Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Gofal Bro Cyf

Gofal Bro Cyf, Y Deri, Pwllheli Road, Caernarfon, LL55 2YS

01286671614

The inspection visits for this service took place between 03/06/2026 and 23/06/2026

Service Information:

Operated by:	Gofal Bro Cyf
Care Type:	Domiciliary Support Service
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:

Gofal Bro Cyf is a domiciliary support service based in Caernarfon, serving the surrounding region. The service offers a strong offer of care through the medium of Welsh. People receiving a service are very happy with the care staff and are complimentary of the service.

The service has a rating of excellent for people's well-being. This is because the service is innovative in their care for people. Companions are employed and are distinct from care staff. Companions can sit with people and aid them in a social sense such as aiding people to attend luncheon clubs.

Gofal Bro have a rating of excellent for care and support. This is because people said care staff go "*over and above"* in care and are very considerate. Allied health care professionals report the care is exemplary and the service is consistent and reliable.

Leadership and management are rated as excellent. Care staff say they are very well supported and trained by approachable senior staff. The service is audited to ensure high standards. People receive detailed information regarding the service they can expect to receive. The responsible individual (RI) provides quality reports about the service in line with legislation.

Findings:

Well-being — Excellent

People have control over their lives and are supported with positive risk management. The service has companions who can sit with people, take them to local events and appointments. One person was very grateful of going to a local football game, they had not been in a long while. They help people maintain their independence and be a part of the local community. This is also reflected in the job description seen. People can be assisted to go to Church or Chapel if it is important to their spiritual well-being. Gofal Bro have been innovative in working with a local community hub, "Porthi'r Dre," and have worked with them to set up a luncheon club. Companions assist people to attend the luncheon club, this has been met with success, people enjoy the club and have made new friends. This new role was created to meet local demand and help people to attend appointments, shopping and cleaning. The companion's role is separate to the care support role this is so care staff can concentrate on their care giving role. People and families gave excellent feedback regarding the service and the care given to people. One couple said, "*excellent service. Can't complain at all. Very caring, always calling to see how we are."* A person's family said in Welsh, they would give the service ten out of ten, excellent, a very good service, no problems to report at all. The out of hours team are good too and give the family peace of mind, "*10/10 ardderchog. Gwasanaeth da iawn. Dim problemau. Mae'r tim allan o oriau yn dda hefyd, cymorth meddwl I'r teulu."*

People can access information that fosters choice and independence. The service gives a strong active Welsh offer with care staff, companions and office staff, able to speak Welsh. Care staff are given support to learn Welsh if they are not a first language Welsh speaker. Information packs regarding the service are available to people and service commissioners bilingually and are easy to read and detailed.

People are protected from abuse and neglect. Care staff have safeguarding training and know who to contact should they be worried about anyone's care. Care staff can access policies to support their practice and can easily approach senior staff for advice.

Care & Support — Excellent

People receive quality care and support to achieve their personal outcomes. Care is consistently planned in consultation with people receiving the service, considering their wishes, aspirations, risks and specialist needs. We read a sample of personal plans and saw they are a detailed and clear guide for care workers to assist people and to know what care families provide. People are included in their plan of care; their voice is heard throughout and there are good pen pictures of the people and their preferences. We saw a good level of detail regarding what exactly people need carers to do, step by step in many instances. Plans are regularly reviewed; this includes feedback from the person receiving care or advocate. An example of feedback from a person's care review being, "… *states everything is going well with their package of care and the way it is delivered by carers."* People experience consistent continuity of care and benefit from effective care staff deployment. A quality report from local commissioners of care is effusive in their praise of the service and care support workers, stating they are reliable, communication is timely, and people receiving a service are always very happy with the care provided. Commissioners state the service is flexible to accommodate people's needs and often go, "*over and above,"* to provide people with care. Families reported the service is excellent, a family said, "f*irst class, no problems at all, very happy with the care from Gofal Bro."*

Care and support are provided in the language and method that best meets people's needs. Personal plans contain details about sensory issues people may have with communication and their first language choices. People and families are pleased to receive a service in Welsh according to their preferences. A family member said, "*mae'n cael gofal drwy y iaith Gymraeg sydd yn gymorth iddi,"* meaning they have care through the medium of Welsh which is a comfort.

People are protected from harm and abuse. The service works in a transparent way and reports incidents appropriately to local authorities and Care Inspectorate Wales (CIW). People have frequently reviewed risk assessments in place to mitigate risks as far as is practicable. The service is audited to ensure good standards.

People's medications are safely managed. Care staff receive training and competency assessments to ensure they can give prompts, and deal with medication safely. Senior staff have good oversight of medication practice to ensure people's safety.

Leadership & Management — Excellent

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance, and oversight to ensure smooth operations and high-quality care. The service fosters good communication and transparency with commissioners and CIW. There are policies and processes in place to support care staff in their practice. The service has effective quality checks through audit and review of the service provided. The service is innovative and is driven to achieve high standards in care and support for people. People, commissioners of care, regulatory bodies and agencies receive high quality information about the service and the care they provide. The RI is regularly involved with the service and provides quality reports in line with legislation, to test the quality of service given to people. Senior staff feel well supported and can access training needed for their role.

People are supported by staff with the necessary training and skills to meet their needs. We viewed some care staff records and saw they are well organised and contain checks to ensure care staff are appropriate to work with vulnerable adults. Care staff receive sufficient training to care for people knowledgably and safely. Care staff have regular supervision from senior staff to ensure their well-being and enable good practice. Care staff feel well supported by senior staff who are approachable and proactive. There is good retention of staff in the service enabling consistent continuity of care for people. The quality report feedback included feedback about staff, for example, "*absolutely amazing," very good service," "excellent care and attention." "Staff are exceedingly helpful."* Staff praised the support they received from senior staff saying they are, "*amazing.* "Care staff feel they are enabled to give people very good care and would be happy for the service to give care to a member of their own family.

The provider invests in the service. A separate staff group have been employed to support people socially which has met a local need. Care staff receive regular support and training to help them in their role. Sufficient staff are employed to meet people's care needs and provide an appropriate level of calls.

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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