Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care Quality Services Ltd - North Wales

Allied Health-services, 1st Floor, Unit 6, Ash Court, Parc Menai Business Park, Bangor, LL57 4DF

01248674925

www.ceracare.co.uk

The inspection visits for this service took place between 08/07/2026 and 05/08/2026

Service Information:

Operated by:	Care Quality Services Limited
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 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:

Care Quality Services provides supported living services to adults across North Wales through its branches in Abergele, Bangor and Dolgellau.

People benefit from good well-being outcomes because care staff deliver personalised support that promotes independence and choice. The service places people at the centre of care planning and ensures support reflects individual preferences.

Care and support is good because people develop positive and trusting relationships with care staff who know them well and provide consistent, responsive support. Care staff promote supportive lifestyles by supporting people to maintain community connections, participate in activities they enjoy and develop skills that maximise independence. The service promotes people's safety through effective safeguarding arrangements, appropriate risk management and robust medication systems. Care staff work collaboratively with families, representatives and healthcare professionals to support positive outcomes for people.

The leadership and management of the service is good, ensuring a good level of oversight and commitment to development. The service provides reliable, well-organised support that maintains continuity and builds trust, promotes innovation and continuous improvement. Leaders promote a positive culture, support care staff development and encourage feedback from people using the

service, relatives and professionals.

Findings:

Well-being — Good

Well-being is good because people experience good outcomes and are supported to maintain control over their lives, develop independence and remain connected to their communities where possible. During the inspection, we visited three supported living houses and spoke with or observed people and families using the service. People appeared comfortable in their home environments and interacted positively with care staff.

People access a range of community opportunities, activities and social experiences. Records, observations and feedback demonstrate that individuals are supported to attend holidays, social events, community groups, shopping trips and activities that reflect their interests and preferences. Care staff understand what is important to people and actively support them to maintain hobbies. We found evidence of people participating in activities such as swimming and cooking that contribute positively to their quality of life. People are encouraged to express their views and influence the support they receive. The provider seeks feedback through reviews, quality surveys and engagement opportunities. Individuals and those important to them contribute to care planning and review processes, supporting voice, choice and control.

Feedback from individuals, relatives and care staff demonstrates that people feel listened to and are comfortable sharing their views. Safeguarding arrangements are good and support people to remain safe. Policies reflect current legislation and care staff demonstrate a clear understanding of safeguarding responsibilities and reporting procedures. The service promotes Welsh language, culture and identity. We reviewed evidence demonstrating the provider's commitment to the Active Offer, including bilingual documentation and Welsh-specific resources. People's language preferences, cultural identity and individual needs are recognised and respected.

While feedback is predominantly positive regarding well-being, a small number of comments relating to the Abergele branch indicate that communication is not always consistent. We discussed this with managers during the inspection, who acknowledged the feedback and demonstrated that they were taking steps to review the issues raised and identify any necessary improvements. Although this indicates an opportunity to strengthen consistency of communication, we found substantial evidence of positive outcomes for people using the service and a workforce that remains committed to delivering person-centred care and support. This feedback has been considered within the overall inspection findings and does not significantly impact upon our judgement of the well-being and support provided.

Care & Support — Good

Care and support is good because people receive care and support that is person centred, responsive and based on their individual needs and preferences. Feedback received from individuals, relatives, professionals and stakeholders demonstrates positive experiences across the service. Compliments highlight compassionate care, promotion of independence, successful transitions between services, positive professional relationships and sensitive support during periods of declining health and end-of-life care. One relative told us, "*I am delighted with the care and support provided*," highlighting the excellent planning, communication and support they experienced throughout their family member's transition to the service.

Care plans are detailed, personalised and provide care staff with clear guidance regarding people's needs. Documentation reviewed includes information about communication needs, routines, interests, preferences, health conditions and support requirements. We reviewed examples of care planning for people with complex health needs and found these contained clear guidance relating to mobility support, communication and daily living support. Care staff told us care plans are easy to access and follow and support consistent delivery of care. The introduction of electronic care planning systems has improved access to information and supports effective recording practices.

People are involved in planning and reviewing their support and care remains focused on the individual rather than tasks. Assessments identify risks appropriately, and risk management measures are incorporated into care planning arrangements. Families, representatives and professionals contribute to reviews where appropriate. Feedback demonstrates that people know the care staff who support them, value these relationships and experience continuity of care from familiar care staff. Individuals describe care staff as caring, kind, respectful and supportive. Records show appropriate involvement of healthcare professionals including GPs and district nurses. Medication management arrangements provide assurance that medicines are managed safely. The provider utilises an electronic medication administration system which monitors missed medication alerts, discrepancies, administration recording, resolution times and care staff performance. The medication audit reviewed is comprehensive and demonstrates proactive oversight of medication administration processes. Care staff receive medication training and competency assessments.

Care staff demonstrate a clear understanding of safeguarding responsibilities and know how to escalate concerns appropriately. Records evidence consideration of safeguarding referrals where incidents meet relevant thresholds and demonstrate appropriate reporting and oversight.

Leadership & Management — Good

Leadership and management is good because the service benefits from visible, approachable and effective leadership. Feedback from care staff, people using the service and relatives consistently reflects confidence in the management team. Care staff describe managers as supportive, responsive and accessible and report feeling listened to and valued. We reviewed evidence of audits, quality reviews, incident monitoring, compliance systems, supervision processes, Responsible Individual oversight and regional management audits. Records demonstrate that managers review information regularly, identify issues and take action where required. Incident records include lessons learned, reflective practice and actions taken to reduce the likelihood of recurrence. These arrangements provide assurance that quality assurance systems are embedded within the service. The service also promotes communication and engagement through staff newsletters, which we identified as a particular strength. The newsletters provide information relating to safeguarding, wellbeing, professional development, Welsh language, cultural awareness and Welsh social care requirements. They celebrate care staff achievements, recognise long service and help maintain engagement across a workforce that frequently works independently. This contributes positively to organisational culture and care staff wellbeing.

Workforce arrangements support safe and effective service delivery. Recruitment files reviewed contain appropriate documentation including proof of identity, right to work checks, references, employment history and contracts of employment. There are no unexplained gaps in employment history and records demonstrate compliance with recruitment requirements. Care staff receive comprehensive induction, shadowing opportunities, training, competency assessments, supervision and appraisal. We saw skilled and compassionate care staff who are well supported to carry out their roles. One member of care staff told us, *"I enjoy my role as I like helping people and enjoy seeing the people I support living a valued and full life. It's a rewarding role, and I am motivated by seeing the people I support happy."*

Governance systems support monitoring of care quality, workforce development, incidents, safeguarding and medication management. The service demonstrates a strong commitment to quality assurance through a comprehensive programme of audits, reviews and monitoring activities. These processes provide effective oversight of the service and support ongoing improvement. While quality reports clearly record activity undertaken, they do not always evidence the outcomes achieved for people or the impact of improvements to the same extent. Managers recognise this and continue to refine quality assurance processes, with ongoing work focused on strengthening the analysis of information and ensuring findings are increasingly outcome focused in demonstrating the difference the service makes to people's lives.

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

This report is also available in Welsh

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.