



## Inspection Report on

**Helden Care Agency Ltd**

**2 St. Johns Road  
Newport  
NP19 8GW**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

26/01/2023

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## About Helden Care Agency Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Helden Care Agency Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	First inspection under The Regulation and Inspection of Social care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People benefit from support delivered by a knowledgeable and experienced care team and from a well-managed service. Each person receives care and support tailored to their own individual needs, likes and dislikes and they are very happy with it. They describe the service from Helden Care as “*excellent*” and “*exceptional*”. They also say care workers are “*respectful*”, “*friendly*”, “*the best*”, “*excellent*”, “*first-class people*” and “*highly trained*”.

There are established processes in place to get to know people’s needs, to deliver the service and to review the care provided. The service is overseen by the responsible individual (RI) who also undertakes the role of manager. As such they are involved in the day-to-day running of the service, know all staff and the people the agency supports. They have an in-depth knowledge of the service and people, this enables them to identify problems promptly, to take action when necessary, and to maintain a consistently good service.

## Well-being

Individuals receive the support they need and want. People who are supported by Helden Care are supported by care workers they know. One person told us care workers are excellent, always punctual and the service is the best they have experienced. The service provider seeks people's and relatives' views about the service. The feedback they gave the service provider in the last twelve months included: *"Extremely happy with the service, no complaints at all"*, *"For the last two years Helden Care have looked after my care and only can say they have treated me with the utmost respect, kindness that you would normally only associate with family"*, *"Everyone is lovely and kind"* and *"The care X receives is second to none, exceptional care"*.

People are supported to remain as healthy as possible. Care staff ensure people eat and drink well and when assistance is required help them to take their medication. Staff watch out for changes in people's health, keep records and alert relevant external professionals as required.

People are protected from abuse and neglect as care staff know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Care staff are trained in safeguarding and have clear policies and procedures to guide them. The service provider carries out risk assessments and when risks are identified they draw up detailed support plans. They also ensure the correct equipment is in place so that care workers can support people as safely as possible.

## Care and Support

People receive the care they require. The feedback we received and the feedback the provider received shows people who use the service and their relatives are very satisfied with the service. The words they use show they highly rate the service. One relative wrote: "*Helden Care provide exceptional quality of care set to the highest standards*". Another person noted how well staff listen to their relative's stories, wishes, likes and dislikes.

The provider considers a range of information about prospective service users before they commence providing support. They review assessments and plans drawn up by commissioners and external professionals. They then carry out an initial assessment during which they gather further information from people and their relatives. They use all the information gathered to draw up people's care and support plans. These list areas in which people need care and support and tell care workers what people like and dislike and how they want to be supported. The provider also carries out risks assessments and, when necessary, steps to minimise risks are detailed in plans.

Care staff record all the care and support they deliver each day in a daily log. A medication administration record is completed when they support people with their medication. We saw the manager audits the daily records completed by care workers. They use the information they gather from the records and from the feedback they get from people who use the service and their relatives to review care plans. This ensures plans remain current and relevant.

People benefit from a well-run service. The RI also undertakes the role of manager. They are registered with Social Care Wales. They are involved with the day-to-day running of the service. We noted they know all staff and the people the agency supports. They have an in-depth knowledge of the service and people, this enables them to identify problems promptly, act when necessary and maintain a consistently good service. In addition to the direct management of the service, they carry out quality assurance activities which enable them to maintain oversight of the whole service. We saw they carry out audits, seek feedback from staff and people who use the service and complete reports to evidence these activities. We discussed with the RI the work they are undertaking in order to bring their reports into one single quality of care report.

People are supported by staff who are vetted, trained, supported and developed. The records we examined show the provider carries out the necessary checks when recruiting staff. New staff receive an induction and all staff receive training relevant to their roles. Staff spoke highly of the manager and of the support they get from them. They also said they are supported by colleagues and the teamwork is good. They demonstrate enthusiasm for their roles.

### 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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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