Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Meddyg Care (Help at Home) Ltd

Meddyg Care (Help at Home) Ltd, 146 High Street, Porthmadog, LL49 9NU

01766800900

www.helpuathomecare.co.uk

The inspection visits for this service took place between 17/11/2025 and 24/11/2025

Service Information:

Operated by:	Meddyg Care (Help At Home) Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Meddyg Care Help at Home provides people living across North Wales, with care and support, delivered in their own home.

People experience excellent wellbeing outcomes because they are fully in control of how their care and support is structured and delivered. People receive highly bespoke care ensuring their physical and emotional wellbeing needs are met, and their personal outcomes are supported.

The standard of care and support people receive is excellent. This is because highly detailed initial assessments are conducted so the provider can be sure they are able to meet the person's needs. People receive a high standard of care because they are supported by staff who have comprehensive inductions, complete a high level of training and have access to extremely detailed care records.

The leadership and management of the service is excellent in ensuring a high level of oversight and demonstrates a commitment to developing the service. People receive very reliable and well organised support, delivering continuity which has built trust between the organisation and the people they support.

Findings:

Well-being — Excellent

People have full control over how care and support is delivered to them in their own home. Great emphasis is put on ensuring people communicate what is important to them and what they want to achieve so the care team can support these wishes and help people achieve their personal outcomes. All members of the care staff speak with about the people they support with great respect. Care staff and the management team know people extremely well, respecting the 'little things' which mean so much to them. People have professional and clear information provided to them to let them know about the service. This is available to people bilingually. A picture and short blurb about each member of the team is shared so people recognise who is visiting them and can familiarise themselves. People we spoke with told us how this personal approach has supported positive transitions of new care packages and made them feel safe. One person told us "*I don't have to worry about a thing*". Providing people with clear and easy to access information means they can be confident in communicating about their care and can do so independently. We were told communication with the care team is "*excellent, they are very easy to get hold of and always listen*".

With few exceptions, people experience excellent wellbeing outcomes in relation to their language preferences and cultural needs because the promotion of Welsh language is embraced and promoted by the service. The service endeavour to recruit Welsh speaking staff and include Welsh language training as part of the induction. We saw where one person had made specific cultural requests, the manager works with the person to make sure these requests are met.

People are supported to live well and achieve their personal outcomes. People told us they are extremely happy because they have the support which allows them to remain living independently in their own homes. Other people told us as well as supporting physical care needs, the support from Help at Home means family members can be more of a mum, son, daughter and wife. One family told us since the support began; their loved one has become more alert and engaged. This benefits them physically by engaging in exercise but also in a social capacity having more time interacting, listening to music and watching films. The manager for the service understands the importance of social interaction and mindfulness in supporting emotional and mental wellbeing. They have implemented activity bags which have a variety of resources to cater for all abilities and a range of interests. These activities can be completed in short periods of time and aim to help people experiencing worry and loneliness. People can take part in mindfulness colouring, dexterity games, puzzles and sensory interaction. People told us the care staff always take time to sit and chat with them or do an activity. One person told us about the service, "*it is a shining example of how domiciliary care should be",* another person said, *"I couldn't ask for any better".*

Care & Support — Excellent

People receive exceptionally personalised care from dedicated and passionate care staff who treat people with the upmost dignity and respect. People told us they were ‘wowed’ from the initial assessment because it was so detailed and captured what really mattered to the person. The provider takes great care in getting to know the person and who they are, what is important to them and what it is they want to achieve. New packages of care and transitions are managed strategically and collaboratively with the person, their representative and other care professionals. This ensures people receive a seamless experience of beginning to receive care and can be confident they know exactly what to expect. The manager has implemented small, personal touches to this process to help people feel seen, valued and confident in the abilities of the service. Care staff have an excellent understanding of how the smallest of actions can have an impact on a person’s overall wellbeing, from knowing what their favourite mug or plate is, to whether they like to discuss their life and family. This detailed information is captured at initial assessment and creates the personal plan. Initial assessments are carried out by experienced leaders with social and clinical care experience. People can be assured the information about them is accurate and up to date because they are involved in the review process. The level of information about people means care staff know exactly what the persons wants and can advocate for them to ensure their wishes are known and respected. Detailed step by step guides inform care staff about the routines which are important to people and compliment the personal plan. By being kept in people’s homes, these step by step guides provide assurance to people and their representatives that care staff are very well informed.

People are safe and protected from abuse and neglect because of the extremely strong approach to safeguarding by the organisation. Appropriate policies, risk assessments and risk management plans are in place to ensure people supported and the care team are as safe as they can be. All staff are required to complete safeguarding training and understand how to report any concerns. Appropriate referrals are made by the management team who engage with safeguarding enquiries. We saw proactive and diligent adaptions to processes following any enquiries which further enhances the already very strong safeguarding procedures.

People are protected by high standards of hygiene practice. Care staff complete food safety training to support the safe preparation of meals and drinks for people. Personal protective equipment such as gloves, aprons and masks is available to care staff, and this aspect of care delivery is periodically checked during spot checks for each member of staff, to ensure best practice.

Leadership & Management — Excellent

People experience positive outcomes in relation to their care and support because they are supported by a service which is extremely well organised and has extensive support mechanisms in place. A strong and well-established leadership team takes collective responsibility for the oversight and quality monitoring of the service. This is achieved through a schedule of audits which review the service provision to identify quality and action continuous improvement. We found effective communication and completion of any actions as well as a proactive approach by the manager to implement new approaches above what is expected to benefit people supported and the care staff who work for Help at Home. The service provision has grown significantly but in a careful and measured way, working with commissioners to ensure new packages are suitable and can be delivered safely. The manager reports very positive relationships with the local authority. People supported and care staff speak extremely positively and sincerely about the support they receive from the management team at the service. We were told managers are accessible, approachable and supportive, caring about the wellbeing of both people supported and the care team.

People are supported by care staff who are safely recruited, very well supported and empowered to continue their professional development. Care staff complete a comprehensive induction which is structured to give people the time to complete training and gain experience in a controlled environment before beginning their shadowing shifts as a member of the team. Care staff complete the All-Wales Induction Framework so they can achieve professional registration with Social Care Wales. The provider has developed competencies to measure staff understanding and practical application of the induction framework which provides further assurances that care staff are suitably trained. The organisation's training manager has been awarded a bronze accolade at the Wales Care Awards for their commitment to workforce training. We found training in areas such as Welsh language and British traditions and customs promotes the culture and values of the organisation to be a diverse workplace. Without exception, all staff spoke positively about the training and support they receive and that they love the work they do.

People have high levels of confidence in the service. They told us care staff are on time and are very reliable. We were told communication is good and they know how to contact people in an emergency. Care staff told us they have sufficient time to carry out care calls without rushing and have sufficient time to travel to their next call. The provider has very robust contingency plans in place in the event of an emergency, which have already been successfully utilised. This means people continue to receive excellent continuity of care which is very important to those living in rural areas and who may not have additional support from family or friends.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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