Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care Quality Services Ltd - Barry

Unit 10 Engine Room Innovation Quarter, Hood Road, Barry, CF62 5QL

01446747777

www.ceracare.co.uk

The inspection visits for this service took place between 07/07/2026 and 08/07/2026

Service Information:

Operated by:	Care Quality Services 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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Quality Care Service provides support to adults living at home in the community in Barry.

People experience good outcomes because care staff promote their well-being, independence and overall quality of life through responsive, person-centred care. People have a strong voice and are actively involved in assessments, care planning and reviews, ensuring the support they receive reflects what matters to them. Flexible care arrangements, including adapted support hours, enhance people's choice, independence and participation in meaningful activities that matter.

People benefit from positive care and support. They develop trusting relationships with care staff who know them well and respond promptly to changes in their needs. This helps people feel safe, secure and emotionally supported. The service demonstrates strong safeguarding practices, effective medication management and proactive engagement with healthcare professionals, supporting people to maintain their health and well-being. Innovative practice within assisted living accommodation enhances social inclusion, confidence and a sense of belonging.

Leadership is consistently strong, supportive and transparent, supported by effective systems that promote safety and provide clear oversight of service quality. Quality assurance arrangements are well established; however, these would benefit from further strengthening to clearly demonstrate the impact of actions taken and how feedback drives continuous and sustained improvement. People can be confident that care staff are well trained and supported, enabling them to understand and respond effectively to people's individual needs and conditions.

Findings:

Well-being — Good

People have a strong voice and meaningful control over their care. They are actively involved in assessments, care planning and reviews, and told us they feel listened to and respected. The service promotes the Local Authority's '*Your Choice'* approach, enabling people to decide how, when and by whom their care is delivered. Flexible arrangements, including adapted or 'banked' support hours, promote people's autonomy, independence and well-being by enabling them to take part in meaningful activities that matter to them. The provider is strengthening records to better demonstrate how feedback informs improvements in outcomes and experiences.

The service promotes an inclusive and respectful culture. People's communication needs, preferred language and cultural identity are recognised and supported. The 'Active Offer' is promoted through accessible information, cultural opportunities and support for care staff to develop Welsh language skills. Although there are no Welsh-speaking care staff based at the service, Welsh-speaking staff can be accessed from another branch when required. This helps ensure people's language and cultural needs are respected and met.

Innovative practice within the assisted living accommodation is delivering strong outcomes for people. Dedicated care hours enable care staff to tailor activities creatively around individual needs, promoting engagement, independence and participation. As a result, people's confidence, social connections and sense of belonging have improved, with more people choosing to dine and socialise together. A range of activities, including fitness sessions, arts and crafts and quizzes, supports this progress. Health professionals reported improved mobility, and one person told us they now use a walking stick instead of a frame. People described activities as *"fun"* and said they *"love it."* This approach has a positive impact on well-being, confidence and quality of life. Records are being further developed to consistently evidence outcomes for all people.

People benefit from strong, trusting relationships with a consistent team of care staff who know them well. Care staff recognise subtle changes in people's presentation and respond promptly, helping people feel safe, secure and emotionally supported while maintaining their independence. Feedback was mostly positive. One person said, *"I have a good relationship with all care staff; they spend time with me and I don't feel rushed."* Another said, *"I enjoy seeing the care staff; they are helpful and understand my needs and routines."* These positive relationships enhance people's sense of connection, well-being and overall experience of the service.

Care & Support — Good

People have access to clear, relevant information about the service, enabling them to understand what to expect and make informed choices about their care. The service provides accurate information which reflects the care and support available. Information is available in accessible formats, including easy read, to meet people's communication needs. People receive an information pack, which is kept in their home and supports them to remain informed and involved in their care.

People are involved from the outset, helping shape support that reflects their needs, routines and preferences. Effective pre-assessments, partnership working and regular reviews support people to maintain independence, make choices and manage risks safely through their personal plans. Majority of people told us they feel listened to, respected and valued. One person said, *"Care staff treat me with dignity and respect,"* and a relative said, *"Care staff understand my Mum's needs and keep us well informed of any changes; I can't fault them."* This involvement helps people maintain control over their care and supports positive experiences.

