Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bespoke Senior Care Limited ta Home Instead (Cowbridge, Pontyclun and Pontypridd)

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https://www.homeinstead.co.uk/cowbridge-pontyclun-pontypridd

Date(s) of inspection visit(s): The inspection visit took place on 20/08/2025

Service Information:

Operated by:	Bespoke Senior Care Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:

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

Summary:

Bespoke Senior Care Limited provides domiciliary support services to people in their own homes in the Cowbridge, Pontyclun and Pontypridd areas. The service trades as, and is known as, Home Instead. Owing to the service supporting people in three different regulatory registration areas, there are three separate registered services. This report is reflective of and encompasses each of the services inspected.

People experience excellent wellbeing outcomes owing to the measures taken to promote and enhance their well-being. All aspects of the service are person-centred and extremely well-run, with measures taken to improve people's well-being that go beyond what is required. People are treated with dignity and respect without exception. Care and support is excellent, with people and families telling us of overwhelmingly positive experiences of support from the service. Effective processes are in place for medication management, infection control, and safeguarding. The leadership and management of the service is excellent. The service is extremely well-led with a positive culture of promoting the well-being of both the people it supports, and its staff. People are supported by an extremely happy staff team with the necessary expertise, skills and qualifications. Innovative and creative measures are used to induct and train newly appointed staff. Care staff are provided sufficient time to provide care.

Findings:

Well-being — Excellent

The service is excellent in promoting and enhancing people's well-being. We saw all aspects of the service are person-centred and extremely well-run. Without exception, we found people are treated with dignity and respect. Feedback from people and families describe a service they find to be extremely reliable which enhances their lives and supports them to achieve their outcomes. People can maintain their independence by being able to remain living in their own homes for as long as possible and maintaining important family relationships. People and their families are involved in all decisions regarding their care and support. Care staff are extremely well-matched to the people they support, which provides consistency and continuity of care. The service has also developed a range of initiatives to support people, their families, and the wider community. These include presentations and information sessions to local organisations such as the Women's Institute, Dementia Friendly Cowbridge, and the Vale of Glamorgan Agricultural Show, dementia training sessions and workshops for families and friends, and exercise classes. These go beyond the expected regulatory requirements and help enhance people's wellbeing.

People are supported to stay as healthy as possible and get the right care at the right time. The service works closely with health and social care services, promptly reporting and referring any issues which arise. Care staff know people extremely well, meaning they can quickly recognise any changes in their needs. Guidance from other professionals is acted upon and informs personal plans. People are supported to receive their prescribed medication as directed in line with local procedures. Infection control measures are used effectively.

Systems are in place to help protect people. The service ensures staff are recruited safely and all relevant checks are completed prior to employment. Care staff receive ongoing training to support them to have the correct skills, including safeguarding training. Care staff tell us they are encouraged to report any issues of concern, describing a positive culture of promoting people's safety. The service identifies potential risks to people or care staff and develops plans around how to manage these. People have access to information to help them raise issues. The service provides a written guide, containing practical information about the service and care provided, and includes information about the complaints process if needed. The service is exemplary in how it provides local advocacy information, which was available in all care files we saw.

Care & Support — Excellent

People receive an excellent standard of care and support. People and their families are overwhelmingly complimentary about the service, telling us "*they're lovely – I have a laugh with them and they brighten my day*", "*they're very friendly and chatty – they put you at ease*", " *I've had lots of care companies and these are as good as it gets*", "*the...experience is wonderful, all...staff are professional, punctual, pleasant and a joy to talk with*", "*it is the total package of great management, wonderful carers, and superb organisation*", "*they're really responsive and personalised*", and "*I trust them to deliver – they are a hundred percent reliable and I relax knowing my parents are in good hands*". We saw kind, caring and attentive interactions from care staff. The service assesses people's needs before providing a service to ensure appropriate support can be provided. Personal plans are extremely detailed and are an outstanding example of an outcome-focused plan. They give direction to care staff around how people like to be supported and are completed with people and their families. These are kept under regular review and updated as needed. Daily recordings are detailed and provide a good overview about a person's care and support.

