Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Everycare Bridgend Ltd

Everycare Bridgend Ltd, 61 Bridgend Road, Aberkenfig, Bridgend, CF32 9BG

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https://www.everycare.co.uk/bridgend/

Date(s) of inspection visit(s): The inspection visits for this service took place between 25/09/2025 and 26/09/2025

Service Information:

Operated by:	Everycare Bridgend Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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:

Everycare Bridgend provides domiciliary support services to adults in their own homes in the Bridgend County Borough Council area.

People are supported to experience good well-being outcomes. People's health and well-being is promoted, with the service ensuring wishes and choices are heard and people's independence is encouraged. Care and support is good, with families and professionals being very positive about the service. Personal plans are tailored to each person and kept under regular review by a dedicated reviewing officer. Good processes are in place for medication management, infection control, and safeguarding. Leadership and management is good. Oversight and governance procedures support an experienced management team with the smooth operation of the service, with care staff positive about working there. Care staff have appropriate training and are recruited safely. Care staff have sufficient time to provide care.

Findings:

Well-being — Good

Everycare Bridgend supports people to maintain their well-being. Care staff treat people with kindness and compassion. People and their families are positive about their experiences and describe having developed very good relationships with their care staff. The support people get helps them stay independent for as long as possible by being able to remain living in their own homes and maintaining important family relationships. For some people, their support provides their only contact with other people, meaning it is hugely beneficial to their well-being. People and their families are involved in decisions regarding their care and support, with the service asking for and seeking people's views. A dedicated reviewing officer ensures all people have regular face-to-face reviews and can provide their views on the service. People can monitor their support arrangements via an electronic call scheduling system and are able to contact and seek support from the service office if needed.

People's health and well-being is promoted by getting the right care at the right time. The service works with health and social care professionals, referring any issues and acting on advice and guidance provided. Care staff know people well, meaning they can recognise any changes in their needs and report these. Medication is administered correctly where people need this support. Infection control measures are used effectively.

The service has systems in place to help keep people safe. The service correctly follows regulations when hiring care staff, ensuing all checks are carried out prior to starting work. Care staff receive ongoing training to support them to have the correct skills, including safeguarding training. 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. People and families say they feel the service is safe.

Care & Support — Good

People receive a good quality of care and support. Feedback from people and their families is very positive, with comments such as "*they're very nice*", "*I can be myself with them – we have good banter*", "*they're my darlings – they've got more professionalism than anyone*", "*they help me to be independent – I always have a smile when they leave*", and "*we have a lovely chat and a laugh – they're caring. I feel I can talk to them about things because they listen. I could never do without them*." The service evaluates people's needs before providing a service to make sure they can provide the right support. Personal plans are completed with people and are tailored to their needs. An electronic system is used for call scheduling and care staff notes, which people and their families have access to. This supports care staff to ensure they deliver all areas of care in a person's plan and enables people to have access to the most up-to-date information about their care and support. The service excels in how it reviews personal plans. A dedicated reviewing officer ensures three monthly meetings are undertaken with people and their representatives, or more often if needed. Both people and staff told us they found this to be very positive in helping to identify and address issues and making sure people continue to have the right support.

Processes are in place to help protect people from harm. Care staff understand their safeguarding responsibilities and what to do in the event of discovering a potential safeguarding situation. They feel confident if they raise an issue with the management team, it will be responded to correctly. Incidents and accidents are recorded, with the service reporting safeguarding issues to the Local Authority. Risk assessments are in place to help keep people and care staff safe. People and their families tell us they feel the service is safe.

Systems are in place to help people manage their medication. Care staff administer medication as prescribed, receiving training in how to safely manage and administer medication in line with locally agreed procedures. A medication policy is in place to support medication management. Care staff receive competency checks to ensure their skills meet the required standards.

Infection control measures are used to help 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 is in place. Care staff have access to personal protective equipment, with people confirming care staff use this when supporting with tasks such as personal care.

Leadership & Management — Good

The service has good governance and oversight systems in place to support its operation. The responsible individual (RI) fulfils their statutory duties by undertaking quarterly visits to meet with people and staff. Quality of care reviews are completed every six months. The RI undertakes additional monthly auditing of a wide variety of service areas, helping ensure they maintain good strategic oversight. An extremely committed and experienced manager maintains the day-to-day running of the service, with care staff telling us "*management is very professional and fair in conducting their work*" and "*any problems get sorted*". Policies and procedures set out staff roles and expectations, with care staff demonstrating understanding of their responsibilities. A whistleblowing policy is in place, with staff reporting they feel confident in raising concerns if necessary. The service is open and transparent, making the required notifications to Care Inspectorate Wales (CIW) and other relevant bodies, including the Local Authority Safeguarding Team. Incidents, complaints and potential safeguarding matters are logged, with actions clearly recorded around how they are addressed. Team meetings help care staff stay informed and provide opportunities for feedback. Care staff are positive about working for the service. Comments include "*I love this job…I love the fact I can provide help for our service users who need the support as well as helping them live independently*", "*I came to Everycare…from another care company where I did a similar job role. I feel I have a lot more support and am enjoying all aspects of my job*", "*the company and staff have been welcoming, supportive and continue to help me…we are all treated with kindness and respect*" and "*I absolutely love my job and wouldn't want to go anywhere else*".

Care staff are recruited safely and trained to meet a wide range of care needs. Training records confirm ongoing development in core areas of care, with additional training for more specialist needs when required, such as catheter care. This is an improvement acted upon since the last inspection. Care staff report feeling well-trained and able to carry out their roles, telling us "*staff are provided with the necessary training from the onset and there is continuous professional development thereafter*" and "*the training we are given to carry out our role is extremely good*". Recruitment practices meet regulatory standards, with staff files containing all required documentation. This includes previous employer references, Disclosure and Barring Service (DBS) clearance, and proof of identification. All care staff are registered with Social Care Wales, or are undertaking this process, which is an improvement acted upon since the last inspection. Newly appointed care staff undergo an induction and probation period to ensure suitability for their roles. Care staff receive supervision and annual appraisals, with spot checks also undertaken when working in the community. Rotas are managed on a geographic 'patch' basis, which helps promote continuity of care. People tell us they are generally supported by the same core staff teams. The service has sufficient staff to work for the people it supports and only offers a service to new people

if it has the resources to do so.

Care staff have enough time to provide care and support. Call schedules generally ensure care staff have sufficient travel time between calls. Care staff have enough time to provide care and support to people and are provided opportunities to take breaks. Care staff told us they are happy with their contract arrangements, allowing them to be flexible and only work when they are available.

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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