Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Dimensions Cymru- Bridgend

Unit 12, Enterprise Centre Bryn Road, Bridgend, CF32 9BS

03003039030

https://dimensions-uk.org/region/cymru-wales/

The inspection visits for this service took place between 24/10/2025 and 17/11/2025

Service Information:

Operated by:	DImensions Cymru Limited
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	Excellent
Care & Support	Good
Leadership & Management	Excellent

Summary:

Dimensions Care Cymru provides domiciliary support services to people living in community settings across Bridgend.

People experience excellent outcomes in well-being because the service places their rights, choices, and aspirations at the centre of all practice. Individuals are empowered to direct their own lives, engage in meaningful activities, and achieve personal goals. The culture is inclusive and respectful, consistently celebrating achievements and ensuring people's voices are both heard and acted upon. There is a strong focus on positive risk management, active community involvement, and building people's confidence and independence.

People benefit from good care and support that is consistently person-centred and tailored to their needs and preferences. Care staff work collaboratively with people, families, and professionals to ensure support remains responsive and effective. Personal plans are co-produced and regularly reviewed, providing clear evidence of positive outcomes. While some records could be more outcome-focused and detailed, people benefit from safe, compassionate, and reliable care.

Leadership is excellent, with highly visible and approachable leaders who promote a culture of openness, learning, and continuous improvement. Robust governance, real-time oversight, and strong quality assurance systems ensure people's outcomes are prioritised and operational learning is embedded. Care staff are well-supported, valued, and empowered to deliver excellent care, resulting in sustained, high-quality outcomes for people.

Findings:

Well-being — Excellent

People benefit from outstanding support that enables them to live healthily and safely, enjoying maximum control over their daily lives. The service excels at empowering people to identify, pursue, and achieve their personal goals, with care staff consistently applying a highly effective, strengths-based approach to risk management and decision-making. People are deeply involved in planning and leading meaningful activities and are supported to lead fulfilling lives. Accessible easy to read information is provided to help people make well-informed choices. There is an exceptional culture of listening, with numerous opportunities for people's voices to be heard and acted upon. As a result, people confidently shape their own lives, achieve aspirational goals, and contribute to ongoing service improvement.

Safeguarding practices are rigorous, driven by a proactive and forward-thinking approach that prioritises the prevention of harm, abuse, and neglect. People are fully informed about their rights and receive tailored support to raise concerns in ways that meet their individual communication needs. People told us they feel "S*afe and confident to express their feelings or share any concerns."* The service promotes a culture of openness and empowerment, where people and their representatives actively participate in reviews, forums, and inclusive events. Care staff are highly skilled and supported by robust systems that ensure risks are swiftly identified and effectively managed. This holistic approach means people feel protected, valued, and confident in the care they receive. Essential equipment for independence is readily available, maintained in good working order, and serviced promptly to prevent risk or disruption. People are supported to maintain their tenancies, ensuring that homes remain secure, comfortable, and promote overall well-being.

People's well-being and sense of belonging are significantly enhanced by the service's strong commitment to building positive relationships and meaningful community links. Care staff support people to take part in a wide range of creative opportunities, helping them form friendships, join social groups, and celebrate achievements. People confidently access their communities, enjoy holidays and day trips, and attend family and social events that matter to them. The service culture values individuality and empowers people to thrive, contribute, and feel recognised. Feedback from people and families shows clear improvements in happiness, engagement, and social inclusion. The newly appointed Community Connections Officer leads initiatives that strengthen friendships, increase participation, and create opportunities for employment and personal growth. These approaches enable people to build meaningful relationships, access new experiences, and pursue

their aspirations. As a result, people live richer, more fulfilling lives and achieve outcomes that matter most to them.

The provider consistently prioritises people's well-being by supporting them to maintain their own homes, so they remain safe, comfortable, and tailored to individual needs. People live in environments that promote quality of life and nurture a strong sense of ownership and belonging. They told us they are actively involved in decisions about their home and surroundings. Homes are welcoming, reflect personal preferences, and promote independence. Equipment and technology are readily available to support mobility and daily living. Repairs and adaptations are promptly reported. These strong practices mean people feel valued, secure, and empowered to achieve their well-being outcomes.

Care & Support — Good

People receive good quality care and support tailored to their individual needs and preferences. Care staff develop strengths-based personal plans with people and their representatives, reviewing them regularly to reflect changing needs. We observed that care staff know people extremely well, demonstrating detailed knowledge of their likes, dislikes, life stories, and family connections. People told us they value these relationships and described care staff as *"Lovely, respectful and caring."* They spoke of feeling truly cared for and appreciated the positive difference these relationships make in their daily lives. Care staff work proactively with health and social care professionals to meet people's needs and make timely referrals for specialist advice. This collaborative approach results in positive outcomes, including people trying new activities, maintaining friendships, and gaining greater independence. We saw clear evidence of people being supported to achieve goals that matter to them, enhancing confidence and well-being. However, some care records need to be more outcome-focused and detailed. Occasional gaps in daily notes reduce the ability to fully evidence the care provided.

