Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bluebird Care Caerphilly and Merthyr

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www.bluebirdcare.co.uk/caerphilly-merthyr-tydfil

The inspection visits for this service took place between 18/08/2026 and 26/08/2026

Service Information:

Operated by:	Harris Health LTD
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults
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:

Bluebird Care Caerphilly and Merthyr is registered to provide domiciliary care and support to people living in their own homes across the Cwm Taf region and currently delivers a service to a small number of people living in the Merthyr area.

Well-being outcomes for people are good because they receive respectful and compassionate support that promotes their health, well-being and independence. The service encourages people and their relatives to share their views and uses feedback to inform service delivery.

Care and support is good because people receive caring and responsive support. Personalised plans guide staff in delivering care that reflects people's preferences, although care plan reviews are not always completed consistently.

Leadership and management is good because effective governance arrangements support the delivery of the service. Robust recruitment processes help ensure suitable staff are employed, and care staff benefit from regular support, training and opportunities for professional development.

Findings:

Well-being — Good

The service encourages people to have as much choice and control as possible over their everyday lives and the care and support they receive. People's personal plans contain their voice, their life history, as well as the things that are important to them. The service assesses individual needs before support begins and agrees care visit times with people to help ensure the service can meet those needs effectively.

People receive support that promotes their health and wellbeing. People usually receive support from regular and familiar care staff, which supports positive relationships between them. This also helps care staff to recognise changes to people's usual presentation promoting their health and well-being. The service works with external health and social care professionals when required to support people's changing needs.

The service actively encourages people and their relatives to share their views and experiences. People are involved in reviewing their care plans and sharing their views on the support they receive, helping to ensure services reflect their wishes and preferences. However, reviews are not always completed in a timely way to ensure changing needs and personal outcomes are reflected in care planning. The management team handles complaints in line with the provider's policies and procedures.

The service has effective arrangements in place to help keep people safe from harm. Robust recruitment processes help ensure care staff are suitable to work with vulnerable people. The service completes risk assessments and personal plans which outline how care staff can manage risks to people's safety and well-being. Risk assessments are completed for care staff, ensuring their safety as they go about their work. Care staff are also guided by clear policies and procedures. Care staff complete safeguarding training. Care staff have access to sufficient personal protective equipment to minimise the risk of infection.

Care & Support — Good

The service carries out assessments of each person's individual needs to determine its ability to meet these before agreeing to provide support. Personal plans are developed for everyone receiving a service and include clear information about preferred routines, required care tasks for each visit, and any specific support instructions. Personal plans are created using a person-centred approach and incorporate details such as personal history, preferences, likes and dislikes, and individual wishes, ensuring the person's voice remains central to the care provided. Plans capture people's routines, offering practical guidance to staff to ensure care is provided in a consistent and person-centred way.

Care staff access information for each person they support via an electronic application on their mobile phones. Each care call lists the tasks to be undertaken during the visit for care staff to mark when completed and provide a summary of the visit. This demonstrates people receive appropriate support. Moving forward, daily records will include more outcome-focused information, demonstrating not only the care provided but also the impact that support has on people's well-being, independence and overall quality of life.

Improvements are required to ensure personal plans remain accurate and reviews of these are consistently completed within required timescales. People and, where appropriate, their representatives are involved in review meetings and can share their views on the care provided. People's care and support may not be met because personal plans are not reviewed on a regular basis and kept up to date. We expect the provider to take action and will follow this up at the next inspection.

Staff rotas allow travel time for staff between calls. A call monitoring system requires staff to log in when they start and finish each visit. A review and analysis of the time care staff arrive at their calls show most people receive their care close to the time they are scheduled.

Leadership & Management — Good

The service provider has established organisational arrangements, governance systems and oversight processes that support service delivery. Leaders use a range of quality assurance and monitoring systems, and the Responsible Individual (RI) maintains oversight through regular visits, engagement with people receiving a service their representatives and staff, and completion of quality-of-care reviews.

The responsible individual provided examples of how the service sought to promote a person-centred culture through small but meaningful acts of kindness, such as helping people obtain items they required, recognising birthdays and delivering seasonal gifts. The service had also introduced initiatives to recognise staff contributions including seasonal appreciation packages. Staff we spoke with talked positively about the rewarding nature of their role and described the positive impact they have on people's well-being.

The service provider has robust selection and vetting processes for hiring staff to ensure all staff are suitable and trustworthy. All staff must provide appropriate identification documents as well as complete a Disclosure and Barring Service (DBS) check, provide satisfactory references and full employment history. New staff complete an induction to support them into their caring role. This includes completing mandatory training to ensure care staff have the required knowledge and skills to support people at the service. Staff access training and organisational policies through the provider's electronic systems, including the "Cloda" platform, which allows staff to access policies and guidance whilst working in the community. This supports staff to obtain information when required and promotes consistency in practice.

Staff have regular one-to-one supervision sessions with their line manager on a regular basis alongside an annual appraisal to receive feedback about their work performance. Training records show staff have completed core and refresher training in a timely manner that is relevant to the needs of the people they support. Eligible care staff are registered with Social Care Wales, the workforce regulator, demonstrating their suitability for practice. Staff meetings are held on a regular basis to keep staff up to date with service arrangements and any changes being introduced. Care staff told us they are happy in their roles and feel generally supported by management.

The provider makes an effort to promote the use of the Welsh language, by identifying people's language and communication needs during pre-admission assessments. Key documentation can be made available in Welsh on request, and organisational policies and procedures are accessible in Welsh and other languages through a mobile phone application, supporting people to receive information in their preferred language.

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 care and support may not be met because personal plans are not reviewed on a regular basis and kept up to date.	18/08/26

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

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