Daily care records show care staff consistently deliver planned support, contributing to people's positive experiences and well-being. Feedback confirms most people are satisfied with their care and feel care staff understand and respond to their individual needs. However, records remain largely task-focused and do not consistently demonstrate how care improves people's well-being and quality of life.

People receive safe and effective support to promote their health and well-being. Robust medication systems are in place, and records confirm that medicines are administered safely and appropriately. Care staff receive relevant training and competency assessments, supported by effective auditing systems which provide oversight and identify any issues. Care staff respond promptly to changes in people's health and facilitate timely access to healthcare professionals. Strong multi-disciplinary working supports improved outcomes and helps people maintain their health and well-being.

People are supported by effective safeguarding arrangements which help keep them safe and promote their well-being. Clear safeguarding procedures are in place and are consistently followed by care staff, who are appropriately trained and understand how to recognise and report concerns. Safeguarding matters are identified, reported and responded to appropriately, reducing risks and protecting people from harm. Risks are assessed and regularly reviewed to promote people's safety while supporting independence. People told us they feel safe when receiving support. Safe recruitment and robust vetting processes ensure care staff are suitable to support people and

contribute to a safe service.

Leadership & Management — Good

People benefit from a consistently well-led service, supported by an experienced and stable leadership team. Leaders promote a positive, open culture focused on improving outcomes and enhancing people's quality of life. Since the last inspection, a new Responsible Individual (RI) has been appointed. They bring extensive experience to the role, and their registration is currently being considered by Care Inspectorate Wales.

The RI and manager provide clear direction and effective oversight. Leadership maintains a strong focus on people's well-being, safety and independence, enabling care staff to deliver consistent, person-centred care. This fosters a positive culture where staff feel valued, supported and confident in their roles. Care staff spoke positively about management, describing the manager as *"Excellent, fantastic, supportive, always helpful and an open door."* One staff member said, *"It's a great company to work for."* This demonstrates how effective leadership supports positive practice and consistent outcomes for people.

The RI provides oversight through regular visits and quality of care reviews. Leaders use audits and service data to monitor performance, identify risks and take timely action, supporting people's safety and experiences. Quality assurance systems are established and cover areas such as care calls, incidents, safeguarding and training. However, trend analysis and evaluation of the impact of actions are not always clearly evidenced. Strengthening this would provide greater assurance that improvements are sustained and lead to positive outcomes for people.

Leaders promote an open and transparent culture where people, relatives and care staff can share views and raise concerns. An accessible online system supports timely communication and prompt responses from office staff. Feedback is managed proactively, helping to prevent escalation and support people's safety and well-being. People feel listened to and valued, with most saying issues are addressed promptly. This is reflected in comments from people and their relatives, such as *"Always helpful and brilliant."* One care staff member said, *"The office staff are excellent and listen to whatever concerns you have for yourself and people we support.*

People benefit from care staff who are well trained, supported and confident. Regular supervision, appraisal and spot checks promote safe and consistent practice while identifying development needs. Training is delivered through a blend of face-to-face and online learning, enabling care staff to respond effectively to individual needs. Care staff told us they feel valued and can access guidance when needed. They value flexible working arrangements and reliable support.

Recognition schemes and confidential support further promote staff well-being and retention, helping ensure people receive consistent care from care staff who know them well.

Care calls are generally well managed, with travel time allocated between visits. A small number of care staff said this is not always sufficient and can occasionally result in late calls; however, people did not identify any impact on their experiences. Care staff receive regular rest breaks and rest days, supporting work-life balance. Care staff also described flexible working arrangements and said the service is reliable and responsive to their needs and circumstances.

Technology is used innovatively and effectively to enhance people's outcomes. An electronic care planning system provides real-time information about visits, schedules and records, which people and their families can access. This promotes transparency, reassurance and involvement. The system also supports communication and enables care staff to record changes in people's health and well-being, generating alerts to identify risks and support early intervention. A relative told us, "*The app is brilliant. I can check how my mum is in the morning and the times of calls. It's great and gives us reassurance.*"

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.