People are kept safe from harm and abuse through effective safeguarding systems and a strong culture of openness and accountability. Care staff receive thorough safeguarding training and record incidents in detail. Managers and senior leaders review and sign off actions promptly. A real-time dashboard strengthens oversight and ensures swift responses, while regular audits identify patterns and trends to drive improvement. Safeguarding leads and compliance teams monitor records closely, escalating issues without delay. Risk management is proactive and efficient, enabling people to maintain independence through positive risk-taking. Staff use personalised strategies to support people during times of distress, ensuring safety while promoting confidence and well-being.

People receive medication as prescribed, promoting their health and well-being. Care staff store medicines securely and are fully trained and competency-assessed to administer them safely. Medication administration is accurate, supported by regular audits that maintain compliance. Strong collaboration with health professionals delivers positive outcomes, including a significant reduction in anxiety medication through effective support strategies. Where appropriate, people are actively supported to manage their own medication, giving them greater control and independence. This approach not only safeguards health but empowers people to build confidence and autonomy in their daily lives. However, documentation of reasons for administering 'as required' medication and its effectiveness must be consistently recorded to strengthen monitoring and learning.

Most people are protected from infection risks through strong hygiene practices and effective

control measures. Care staff receive thorough infection control training and use appropriate equipment and supplies to meet people's needs. Homes are clean and welcoming. People told us they are encouraged to take part in maintaining their environment, promoting independence and pride in their home. Personal protective equipment is readily available for all direct care tasks. Audits and oversight systems monitor compliance and ensure swift action where improvements are needed. To further reduce infection risk, the provider must ensure paper towels are consistently available for care staff to support effective handwashing and prevent the spread of infection.

Leadership & Management — Excellent

The service demonstrates outstanding governance and organisational arrangements, enabling people to consistently achieve excellent outcomes. Leaders are highly visible and approachable, acting as role models and promoting a culture of openness, transparency, and continuous improvement. The Responsible Individual (RI) actively engages with people, visiting homes to seek views and evaluate the quality of care. Feedback from people, families, care staff, and commissioners is regularly gathered and acted upon, driving meaningful improvements. The RI produces comprehensive quality care reports that evaluate safety and effectiveness, embedding learning and ensuring the service remains responsive to risks and opportunities. Auditing processes are rigorous and highly effective, providing accurate analysis across all areas of provision. This enables timely identification and resolution of issues, sustaining high standards and continuous improvement.

The provider demonstrates innovation and forward thinking, developing systems that enhance service quality. Real-time oversight of incidents and accidents ensures swift follow-up, while patterns and trends are systematically analysed and escalated for strategic action. This reflects meticulous safeguarding and risk management. Complaints and compliments are managed well, with lessons learned shared organisation-wide and tangible improvements implemented. To strengthen this further, the provider must ensure all concerns receive formal written responses within policy timescales. People told us they understand how to raise a concern and feel confident it will be addressed promptly. People told us they know how to raise any concerns and feel assured these will be dealt with quickly. Care staff described management as *“Approachable and supportive,”* expressing confidence that any issues they raise will be taken seriously and addressed.

People achieve excellent outcomes because the provider maintains a strong commitment to ensuring high numbers of skilled, knowledgeable, and well-supported care staff are always in the service. Recruitment, induction, and ongoing development processes are exemplary. Care staff benefit from a comprehensive induction, shadowing, and access to a wide range of specialist training, including mental health first aid, positive behaviour support, and trauma-informed approaches. Care staff are empowered through regular, reflective supervision, practice development workshops, and a suite of wellbeing initiatives, including mental health support, flexible working, and recognition schemes. The organisation’s inclusive approach is evident in its support for neurodiverse care staff and those with additional needs, ensuring everyone can thrive.

Staff forums, colleague engagement groups, and family forums provide further opportunities for care staff and people to shape service delivery. The provider's proactive approach to workforce planning ensures that staffing levels and skills mix are always aligned with people's needs, and contingency arrangements are robust. Care staff files demonstrate rigorous recruitment, vetting, and ongoing compliance with regulatory requirements. The culture of continuous learning, high expectations, and strong support enables care staff to deliver care of the highest standard. As a result, people experience outstanding, person-centred support and achieve their personal outcomes.

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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