The service takes very good measures to protect people from harm and abuse. Staff understand their safeguarding responsibilities and how to report issues should they be concerned for a person's well-being. Staff feel confident if they raise an issue with the management team, it will be responded to appropriately. Incidents and accidents are recorded and audited, with the service reporting issues to relevant partner organisations. Appropriate risk assessments are in place which help keep people and care staff safe. People and their families tell us they feel the service is safe.

People's medication is well-managed. Care staff administer medication as prescribed, with medication records free from errors. Where people cannot manage their medication, the service ensure it is stored safely in people's homes. An up-to-date medication policy is in place, with care staff trained in how to safely manage and administer medication. Medication documentation is audited monthly, and staff receive competency checks.

Infection control measures are well managed and reduce the risk of infection. Care staff are aware of and understand their responsibilities and undertake relevant training. An up-to-date infection control policy in place. Care staff have access to a plentiful supply of appropriate personal protective equipment, with people confirming care staff use this when supporting with tasks such as personal care.

Leadership & Management — Excellent

The service is exceptionally well-led, with highly effective organisational arrangements, governance and oversight to help the service run smoothly. The service has a strong and clear ethos of providing person-centred care and supporting staff well-being. We found all aspects of the service managed and delivered with care, attention, and to the best possible standard. The Responsible Individual (RI) is central to day-to-day operations, being extremely visible and approachable to both people and care staff. They maintain regulatory oversight of the service, evidencing three-monthly visits to meet with people and care staff, and reviewing the quality of care provided by the service. They have a strong working relationship with the manager, working closely to oversee all elements of the service. Extremely thorough auditing and quality assurance processes are used to identify what is working well and where improvements might be needed. The service is transparent, making the required notifications to Care Inspectorate Wales and reporting to the relevant local authority Social Services departments. Up to date policies and procedures provide guidance around staff roles, responsibilities, and how the service is to be run. These include whistleblowing procedures, with care staff understanding what these are and how to raise a concern if needed. We found very high levels of staff satisfaction, who told us "*it's a lovely company - the standards are fabulous*", "*you feel like part of a family – it's family orientated*", "*you get to build up a lovely relationship with people*", "*the support is good...you never feel your questions or worries are not taken seriously*", "*I feel...this is the best job I've had in care*", and "*they genuinely care for my wellbeing as an employee*". The service has a range of measures to support staff well-being. These include an employee assistance programme, weekly well-being walks, and gifts to celebrate different events during the year, such as Christmas and Mother's Day.

The service takes excellent measures to ensure people are supported by care staff who have the necessary expertise, skills and qualifications. Recruitment arrangements meet regulatory requirements, with care staff files containing information such as proof of identity and employment references. Disclosure and Barring Service checks are undertaken. Care staff are registered with the workforce regulator, Social Care Wales. There are sufficient care staff to work for the number of people it supports, with many having been in place for several years. The service screens potential new staff prior to the interview stage to ensure they have the values which align with the service. An innovative induction process includes role-playing care calls with 'Betty', a training mannequin. 'Betty' has their own 'flat' at the service office, with all equipment and facilities needed for care staff to practice different elements of the care role. A large variety of training scenarios mean care staff can practice their skills and knowledge in a safe environment. This is an exceptional measure and supports people to have well-prepared and well-trained care staff. Training records more generally show up-to-date training in core areas of care, such as manual handling, medication administration and infection prevention. Specialist training is in place where needed, for example in dementia care and epilepsy awareness. Regular supervision and yearly appraisals provide ongoing support for

professional development and performance management. Care staff display very good knowledge about their roles and told us they feel well-equipped to provide safe care. They also praised the efforts made by management to match them to people who they feel they could best support, both in terms of skills and experience, and personality and approach. We saw a culture of commitment to staff welfare and development, recognising the importance this has for the people they support.

The service ensures people are supported by staff who have enough time to provide care and support. Call schedules ensure care staff have sufficient time to travel between calls. Care staff have time to provide care and support to people and are provided opportunities to take breaks. We saw care staff have a choice of the type of contract they are employed under and told us they are happy with these arrangements.

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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