



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Bluebell House



Barry



01446742281

Date(s) of inspection visit(s): The inspection visits for this service took place between 28/08/2025 and 10/09/2025

Service Information:

Operated by:	Amethyst Healthcare Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	3
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Bluebell Care Home is situated in the seaside town of Barry and is close to local amenities with good transport links to the wider area. People receive continuity of care. The service delivers person centred care which is effective. Care staff demonstrate good knowledge about the needs of people living in the home which enhances their well-being outcomes. Care staff show genuine warmth towards people living at the service who are treated with respect and kindness.

The leadership and management of the service has experienced several changes since the last inspection. There are systems in place to protect people from harm. We found care staff have increased confidence in the manager and responsible individual (RI) to take appropriate action. We rate well-being as good, because people are experiencing more opportunities to do things they enjoy, and the service is making every effort to get to know people better. The rating for care and support is good because daily outcomes are met to a consistently diligent standard. We rate the environment as good because it is suitable to meet the needs of people and is well maintained. We rate the leadership and management of the service as good because they are effectively embedding new working procedures and better systems for oversight to enhance quality of care for people. They hold the skills, knowledge and understanding required of a leadership team, and also demonstrate integrity and a commitment to continue to strengthen their practice.

Findings:



Well-being

Good

People are treated with dignity and respect and receive support within a positive culture. The service collaborates with people and others to support them to experience as much control as possible over their day-to-day lives. Representatives advised us communication with the service has greatly improved and they feel included and listened to. Care staff communicate with people with sensitivity, patience, and kindness and have the skills to meet people's communication needs. Care staff and management show a clear commitment to listen to people, to understand what is important to them. The service is not working towards the active offer of providing a service in Welsh at the time of inspection, but they make efforts to celebrate cultural events with people.

The service is including people in discussions about what is important to them, such as having enhanced life experiences. An example of this is exploring several types of holidays and activities, through proactive risk management, enabling people to do things they enjoy within safe parameters. Where people require legal safeguards to keep them safe, appropriate deprivation of liberty safeguards (DoLS) are applied for. The service understands their responsibilities and care staff are well-informed of what is agreed to support keeping people safe.

People receive valued support to cultivate safe and healthy relationships. Since the last inspection, the service recognised they did not have enough drivers, and this limited people's opportunities to meet with those important to them. They adjusted staff deployment ensuring drivers are available and the frequency of visits and trips have vastly improved. This means people have frequent opportunities to meet with those important to them. The service understands the value of giving people other opportunities to meet new friends and is supporting them to try new social groups and hobbies, which is working well. People's opportunity to build relationships with others in the home is currently limited due to the size of the service at the time of inspection.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. They experience care and support which is dignified and respectful, and they have meaningful interactions with care staff. People benefit from receiving care from a consistent staff team, who know them well. We saw care staff being kind, friendly and treating people with genuine warmth. People told us they are happy and like the care staff.

The service completes personal plans to inform care staff of how to best support a person. We found plans complete and informative. Key staff at the service complete regular reviews of the personal plan to inform care staff of any changes. We saw people and their representatives participate in reviewing and updating the personal plan at regular intervals. People's medication is safely managed and administered by trained and competent staff. Daily medication records are complete. People access other medical professionals and attend most health appointments on time. The service is making changes in how they record and manage oversight of medical appointments due to minor gaps in documentation. We discussed with the manager, the service's responsibility to ensure all key health appointments are attended and well documented.

We observed care being delivered in-line with people's needs and preferences most of the time. But were told there are times during the day where people are waiting for additional staff to support with manual handling. Service leaders are responsible for consulting with commissioners and are taking steps to address staffing levels by day. Care staff listen and respect people's day-to-day choices regarding personal care, daily routines and how people choose to dress. People have access to a wide variety of home-cooked meals, and care staff are exploring new foods for one person who is keen to try something different. During inspection, people got involved in completing the grocery shopping list and meal planning. The service caters for a variety of dietary needs and preferences. For those with additional support needs with eating and drinking, people receive input from Speech and Language Therapists where appropriate referrals are made. Some people have experienced a reduction in health issues related to their eating and drinking needs, meaning the service is working well to maintain the person's overall physical health.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic. Care staff complete relevant training and understand their responsibilities; we observed practice to be good throughout the home.



Environment

Good

People live in an environment with access to appropriate and well-maintained facilities and equipment. We found the home to be warm, welcoming, and a well-lit environment with access to the outdoors. We saw comfortable furniture in the lounge and updates to the décor, such as pictures, bookshelves, and a fish tank, which made the space more homely. The home offers people a communal lounge and an adjoining small dining area. This room can be closed off for people to meet with any visitors if they wish.

People can choose to what extent they personalise their bedrooms. We saw bedrooms which are decorated in a way which expresses people's personalities, interests and comfort needs. The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. This includes specialist beds and moving and handling equipment. There are ample bathroom facilities to meet people's needs. Communal bathrooms are designed to ensure privacy, dignity, safety, and accessibility.

Risks to health and safety are identified, mitigated, and reduced. There is effective monitoring and auditing of the environment and maintenance of the home is good. We found cleaning regimes and standards of hygiene throughout the home to be good. The service provider ensures the premises complies with current legislation and national guidance in relation to health and safety, fire safety, environmental health and any standards set by the Food Standards Agency (FSA).

Outdoor spaces are safe and accessible. Security arrangements are in place and effective. Visitors to the service are asked to sign in. Risk areas in the home, such as the utility and medication room are not accessible to people, to ensure their safety and well-being. The service stores documentation appropriately, where it would not be accessible to visitors.



Leadership & Management

Good

The provider's new oversight and governance arrangements foster a more positive culture in the service. People receive support to achieve their outcomes because the service provider has effective organisational arrangements, to ensure smooth operations and diligent care. Management is visible and available to people, staff and visitors. The RI visits the service regularly to monitor the quality of the care people receive. The RI samples a broad range of care documents, monitors the environment, and speaks with people and care staff. A quality-of-care review is complete which mostly informs the provider of the quality of the service people receive. The statement of purpose sufficiently describes the service, and a service guide is available.

The systems for auditing the service are new since the last inspection and the RI and manager have made substantial progress. We saw checks and audits completed by the manager and actions taken where needed. Medication audits are complete and mostly effective. The leadership team is continuing to strengthen their quality assurance systems.

People achieve their personal outcomes because the service provider ensures there are enough suitably qualified and trained care staff to deliver good quality care most of the time. Training compliance for core care topics are good. We saw records relating to additional training. Care staff receive timely supervision and appraisal, and competencies are up to date. Care staff told us they receive good support, training and feel valued in their role. Most care staff hold or are working towards a qualification in health and social care. The provider is making effective changes to the training programme to improve the quality of learning and development.

There are effective and safe recruitment procedures at the service. All staff undergo routine checks to ensure they remain fit to work in the service. Eligible staff are registered with Social Care Wales, the workforce regulator. There is effective oversight of disclosure and barring service certificates (DBS) which ensure staff are safe to work with adults at risk. Care staff have an increased understanding of their duty to safeguard people and their whistleblowing responsibilities because the leadership team have made this a priority. Care staff feel confident management will take concerns seriously, and respond promptly, with no fear of repercussions. The service takes prompt and appropriate action when there are issues relating to misconduct and practice matters. We found the service has made great steps towards embedding a positive workforce culture, transparency, and integrity.

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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