



Bevris Support Ltd



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www.bevris-support.com

Date(s) of inspection visit(s): The inspection visits for this service took place between 29/09/2025 and 15/10/2025

Service Information:

Operated by:	Bevris Support Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Leadership & Management

Excellent

Summary:

Bevris Support provide care and support for people who are physically and/or cognitively impaired living in their own or their family home, to the elderly, and other people who require home care service. The service provider works in close partnership with people and their families to deliver truly person-centred care and support which meets the needs of each individual.

Support staff know people well and build trusting relationships with people and their relatives, promoting people's independence and confidence. Through close collaborative working they can support people to achieve aspirational wellbeing outcomes. Support staff receive comprehensive core and specialist training and as a result they can deliver excellent care and support services. A strong management team and responsible individual (RI) lead the service. They constantly review the service they offer to each individual, considering what is working well and striving for continuous improvement in day-to-day service delivery. Strong audit processes ensure an excellent service is consistently delivered.

Findings:



Well-being

Excellent

There is an outstanding and clear commitment from all leaders and staff to listening attentively and supporting people to make exceptionally well-informed choices. This highly effective approach enables people to take charge of their lives with confidence and assurance. The service provider builds strong and trusting relationships with people and their families. Support staff work in collaboration with people and families to ensure individuals are receiving support in line with their wishes and which promotes and develops their independence as far as possible. They recognise people and their families as the experts in their care and support needs and ensure they are involved in decision making, whilst following the guidance of external health and social care professionals. This strong approach enables people to achieve aspirational wellbeing outcomes. Support staff know people well and we saw they are confident and relaxed in their presence, seeking reassurance from them when needed. People and relatives are involved in staff recruitment, ensuring support staff are matched to the person they support. Relatives we spoke with gave us excellent feedback on the service. We were told this is “*The best agency we have ever worked with.*” and “*We are 100% happy.*”

People are empowered to thrive, with numerous opportunities to maintain and develop their interests, strengths, and skills. They are engaged in numerous activities of their choosing in the local community, including opportunities to meet and connect with family and friends, to learn new skills and enjoy participating in their preferred activities. We met people who had been able to experience their first independent holiday with the assistance of their support staff. The service provider organises quarterly events for people, relatives, and staff to attend. These have included Christmas parties, trips out to local country parks, offering a chance to participate in different activities, socialise and to talk informally with support staff and management about the service. People are involved in celebrations; they have Easter eggs and Christmas presents delivered to them and have been involved in designing the service’s Christmas card. They receive a regular newsletter which is full of photos celebrating these events and people’s achievements. People’s Welsh language and cultural needs are understood and catered for. A member of the management team speaks fluent Welsh and if a service were requested in Welsh a Welsh speaking staff team would be recruited for the person. Documents can also be produced in Welsh.



The provider gathers highly detailed information from other professionals and organisations already involved in people's care, to inform whether they can provide a service. They place exceptionally high value on their initial conversations with people and their relatives to build strong relationships with them. They work closely and collaboratively with relatives and other professionals and use their expertise to assess the best approach to supporting people with complex needs. One social care professional we spoke with, told us how the service had led effectively on the service delivery to a new person, using their expertise and knowledge, and this approach resulted in a successful package being delivered.

People receive exceptional care and support due to their significant involvement in the planning process, with relatives consulted where people are unable to contribute themselves. People's personal plans are very detailed and highly person centred. They are clear about what people can do for themselves, enabling support staff to promote their independence as far as possible. People have thorough communication plans in place, and detailed positive behaviour support plans. These identify how people can be supported to remain at their baseline, and how support staff should respond if they do become agitated or distressed. There are clear protocols and daily routines, which make people's preferences clear and are also in line with any risk assessments to keep people safe from harm. Personal plans and risk assessments are reviewed regularly and updated if there is a change. For people with complex or continuing health needs, staff always seek to improve care, treatment, and support, by identifying and applying the latest evidence-based practice. The clinical director considers the impact of different factors on people's behaviour, including health issues, or their daily activities, to monitor whether there is a connection between these issues and their behaviour and mood. This helps them identify whether any other improvements can be made to the care and support which is being delivered. Relatives told us they have great confidence in this approach.

People are kept safe by an exceptionally strong approach to safeguarding. There are clear and detailed protocols in place to be followed for the management of any risks. Risk assessments are robust and reviewed in response to any changes. A social care professional we spoke with told us the service provider is very good at identifying any incidents or concerns and considering what could be done differently. They told us they work closely with other professionals to manage and reduce risks.



Leadership & Management

Excellent

People achieve excellent outcomes as the provider has a very strong commitment to ensuring high numbers of extremely skilled and knowledgeable staff are always in the service. Support staff are recruited and matched to meet people's individual needs. New staff undergo appropriate recruitment checks; we saw evidence of reference and disclosure and barring service (DBS) checks. Support staff are required to register with Social Care Wales, the workforce regulator. Staff receive regular training and supervision, including specialist training, as required to meet people's needs. The positive behaviour and restrictive practice training support staff receive is uniquely person centred to the individual needs of people they support. The clinical director is trained to deliver this training, and a person-centred questionnaire determines how each course is structured to meet the needs of each individual. People and relatives attend this positive behaviour support training to deliver an insight into their lived experience. Relatives we spoke with told us they were impressed with the knowledge the clinical director has in understanding people's needs. They told us they were "*Like a dream.*" and always available in the background to support staff with their expertise when needed. Support staff are highly valued by the service, and their anniversaries and birthdays are recognised in the service's newsletter and awards ceremonies in recognition of their hard work. Staff we spoke with gave us consistently positive feedback on the service. One member of staff told us "*It is the best company I have ever worked for.*"

People have high levels of confidence in the service provider because leaders in the service ensure there is a very strong positive culture which is supportive, inclusive, and respectful. The service provider works collaboratively with people, relatives and health and social care professionals. They approach the support delivered with curiosity, willing to explore and consider any options to improve the service. For people with complex needs, individual audits of their care and support are completed which allows managers to consider patterns and trends and adjust the care and support package to better meet people's needs. Managers also consider the progress people are making to achieving their outcomes as part of the audit. They complete weekly reports which are considered in a management meeting with the RI, where any adjustments and improvements to care and support packages are discussed on an ongoing basis. The RI is heavily involved in the service, providing support to the management team. They ensure they speak with a selection of people and staff for their views as part of their role. They produce three monthly reports of their visits and six-monthly quality of care reports. These consider whether any improvements can be made and where they are identified they are recorded clearly, providing transparency, and enabling them to be followed up. Quality of care reports place people at the heart of the service, incorporating their feedback and views.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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