure they are fully up to date about people's health and welfare.

There are mechanisms in place to protect people from harm. The digital systems used by the service help ensure calls are delivered at the right time and all essential tasks are performed. People are cared for by a suitable workforce as staff are appropriately vetted by the Disclosure and Barring Service (DBS). Staff have excellent knowledge of safeguarding and whistleblowing policies plus other emergency procedures, which they discuss at length during all supervision meetings. There is a clear process in place for reporting incidents and concerns, with essential information being shared internally, and with the relevant authorities. This ensures appropriate actions are taken promptly to safeguard people and maintain service quality.

Leadership & Management — Good

The service runs smoothly. The RI monitors standards through formal visits and quality-of-care reviews; these help determine whether the service is operating safely and achieving its aims and objectives. There are organised administration systems in place, so accessing information is easy. The management team maintain clear records in relation to complaints and compliments, which are acted upon appropriately. Recruitment is currently underway for a permanent manager and extra care coordinator for the Swansea-based office, which will provide further stability to the staff team. Team meetings are held at regular intervals and delivered flexibly to promote high attendance levels. Despite the ongoing management changes, staff told us *"I've never felt as supported as I do in this job"* and *"They listen really well"*. Staff are clear about the protocol to follow should they need support out of hours. A 'Moments of Kindness' scheme recognises staff contributions that go above and beyond, highlighting how much the service values its staff.

People consistently receive the right level of care. Call schedules are carefully designed to accommodate personal plans. The management team allocate sufficient travel time between calls and adjust this as necessary. An electronic call monitoring system also tracks the delivery of care calls, so any issues can be followed up promptly. Recent sickness levels and office pressures have prevented rotas being issued to staff and people using the service in a timely way and resulted in unrealistic travel time for staff carrying out extra calls at short notice. However, the service is making every effort to minimise disruptions by recruiting additional staff and maintaining good communication with the team. Working hours are regularly discussed with care staff and those on non-guaranteed hours are offered alternative contractual arrangements. This can provide greater job stability and help ensure people experience good continuity of care.

The service maintains an appropriate number of vetted, knowledgeable and competent staff. Despite challenges, the service is recruiting new staff and covering any absence to deliver all planned care. There are strict selection and vetting processes for hiring staff, with personnel records containing the required recruitment information and documentation. The service provides comprehensive training, including compulsory induction, e-learning and bespoke clinical training delivered by its team of nursing staff. Staff spoke very positively about the quality of their training, noting the time allowed for completion and strong, personalised support to help build confidence. The management team support staff to register with Social Care Wales and complete recognised care qualifications. They also carry out spot checks during care calls, to ensure care staff are practising safely and competently. Staff regularly receive high-quality supervision and yearly appraisals. These have a strong focus on staff well-being and continuous learning and development.

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.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.