Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bluebird Care (Cardiff South)

St Hilary Court, Copthorne Way, Cardiff, CF5 6ES

02922671497

https://www.bluebirdcare.co.uk/cardiff-south

Date(s) of inspection visit(s): 17/07/2025, 21/07/2025

Service Information:

Operated by:	ANNWYL LTD
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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	Good
Leadership & Management	Good

Summary:

The service focuses and prioritises the well-being of people and care staff. We saw a range of ways the service enhances well-being through engagement with the community, enabling people to socialise and interact, providing a sense of value, worth and belonging. People and staff regularly have the opportunity to share feedback with the service. Feedback is listened to and action points identified. People's plans are detailed and mostly reflective of the person and their needs. The service provides a flexible service to meet peoples changing needs. People's health needs are documented and met, with the appropriate professionals involved when required. Information is available to people and everyone we spoke with felt confident raising concerns. People praised the care staff for their commitment and 'excellent' levels of care provided. A strong duo of manager and Responsible Individual (RI) maintain very good oversight of the service and ensure its smooth running. There are good systems in place which aid governance, and the service continues to identify improvements. Care staff told us they are very happy and have a range of ways they are rewarded for their commitment and service.

Findings:

Well-being — Excellent

The service goes above and beyond to promote well-being and strives to support people to develop safe and healthy relationships. They have invested in a community hub where they run a regular, free 'Forget me not' café on a "*Pledge to end social isolation.*" Many people told us they attend the café throughout the week, and this gives them an opportunity to catch up and socialise with others. The café is open to the public so anyone can get involved, including local emergency services who regularly attend and share safety information. People enjoy going for a coffee and some cake, but the service also offers parties, events and celebrations. We saw activities such as exercise classes, live entertainment, flower arranging, craft and celebrations for VE day, birthdays, seasonal events and most recently Wimbledon. People engage meaningfully in their community. People told us they get along with care staff very well and that they always make time to talk to them and enjoy their company. One person said, "*They're more friends than carers."* Care staff well-being is also considered and promoted. The service run well-being sessions for staff to chat informally with managers, a 'Menopause Café', 'Well-being Walks', and offer external counselling. Care staff told us the service value them and consider their well-being, one staff member said, *"When I needed them, they were there."*

Monthly Newsletters are sent to care staff and people. These include important messages about the service, celebrating staff achievements, people's birthdays, food recipes, events and provide an opportunity for the service to respond to any feedback. People have access to the right information and have control over their lives. People have a file in their home which includes important information about the service this includes concerns and complaints. Everyone we spoke to told us they felt confident raising any concerns, but they had never needed to. One person said, *"I have no concerns at all."* Regular questionnaires and surveys are sent out to people for feedback, 100% said they know how to raise a concern. The RI visits people in their homes to gather feedback and assess the quality of the service. We saw the service has been able to offer flexibility in how care can be provided, such as respite care for loved ones needing a break away, as well as live-in care to cater to people's changing needs. In addition, the service is currently working on developing a team of specialist skilled staff to support those with more complex care needs. We saw how this flexibility in the service offers continuity of care and promotion of independence.

The service is working on promoting the Welsh language and culture. There are Welsh language courses booked for the management team. All documents will soon be readily available in Welsh. The service employs some Welsh speaking staff, answers the phones in Welsh and celebrates traditional Welsh festivals such as St Davids day. The service promotes language, religion and culture. Consideration is given to people and staff who pray and specific traditions they may have, ensuring they have the adequate facilities and time to do this.

Care & Support — Good

People have personal plans in place which include important information and help guide care staff. People told us the majority of the care staff understand what support is required, one person said, *"They know what they're doing."* People's care and support is clearly identified and their risks are mitigated. Plans include people's living arrangements, family involvement, religion, hobbies and medical history. Clear information is well presented in line with the person's choice and preference. Plans highlight what the person can do independently and what level of support they require. Plans are reviewed regularly, and the person is involved within a discussion, but we noted there were some sections which were out of date. The service is working on ensuring all sections of the plan itself are discussed and reviewed with the person and/or their representative.

The appropriate health professionals are involved when required and their details are accessible to staff. Most people told us they usually contact professionals themselves when needed, but staff will sometimes support with sharing information and attending appointments. Some people who have more complex needs require specialists to be involved. Care staff benefit from direct training from these professionals. Professionals provided positive feedback to the service saying, "*Bluebird care are making people's lives better*." Medication is safely managed. Lots of people independently administer their own medication but told us the staff are very good at giving them reminders. There are good systems in place which avoid any missed medication. The service maintains good oversight via an electronic system, which quickly alerts office staff to any issues. Care staff receive competency checks and spot checks to ensure they remain skilled. People told us they feel safe at the service and trust in their consistent care staff they know well. One person said, *"They're absolutely great."* There is a 'Safeguarding' policy in place which explains how to identify and report concerns. People and staff know who the manager and the RI is, and some staff know how to report concerns externally. Care staff receive the required checks to ensure they are safe to work with adults at risk. Care staff receive training in relation to Health and Safety, and we saw spot checks in place to ensure staff reduce the risk of infection.

Leadership & Management — Good

There is a strong and committed leadership team in position who drive improvement. The manager maintains very good oversight of the service, supported by a team of office staff to run the day-to-day, these include administrative roles, supervisors, coordinators and a well-being officer. The management team use quality checks and oversight systems. The effectiveness of these are kept under review, and investment is made to change these if necessary. The manager is quick to respond to concerns and complaints and informs the appropriate external agencies when required. They are open and transparent when sharing concerns. People and care staff are confident in the service and one person said, "*Can't complain at all."* Care staff feel confident raising issues with the office and told us "*They would absolutely act."*

People told us care staff are *"Excellent,*" "*Second to none*," and "*Absolutely great.*" The provider gathers feedback about the quality of the service through different formats, including a questionnaire. 100 % of participants feel their care staff treat them with dignity and respect. There is a very good system in place to ensure care staff have adequate support time, travel time and breaks. The system ensures staff members have ample time to travel to the next location ensuring they arrive on time and as planned. This means people get their care at the right time. Care staff told us the office are very flexible and understanding and will support them if they are experiencing stress and/or delays. Every person we spoke to told us staff always stay the required time and do what they need to do. One person said, *"They're very good, very kind, very patient."*

The service ensure they support, value and recognise care staff so they can retain them and provide continuity for the people they support. Care staff gain awards in recognition of their length of service, in addition to employee of the month and care employee of the year. Gifts are handed out during annual appraisals and there is monthly raffle where staff can win prizes such as meals out, petrol or a car valet. Staff receive birthday cards and can enjoy annual Christmas parties. All staff have access to a range of benefits to promote their well-being including access and signposting to free services which can provide counselling and support with physical health. The manager is a mental health first aider and is able to support and respond to people and staff alike during times of crisis.

The manager and RI lead by example developing their skills and expertise to support continuous development. The RI has recently completed a 'train the trainer' course to aid personal and staff development and the manager is starting a Welsh language course. A qualified Nurse aids in face-to-face training and care staff told us training is very good. Care staff say they feel confident in their roles with support via training and supervision. The service offers 'Culture training' to help staff from overseas develop their knowledge around Welsh culture, language, food and traditions. The service is driving improvement to ensure that all staff remain up-to-date with their refresher training.

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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