Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Q Care Cardiff and Vale of Glamorgan

Q Care, Bessemer House, Bessemer Close, Cardiff, CF11 8DL

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www.qcare.co.uk

The inspection visits for this service took place between 27/07/2026 and 31/07/2026

Service Information:

Operated by:	Q 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	Excellent
Care & Support	Good
Leadership & Management	Excellent

Summary:

Q Care provides domiciliary care and support services across Cardiff and the Vale of Glamorgan. The service supports adults with a wide range of care and support needs, including older people, people living with dementia, physical disabilities, mental health needs, substance misuse issues, and learning disabilities.

People's wellbeing is excellent because they experience highly personalised, respectful care which promotes dignity, choice and meaningful relationships. Care staff have a deep understanding of what matters to people and consistently go above and beyond to support individual outcomes, enabling people to maintain their identity, independence and overall quality of life.

Care and support is good because people receive personalised care that is responsive to their individual needs, promoting independence, choice and well-being. The provider works collaboratively with people, families and professionals to achieve positive outcomes, and care is delivered safely and compassionately. While some improvements are needed to strengthen documentation and recording systems, these do not detract from the overall quality of care people receive.

Leadership and management are excellent because leaders have created a positive, inclusive and

values-driven culture that places people and quality outcomes at the centre of the service. Strong governance, effective quality assurance and significant investment in staff development ensure a highly skilled, supported workforce that consistently delivers safe, person-centred care and drives continuous improvement.

Findings:

Well-being — Excellent

Without exception, people experience care which promotes dignity, respect and a strong sense of belonging. People and their families consistently describe warm, trusting and meaningful relationships with staff. One told us "*Those ladies have a wonderful relationship with mum, and we trust them implicitly with her care. Mum's face lights up when she hears the familiar greeting of 'hello, hello, hello!'*"

During observations, we saw relaxed, natural and highly person-centred interactions. Staff demonstrate an in-depth understanding of people's histories and what matters most to them. Care is delivered at the person's pace, with staff routinely offering choices and seeking permission before providing support.

A particular strength of the service is the way staff actively listen to people and turn conversations into meaningful outcomes. One person shared how much he missed buying flowers and cards for his wife due to reduced mobility. Care staff recognised the significance this had for his identity as a husband and purchased flowers and a Valentine's card on his behalf.

Staff demonstrate creativity and commitment in supporting people to achieve outcomes which enrich their well-being. One person frequently reminisced about enjoying bowling alleys and arcades in her younger years. Rather than viewing this solely as conversation, staff arranged for her to revisit these activities, enabling her to reconnect with important memories.

The provider works exceptionally well to reduce social isolation and strengthen community connections. Events such as summer barbecues and VE Day celebrations provide meaningful opportunities for people to socialise, form friendships and remain connected to their community. One family member said "*Mum absolutely loved it! She was on the phone for three quarters of an hour telling me every second.*"

People are exceptionally well supported to maintain relationships that matter most to them. Care staff help people stay connected with loved ones through technology, family photographs and reminiscence activities. Following a bereavement, one person was taught how to use Facetime, enabling her to maintain contact with family members. Friendships formed at a VE Day event have developed into a regular luncheon club, creating ongoing opportunities for companionship, peer support and belonging.

People and their representatives consistently describe staff as going above and beyond expectations. One family explained how, when their mother was unexpectedly admitted to hospital,

staff carried out additional visits, prepared her home for discharge and visited her in hospital during their own time.

People tell us they feel safe, know who to contact if they have concerns and have confidence staff will respond appropriately.

The provider is working towards delivering the Welsh Language Active Offer.

Care & Support — Good

People benefit from a provider who works collaboratively with others, responds to changing needs and supports people in a person-centred way. We found, and people told us, they are actively involved in the creation of support plans and subsequent reviews.

