Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Home Instead Bridgend

Number One Waterton Park, Waterton Industrial Estate, Bridgend, CF31 3PH

01656 338810

**The inspection visits for this service took place between 17/02/2026 and 18/02/2026**

## Service Information:

| | |
|---|---|
| Operated by: | W.O Care Limited |
| Care Type: | Domiciliary Support Service |
| 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:

Home Instead provides support to people in their own homes. This report is for the Cwm Taf Morgannwg and Cardiff and Vale areas.

People experience good well-being because care staff provide person-centred care that fully considers individual needs, preferences, likes and dislikes.

People receive good care and support from a skilled and committed team of care staff. Care staff consistently promote people's wellbeing and independence, enabling them to maintain and often improve their daily functioning while continuing to live in their own homes. Care staff access clear, up-to-date information through an effective online care-planning system. Personal plans clearly outline the best approaches to meeting individual needs and keeping people safe. People and their relatives spoke positively about the service, frequently highlighting the reliability, compassion and professionalism of the care workers. Care staff report feeling valued, well supported and confident in their roles, which contributes to the consistently good quality of care delivered.

Strong leadership and management underpin the service, with the Responsible Individual (RI) implementing thorough oversight arrangements to monitor performance and drive continuous improvement. People have regular opportunities to express their views, and they feel their feedback is listened to and acted upon.

# Findings:

## Well-being — Good

People consistently report a good experience of the service and describe the care and support they receive in positive terms. Care staff build warm, trusting relationships that help people feel secure, valued, and emotionally supported. The service actively fosters these relationships because it recognises their direct impact on people's wellbeing. Compassionate and visible leadership sets clear expectations for high-quality, compassionate care, and people benefit from this consistently in their daily lives.

Care staff treat people with dignity and respect and work in partnership with them to identify what matters most. They help individuals recognise their strengths, develop confidence, and take active roles in shaping their lives. The service promotes independence and choice through proactive and positive risk management, enabling people to achieve their personal goals safely. People define the outcomes they want and break these into manageable steps with staff support. This approach empowers people and results in good wellbeing outcomes, particularly in relation to confidence and quality of life. The service consistently upholds people's rights and supports them to make informed, safe decisions that align with their wishes.

The service supports people to maintain their health and well-being. An initial assessment is completed which considers people's health and care needs. Support is available to assist people with personal care, prepare meals and administer medication. Medication management systems ensure the safe administration of medication. Care staff adhere to the services infection control measures to make sure the risk of cross contamination is minimised. The service also provides companionship visits; all support is for a minimum of an hour.

Robust safeguarding and risk-management systems protect people from harm and support good wellbeing outcomes. The service follows safe recruitment practices and completes all required checks before staff start work. Care staff receive ongoing training, including safeguarding, so they have the skills and confidence to support people safely and effectively. The service identifies potential risks at an early stage and develops proactive plans to manage them. People receive clear guidance on how to raise concerns, including a written guide that explains how the service operates and how to raise a complaint.

## Care & Support — Good

People receive consistently good quality care and support from Home Instead. The service demonstrates a strong commitment to person-centred care, ensuring individuals are actively involved in decisions about the support they receive. Personal plans are developed collaboratively with people and their representatives, clearly reflecting their views, preferences and desired outcomes. These plans contain detailed information about daily routines, care needs and personal histories, giving staff valuable insight into each person's background, interests and experiences. Risk assessments are embedded within the plans, identifying potential risks to health and safety and outlining strategies to mitigate these risks effectively. Management have identified that routine reviews of care plans are not always completed in a timely manner and have taken action to address this. People using the service told us, "*It's a superb service*", "*They are like family*" and "*The girls we have are exceptional*".

The service uses an electronic care management system to store and update personal plans. Care staff access this information via an App on their mobile phones, providing real-time access to accurate and up-to-date care records. This digital approach strengthens communication, enhances responsiveness and supports continuity of care, as updates are immediately visible to all relevant staff. Management also benefits from clear oversight, with the ability to monitor daily care recordings, track staff locations and ensure care delivery remains consistent and timely. Importantly, the system promotes transparency by allowing people and their relatives to access care records, supporting engagement and reassurance. We were told "*It gives our family peace of mind*".

People have positive interactions with staff who know them well. Care staff are knowledgeable and have a good understanding of people's individual needs, preferences, as well as values and beliefs which can influence how a person may want to receive care and support. Prior to receiving support, staff are introduced to people and their families, allowing time to develop rapport and understand personal preferences. People told us they have a small and consistent group of care staff. Care calls are scheduled for a minimum of one hour, ensuring staff have sufficient time to provide care without feeling rushed. Care staff consistently achieve all personalised tasks, and these are evidenced on the electronic records. We saw from records that overall care staff arrive well within the 15 minute tolerance time.

## Leadership & Management — Good

The RI maintains effective oversight of the service. Robust quality monitoring systems are in place, including scheduled audits and regular feedback from people using the service, their relatives, and staff. These processes are completed at the required frequency, and reports are produced as expected. The provider liaises with and promptly notifies relevant authorities of any significant issues or incidents, ensuring timely action to safeguard individuals and maintain care standards. There is a new manager in post since the previous inspection. Feedback from people using the service (and their representatives) indicates they are happy with the support they receive. They told us, "*We appreciate the help*", "*I've never needed to make a complaint*" and "*I would certainly recommend them*". Overall, the feedback from care staff is very positive apart from when the following weeks rota is issued, they report it can be very last minute. This was discussed with the RI and manager, both recognised this as an issue and are working to address it.

Staff recruitment practices are robust, with appropriate pre-employment checks completed before individuals commence work. These checks ensure that staff employed are suitable and meet regulatory requirements. New care staff complete a thorough induction programme, undertake mandatory training and a period of shadowing with experienced care staff. A structured programme of training and development is in place, tailored to the specific needs of the people being supported. In addition to in-house training, care staff are encouraged to complete recognised qualifications in health and social care, further enhancing their professional development. Feedback from care staff confirmed that the training provided is of a good standard and equips them with the necessary skills and knowledge to deliver high quality care. The supervision matrix shows that not all care staff have received regular one-to-one supervision, which is essential for supporting practice and professional development. The RI is aware and working to address the shortfalls. Feedback from care staff included, "*The team of carers is amazing, every person doing the job because they want to*", "*Online training is essential and the wealth of knowledge from this has been pivotal in doing the role successfully*" and "*I would highly recommend working for Home Instead Bridgend*".

Policies and procedures are in place to support care staff in their daily roles. They give staff clear guidance on how to support people safely and respectfully. The Statement of Purpose explains what the service does and what people can expect, so it's easy to understand the aims and goals. There's also a Service User Guide that gives practical information about the service, including rights and responsibilities. Importantly, it tells people how they can make a complaint if something isn't right. This means everyone knows how to speak up and get things sorted. Having these documents in place helps keep things consistent, fair, and focused on the needs of the people using the service.

# 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.**

***Welsh Government © Crown copyright 2026.***
*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk*
*You must reproduce our material accurately and not use it in a misleading context.*