Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care Quality Services Ltd - Gwent

Room 133/134 Innovation Centre,, Festival Drive,, Ebbw Vale, NP23 8XA

01495300155

www.ceracare.co.uk

The inspection visits for this service took place between 05/10/2026 and 16/10/2026

Service Information:

Operated by:	Care Quality Services Limited
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults
Registered places:	0
Main language(s):	Welsh and 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	Requires Improvement

Summary:

Care Quality Services Ltd Gwent provides care and support to people living in the community.

Well-being is rated Good because people experience positive outcomes and feel safe, valued and respected. People and relatives describe care staff as *"absolutely great"* and *"excellent"*. People are involved in decisions about their care and receive support from a consistent group of care staff who know them well. This helps them develop trusting relationships, promoting their confidence and well-being. The service seeks people's views through surveys and review meetings and uses feedback to identify improvements.

Care and Support is rated Good because people receive personalised care from care staff who understand their individual needs and preferences. People receive their medicines safely, care staff respond appropriately to changes in health needs, and infection prevention and control arrangements are effective. Feedback from people and relatives demonstrates people receive reliable support, which helps them maintain their independence and well-being.

Leadership and Management is rated as Requires Improvement. Governance and quality assurance arrangements are not always effective in ensuring identified actions are completed and sustained. Oversight of care records requires strengthening to ensure care information reflects people's current needs, risks are identified and mitigated, and actions are followed through. The provider has recognised these shortfalls and has begun to strengthen management oversight and quality assurance processes. Care staff are recruited safely, receive appropriate training and are supported in their role.

Findings:

Well-being — Good

People experience positive outcomes and feel safe, valued and respected. People and their relatives are happy with the service and describe care staff as caring, professional and reliable. Many people receive support from a consistent group of care staff who know their needs, preferences and routines well. This helps people build trusting relationships and gives them confidence in the care they receive. One relative described care staff as *"respectful, kind and communicative with their loved ones."*

Relatives value access to the electronic care application. This reassures them that planned visits have taken place and helps them stay informed about their family member's well-being. People and their relatives contribute to care planning and reviews, which gives them opportunities to discuss their care, support and experiences of the service.

People and their relatives told us they feel confident raising concerns and complaints. The provider listens to concerns, investigates them and takes appropriate action. One relative told us, "*The office acts on concerns, and I feel confident in them."* The Responsible Individual (RI) regularly visits the service, and surveys provide opportunities for people and their relatives to share their views and influence service development. The provider uses this feedback to understand people's experiences and identify areas for improvement. It is exploring ways to communicate the outcomes of feedback more effectively, so people can see how their views have influenced service improvements.

People receive support to maintain their health and well-being. Care staff work closely with health and social care professionals when people's circumstances change. Care staff administer medicines safely and at the right time. They monitor people's health, recognise changes in their well-being and take appropriate action, including contacting relatives and emergency services when required.

The provider promotes the Welsh language and culture and is working towards delivering a bilingual service. People can access information in formats that meet their needs. The provider makes key information available in Welsh and English and promotes the Welsh language through staff resources and training opportunities. No people using the service identified Welsh as their first language at the time of the inspection. However, the provider has arrangements in place to identify and respond to Welsh language needs if they arise.

Care & Support — Good

People receive personalised care and support that helps them achieve their personal outcomes and maintain their independence, health and well-being. Before support begins, the leaders assess people's needs to determine whether the service can meet them safely and effectively. People can access information about the service in formats that meet their needs, enabling them to make informed choices about their care and support. People and their relatives contribute to care planning and reviews, helping to ensure personal plans reflect what matters to them, including their preferences and daily routines. Relatives told us they value this involvement and feel reassured that care staff and managers respond to people's changing needs and wishes.

People told us care staff know them well and understand their individual needs. Consistent care staff understand how people prefer their support to be delivered, helping daily routines run smoothly and supporting positive outcomes. One relative told us, *"It took a while to get to know the care staff, but they are much more comfortable now."* Another relative described care staff as *"respectful and understanding because he is hard of hearing, and they give him time."* Relatives also told us care staff support people to make choices and involve them in decisions about their care. People consistently said the care they receive meets their needs and helps them achieve their personal outcomes. They rated the standard of care as good. One relative described their family member as *"always well groomed"* and "*well looked after"* and said care staff are "attentive*."*

People and their relatives described the service as reliable and told us care staff usually arrive when expected. Visit records showed care staff generally attended visits within agreed timeframes, supporting people's safety, well-being and daily routines. Some care staff told us travel time between visits can be challenging, which was also reflected in the provider's staff survey. However, we found no evidence that this routinely affected people's experiences or outcomes.