Support plans are personalised and provide care staff with clear guidance on delivering safe, consistent and person-centred care. Plans contain detailed information about people's health needs, mobility, daily routines and personal preferences, helping to ensure support is tailored to each individual. Plans promote people's physical and emotional well-being by guiding care staff to monitor key aspects of care, including hydration, bowel health and pressure care. Care staff are encouraged to identify and appropriately escalate any concerns, supporting timely intervention from other professionals. We saw how people's changing needs are recognised, with care arrangements reviewed and adapted accordingly.

A notable strength of the provider is its commitment to promoting independence. Support plans clearly encourage people to maintain and develop skills wherever possible, enabling them to remain as independent as they can while receiving the support they need.

Overall, people are receiving care which meets their needs. We identified a small number of opportunities to further strengthen systems and record keeping to provide additional assurance care is delivered consistently and documented clearly. The areas for improvement relate mainly to strengthening documentation and consistency, rather than concerns about people's overall safety or well-being.

People and their representatives speak highly of the care they receive. One family member told us "*The carer has a fantastic understanding of how to handle mum, exactly how far to encourage her to do something. He learned Mum's ways and was very comfortable and competent in caring for her needs.* Another person told us "*"They are also fantastic with my dad. They take extra care to check in on him as well."* Another person said *"He is so capable and aware of how I am and how I like things done."*

Professionals speak positively about the provider's collaborative approach and commitment to achieving positive outcomes. One Social Care Officer describes the provider as "A*pproachable and flexible*. *Staff go above and beyond for the service user whilst maintaining and adhering to care plans*."

Staff are aware of their safeguarding responsibilities. The provider has robust policies and procedures in place to ensure people are safe.

Electronic medication records and regular audits provide oversight and support safe medication

practices.

We saw care staff maintaining good standards of infection control. They wear appropriate personal protective equipment, wash hands frequently and clean surfaces after providing care.

Leadership & Management — Excellent

The provider has created a positive, values-based culture which places people, staff and quality outcomes at the heart of the service. They actively promote openness, learning and continuous improvement.

Managers maintain a visible presence within the service, fostering excellent relationships with staff. Staff consistently describe leaders as approachable, supportive and accessible. One said "*There is a very cordial relationship between members of staff which gives room for personal development and overall improvement in the services we render to people"*. One person told us "*We are like a big family,"* reflecting the highly positive and inclusive culture leaders have established.

The provider demonstrates excellence in developing a highly skilled workforce through a comprehensive programme of in-house and face-to-face training. Staff have access to a wide range of learning opportunities delivered by experienced trainers, enabling them to build knowledge, confidence and competence in their roles. Training is tailored to the needs of people using the service. It combines practical, interactive learning with regular competency assessments, ensuring knowledge is embedded into practice. This investment in high-quality, accessible training supports professional development, promotes best practice and helps ensure people receive safe, effective and person-centred care from a well-trained and confident staff team.

Leaders actively seek and act upon feedback from people receiving care, using robust quality assurance systems. Audits, spot checks, supervision, management reviews and Responsible Individual (RI) visits, drive continuous improvement and sustain high levels of quality and compliance.

Effective governance and oversight promotes a safe, accountable service, with robust monitoring of safeguarding, medication, incidents and complaints to support continuous improvement. Leaders demonstrate a commitment to continuous improvement. Supervision arrangements now place greater emphasis on staff well-being, person-centred care, safeguarding, support for overseas staff and professional development.

The service operates a robust recruitment process to help ensure suitable staff are employed to support people safely. Recruitment checks include verification of identity and right to work, employment history, references, DBS checks and competency-based interviews, providing assurance that staff have the skills, values and experience required for their role.

A strong culture of recognition and well-being helps staff feel valued, supporting workforce stability and continuity of care. Leaders invest in staff development through personalised support and opportunities for progression. One young care worker was supported to achieve her goal of working more independently through funded moped training and the provision of a company moped, helping her further develop her skills and confidence.

Care calls and rotas are planned to promote continuity and ensure people receive support from

care staff who know them well. Feedback highlights the positive impact of regular care staff, and staff report having sufficient time to deliver care without feeling rushed. The service responds proactively to concerns about scheduling and continuity when these arise.

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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