Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bluebell Care at Home Ltd

Bluebell Care at Home Ltd, Queens Lane Bromfield Industrial Estate, Mold, CH7 1XB

01352218130

www.bluebellcareathome.co.uk

The inspection visits for this service took place between 03/07/2026 and 10/07/2026

Service Information:

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

Ratings:

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

Summary:

Bluebell Care at Home provide a domiciliary support service to people living in Flintshire. They provide support with daily tasks and personal care with the goal of supporting people to remain living at home as long as possible. People experience good wellbeing outcomes, as care staff and management listen carefully to people's wishes and ensure these are respected. Care staff are committed to improving people's overall wellbeing and go above and beyond their role to assist people at times of need.

People receive good care and support from care staff who follow clear and detailed personal plans to ensure people's needs are met. Care staff and management have established effective working relationships with health and social care professionals to ensure consistently good quality care is provided.

The manager and responsible individual (RI) are involved in the day to day running of the service and complete care visits themselves; to maintain links with people and ensure they are happy with the service provided. Care staff describe Bluebell Care at Home as having a positive culture and work environment. People, relatives, care staff and professionals have confidence in the management team, who have good oversight of the service.

Findings:

Well-being — Good

People are supported to maintain their well-being, independence and personal choice. Information is available within people's homes, including service user guides, complaints procedures, safeguarding information, emergency contact details and personal plans. Records show consideration is given to people's communication needs during assessment and care planning. Promotion of Welsh language and culture is encouraged within the service. People who spoke Welsh told us care staff knew basic Welsh phrases and they had been helping care staff practice their Welsh during their visits.

People's personal plans contain information about their histories, preferences, routines, relationships and outcomes. Records reviewed demonstrate care staff are provided with relevant information to support people in a manner that reflects their individual needs and wishes. Feedback from people and relatives consistently indicates care staff know people well and provide support in a respectful and person-centred way. Relatives report they are involved in reviews and decision making and have access to care information through the electronic care planning system.

Care staff promote positive outcomes for people. Examples include supporting people following discharge from hospital, working alongside professionals to ensure appropriate levels of care are provided and assisting people to regain independence through reablement. Relatives and representatives describe care staff going beyond planned care tasks at times to help people overcome difficulties or maintain their wellbeing. These actions demonstrate a commitment to supporting people in a flexible and responsive manner.

People are protected from abuse and neglect. Safeguarding information is available and people told us they know how to raise concerns if required. Risk assessments and risk management plans are in place and are reviewed when needs change. Relatives described the management team as approachable and responsive. Records reviewed demonstrate systems are in place to monitor risk and respond to concerns.

People are supported to maintain relationships which are important to them. Personal plans include information about family members and significant people in their lives. Feedback from relatives demonstrates care staff build positive and trusting relationships with people and communicate effectively with families. People have one-page profiles and photos of care staff in their home file, so they know who to expect for their care visits. Feedback from people and relatives about the quality of support is highly positive. Comments include, "*All the ladies are excellent*", "F*antastic, can't fault them*", and "*Each worker treats service users like a member of their own family*".

Care & Support — Good

People receive care and support that is planned and delivered in accordance with their assessed needs. Pre-admission assessments are completed before services commence and care plans are developed with the involvement of people and, where appropriate, their representatives. The management team remains involved in introducing new care arrangements, helping to ensure continuity and familiarity during the transition to receiving care.

People's personal plans contain detailed information regarding their health conditions, routines, preferences, identified risks and support needs. Records reflect a person-centred approach and include information which helps staff understand how people wish to receive care and support. Risk assessments, moving and handling assessments and medication support plans are consistent with the needs identified within care plans. Care staff describe being involved in reviewing and updating care records when changes occur, helping to ensure information remains current and relevant. Care is delivered in line with personal plans, and the daily notes reflect this. The digital care planning system has a task reminder function, assisting care staff to ensure all required tasks are completed.

There is evidence of effective partnership working with health and social care professionals. Records demonstrate referrals are made when required and communication is maintained with multidisciplinary teams to help ensure people receive appropriate support. Feedback from professionals is positive and indicates the service works collaboratively and responds appropriately when people's needs change. One healthcare professional described the staff team as "*amazing*" and told us, "*I know what fantastic care their service users receive*."

Medication systems are well managed. Electronic medication administration records are completed accurately and include information regarding prescribed medicines, allergies and administration requirements. Regular medication audits are undertaken and support management oversight of practice.

People are protected through established safeguarding and risk management processes. Incident and accident records show events are documented and monitored by management. Care staff we spoke with demonstrate an understanding of safeguarding responsibilities and report confidence in raising concerns. Electronic rostering systems provide management with oversight of visit delivery and support timely responses where visits are delayed or require follow up.

Leadership & Management — Good

The provider has effective leadership and management arrangements which support the delivery of quality care. Systems are in place to monitor performance, identify areas for improvement and seek the views of people using the service, relatives, staff and professionals. These include quality assurance audits, quality of care reviews, RI visits and feedback questionnaires. These processes provide management with oversight of service delivery and support ongoing improvement.

The registered manager and RI maintain a visible presence within the service and continue to undertake care visits. This helps them remain familiar with people's experiences and provides opportunities to monitor practice directly. Records reviewed demonstrate regular engagement with people and staff, alongside ongoing reviews of service performance. Feedback received through quality assurance systems is predominantly positive, and where issues are identified there is evidence they are followed up appropriately.

Care staff and management maintain working relationships with commissioners and professionals. Feedback from professionals is positive regarding communication, responsiveness and the quality of care provided. Policies and procedures reviewed are current and reflect relevant legislation and guidance.

The provider ensures recruitment processes support the safe employment of staff. Records include evidence of pre-employment checks, induction arrangements and disclosure and barring service checks. Care staff are appropriately registered with Social Care Wales (the workforce regulator) and complete training relevant to their roles and the needs of people they support. Specialist training, including areas such as epilepsy, diabetes and Parkinson's disease, help staff develop knowledge and competence.

Care staff receive regular supervision, appraisal and competency assessments. Records demonstrate ongoing support and monitoring of staff performance. Care staff we spoke with describe management as approachable, supportive and responsive. Feedback from staff questionnaires is highly positive, with comments consistently highlighting the supportive culture within the organisation and the accessibility of managers. Care staff told us, "*Nothing is too much trouble*", and one member of staff told us the manager and RI are "*By far the best bosses I have ever had*".

The manager and RI ensure staffing arrangements support the delivery of care. Rotas reviewed indicate consideration is given to travel time between visits and the scheduling of breaks. Care staff report they generally have sufficient time to complete visits and travel safely between calls. People and relatives confirm visits are reliable and communication is provided when delays occur.

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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