People receive their medicines safely and as prescribed. People and their relatives told us they are confident in the support provided with medication administration. The provider uses electronic medication systems, audits, spot checks and competency assessments to promote safe practice. We also found evidence that the provider had addressed a previous concern relating to time-critical Parkinson's medication by ensuring visits took place at the required times to support the person's health and well-being.

People's outcomes require improvement because personal plans, risk assessments and daily care records do not always reflect significant changes in their health, care and support needs. We found some records had not been updated following important changes in people's circumstances, despite regular reviews. Daily care records did not always provide sufficient detail to demonstrate how personalised care was delivered. Managers also did not consistently review or respond promptly to concerns raised by care staff. This reduces assurance that care staff have access to accurate and up-to-date information to support safe and consistent care. Although audits and quality assurance processes identified similar issues, these had not been addressed at the time of the inspection. As a result, the service relies heavily on care staff's knowledge of people, increasing

the risk of inconsistent support when unfamiliar staff provide care. The provider has recognised these shortfalls and is taking steps to strengthen care planning, record keeping and management oversight. We identified an Area for Improvement within the Leadership and Management theme due to insufficient oversight

The provider has suitable arrangements in place to support effective infection prevention and control. Care staff have access to personal protective equipment (PPE), complete relevant training and use PPE when providing personal care. The provider maintains an up-to-date infection control policy and reviews it regularly. People told us care staff consistently use PPE when providing personal care.

Leadership & Management Requires Improvement

People benefit from a service led by an experienced and stable leadership team. Leaders promote a positive and open culture focused on improving outcomes for people and enhancing their quality of life. Since the last inspection, a new Responsible Individual (RI) has been appointed and brings extensive experience to the role. Their registration is currently being considered by Care Inspectorate Wales. The registered manager told us they feel well supported by both the RI and the Operational Manager. The management team demonstrates a good understanding of the service and remains committed to delivering quality care and support.

People's outcomes require improvement because governance and quality assurance systems do not consistently ensure actions are completed and embedded in practice. Routine audits, RI visit reports and quality of care reviews identified shortcomings in personal plans, risk assessments and record keeping over a sustained period. However, some of these issues remained unresolved at the time of inspection. This demonstrates insufficient management oversight and reduces assurance that leaders effectively monitor performance, drive improvement and promote positive outcomes for people. We identified governance and quality assurance as an area for improvement. The provider has begun strengthening management oversight and quality assurance arrangements to improve accountability and ensure actions identified through audits and reviews are completed in a timely manner. Therefore, we have rated the leadership and management theme as requires improvement.

People receive support from a workforce that is safely recruited, trained and supported in their roles. Recruitment and vetting processes help protect people by ensuring appropriate checks are completed before care staff begin work. Care staff receive induction, mentoring and shadowing opportunities and told us this helps them develop confidence and competence. They complete training relevant to their roles and feel well prepared to support people safely and effectively. Feedback from care staff was mainly positive, with comments including*, "I would recommend working here" and "We work well as a team."* People and relatives consistently told us care staff understand people's needs and provide good-quality support.

Care staff receive regular supervision and spot checks. However, supervision records do not always demonstrate meaningful reflection, feedback or agreed actions. Further oversight is needed to ensure zero-hours contractual arrangements are reviewed in line with regulatory requirements and that appropriate vehicle documentation checks are completed for care staff who use their own vehicles for work purposes.

The provider has addressed the area for improvement identified at the previous inspection relating to Social Care Wales registration. All care staff were appropriately registered, and systems were in place to monitor renewals and support staff to maintain their professional registration.

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
Improvements are not always sustained because governance and quality assurance systems do not consistently ensure actions are completed and embedded in practice. This limits the provider's ability to drive improvement and assure positive outcomes for people.	05/10/26
People are at risk of experiencing inconsistent care and poorer outcomes because care records, including personal plans and risk assessments, do not always reflect significant changes in their needs. This means care staff may not always have accurate information to guide safe and person-centred care. Improved management oversight is required to ensure concerns and changes identified by care staff are promptly monitored, escalated and acted upon.	05/10/26

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

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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