Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bluebird Care Cardiff North

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The inspection visits for this service took place between 16/06/2026 and 22/06/2026

Service Information:

Operated by:	Langham Health 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:

The service provides care and support to people in their own homes, offering a range of support from short visits, social visits and live-in care. People and relatives praised the service and their level of care and support. Well-being is good. The service communicates well with people and promotes relationships. They offer a community hub where people can be a part of their local community and enjoy a range of activities. One person said, *"Can't fault them."*

Care and support is good. Plans are in place and the service is working on improving these to ensure they are detailed and include identified risks. Medication management is good and the service is reviewing medication to ensure 'when required' medication is recorded appropriately. People and relatives praised the level of care and support, describing the service as wonderful.

There is a Responsible Individual (RI) in place who completes their regulatory duties. A team of supervisors and coordinators are managed by an effective manager who understands the service well. Systems are in place to help maintain oversight. Outcomes for people are good overall, but improvements are needed to ensure where actions are identified timely action can be taken for these to be implemented.

Findings:

Well-being — Good

People live healthily and safely, with control over their lives. Everyone we spoke to praised the service, saying *"Don't know what I would do without it,"* and that communication is very good. One relative told us office staff are "*Always available,"* and another said they would contact the office if they needed to or had a particular problem, but this is "*Very, very rare."* People and their relatives are involved in decisions regarding care, and we saw information regarding the service is shared. People have a service agreement in place which includes terms and conditions, in addition to information regarding complaints ensuring they know their rights and how to raise a concern. Everyone we spoke to said they felt confident sharing concerns with the service provider.

People's outcomes and goals are considered and mostly achieved through everyday tasks and support needs. People and relatives told us care staff understand the people they support well and are able to tailor care to meet their needs promoting independence, choice and engagement. One relative praised the care staff for being able to engage the person in their care, to ensure day-to-day needs are met, such as washing and dressing, they said it's *"Remarkable, how they do it, it's the way they do it, the manner."* We discussed with the provider ways to better record and evidence outcomes.

The service provider promotes safe and healthy relationships. Some people enjoy social visits where they are supported to get out and about, whether doing their weekly shop or going out to enjoy a coffee. The service offers two community hubs; one has recently opened in the local area. People using the service and others in the community can attend to enjoy, events, fundraising, singing, activities and exercise classes. This will aid in reducing social isolation, promoting independence and support people to develop relationships and feel part of their local community. Culture and language are promoted. The manager told us they hold themed days, where people celebrate national cuisines. The service is working towards providing the Welsh Active Offer. There are some Welsh speaking staff and essential documents such as terms and conditions and complaints are available in Welsh. The service is also in the process of creating a Welsh website and Welsh culture training is offered.

Care & Support — Good

The service uses an electronic system to record people's personal information regarding their care. People have individual plans in place which describes their care and support needs. Plans are regularly reviewed and the person is involved to ensure they are happy with the information. We saw records are mostly signed and dated to evidence this. Relatives told us care staff, "*Know what they are doing," "Staff understand X*," and the staff *"Make X feel at ease."* We found some plans are very detailed, but some plans miss important information about the person, and some areas of risk have not been included. This information ensures care staff understand the person's needs, risk and helps promote independence. The service is aware of this and are making improvements.

People told us they see the appropriate health professional when they need to, some do this independently, some with support from relatives and some from staff. One person told us how the service supported them with their mobility, accessing professionals to get the right equipment in place to aid independence. Some people receive support with medication. The service uses an electronic recording system, and the system can alert office staff to any concern, reducing the risk to the person. Medication is recorded, but we noted inconsistencies with the recording of refusals and 'when required medication.' The service has identified this in their auditing and are taking action to address this to ensure people's medication history and administration can be effectively considered and reviewed.

Accidents and incidents are recorded; managers maintain oversight and share information with external agencies. Managers told us they share information on how to protect people in team meetings and in newsletters. Care staff are appropriately safety checked to ensure they are safe to work with adults at risk and are confident raising concerns internally. Care staff told us managers listen and respond to any concerns they have, and one staff member told us, *"I'm taken seriously."* One relative said, "*Could share concerns, certainly would do"* and another said, "*I'm sure they would take action."* Complaints and investigations are monitored and handled sensitively and robustly by the manager.

Leadership & Management — Good

People, relatives and staff all spoke highly of the management team. One person said, *"They're all wonderful, can't fault them."* A staff member described the RI as the *"Best boss I've ever had"* and the manager as *"Fantastic."* The office has a team of supervisors, coordinators, recruitment officer, administrator and well-being officer. The well-being officer ensures monthly checks are completed with new staff to ensure they are settling, facilitates carer well-being sessions and clinics in addition to one-to-one support chats. Care staff told us they feel very well supported and that the service value and consider well-being. Care staff told us, *"They are so good to me," "I'm proud to wear the uniform,"* and "*Honestly, they have been the best I've worked with"*

Care staff files are well presented with the appropriate vetting checks in place. Care staff complete the All Wales Induction Framework (AWIF) and on completion register with Social Care Wales, the workforce regulator, several staff are working towards their registration. Care staff are supported during probation to ensure they feel fit and skilled to carry out their role. Knowledge assessments help managers to identify gaps in skill and competence. Supervisions, observation and competency checks are in place to support and develop care staff. People told us they feel care staff receive a good level of training. Mandatory and specialist training is offered, but we noted some discrepancies on the service matrix, some care staff were out of date and some had not received training. The manager assured us action would be taken to update records and address any gaps in training.

There are good systems in place to maintain oversight. The manager is experienced, passionate and effective. The manager has identified areas of improvement within the service, several which we identified at inspection. The RI completes their regulatory duties, and we discussed ways to strengthen these documents to aid in identifying patterns and trends. People told us the RI is approachable, visible and listens. The service is considering a restructure to aid in oversight and to ensure that where improvements are identified action can be taken to ensure this is implemented.

Most people told us they receive up-to-date rotas, so they are well informed of who is coming to support them. We saw systems are in place to manage rotas, consistency of care staff and timely care delivery. Systems alert managers to missed or late calls allowing timely action to be taken. One person said, "*They keep me informed if they are late."* However, we noted on several occasions calls were not completed at the time scheduled, either being late, early or not staying the allocated time. Whilst we note managers are aware of this, we found this to be ongoing. The service is taking action to address the areas identified and are receiving support from the service provider to make improvements.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People's overall well-being could be at risk if improvements noted are not implemented in a timely manner.	22/06/26

CIW has not issued any Priority action notices following this inspection.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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