Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Q Care Cwm Taf Morgannwg

C L Workspace, New Road, Mountain Ash, CF45 4FJ

01685 701990

The inspection visits for this service took place between 25/02/2026 and 04/03/2026

Service Information:

Operated by:	Q Care 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:

Q-Care Cwm Taf Morgannwg are a domiciliary care service who provide personal care, practical and social support to adults over the age of 18 with physical disabilities, dementia, mental health, substance misuse, and Learning Disability needs. It is based in the Cwm Taf Morgannwg Regional partnership area.

People receive good care and support from the service which enhances their overall well-being. They have plans detailing their personal outcomes, individual care needs and tasks. Risk assessments identifying risks to people and how these can be managed or reduced are in place. Plans and risk assessments are reviewed and updated regularly, and people told us they are involved in these. People and their representatives are complimentary about the positive relationships they have with care staff and the management team. Staff feel supported, confident and happy in their roles. Regular one to one supervision, monitoring, and access to support for their own well-being is provided for staff across the service. A variety of both mandatory and specialist training is provided for care staff and is a mix of online and classroom based. There are systems in place for monitoring and reviewing the quality of the service. The Responsible Individual (RI) and wider management team visit the service regularly and have good oversight of service provision.

Findings:

Well-being — Good

People are supported to have as much control as possible over their day-to day lives. The service carries out thorough pre-admission assessments to ensure it can meet people's need. People and their representatives are involved in developing and reviewing their care plans.

Documentation such as a statement of purpose and written guide are available and provide information on the service, how to raise a complaint, and details of how to access advocacy services. The management team deals with any complaints or concerns and follows the provider's policies and procedures.

People's communication needs are considered, and care plans are available for review. The service is working towards anticipating, identifying, and meeting the Welsh language and cultural needs of people who use the service. A Welsh language policy is in place and staff training can be accessed through the Local Authority (LA). Documentation is also available in Welsh on request. There are currently no welsh speaking people using the service, but welsh speaking staff can be accessed from the wider provider/other service areas if required.

People are protected from abuse and neglect. Care staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people. They receive training appropriate to the needs of the people they support, and staff we spoke to understand and follow the Wales Safeguarding Procedures. There are effective mechanisms in place to ensure people can voice their concerns. Risk assessments highlight any areas of concern. There are measures in place to ensure medication is safely managed and administered.

People are supported to connect with family, friends and contribute to local communities, with access to technology to help with this. An application is available to people and their relatives which enables them to access rotas, care plans, and communication logs. People and their relatives told us they are readily able to contact the office, and any issues are resolved promptly. The service is also working to improve links with people and the local community such as arranged events for Macmillan and VE day, a gift scheme at Christmas, and 'dress down day' to support local charities.

Care & Support — Good

People experience consistently good quality care and support. An assessment is completed prior to a person starting with the service to ensure the service can meet their needs. A personal plan is developed with the person and if appropriate, their representatives. Risk assessments consider risks to people's health and well-being and ways for keeping people safe. We saw personal plans are reviewed and updated regularly, are person-centred and consider people's outcomes, and people told us they are involved to ensure recorded information remains relevant and meaningful. This is an improvement since our last inspection.

People are supported by highly skilled staff who have a very good understanding of their individual needs and preferences. Feedback from the management team tell us the staff team feel more settled following a challenging period involving a re-tendering for care packages in the RCT area and moving to a single office. Changes such as dedicated branch managers, office staff, and teams of carers covering each geographical area across the service is felt to have improved efficiency, communication, and consistency for people and staff. People told us care staff usually arrive on time, carry out the tasks on their care plans and do the things that they need/want to do.

Care staff and the management team have positive relationships with the people they support and their representatives. Some feedback from people describe the care staff as "*Very good. Treat me well. Get on famously with X I normally have," and "I'm very pleased...I've got no complaints*." One relative said the care staff are "Friendly and chatty...do everything X needs," and another said "*All the staff lovely, have a laugh with them, marvellous with X… always enquire about me too."*

People are supported to maintain their health and well-being. The service has good links with local health and social care services such as local Pharmacies, District Nurses, social workers, and Local Authority commissioning teams. People are supported with their medication if required, and in reducing the risks of infection in accordance with national guidelines and service policy. Medication management procedures are in place, and a planned move to an electronic system will work to reduce and minimise risks and errors. There are policies aligned with best practice guidance and care staff receive training and competency checks to ensure they remain sufficiently skilled. Routine medication audits ensure practice remains safe and effective, and actions taken to address any issues. The risks of infection are reduced and managed as staff understand and implement safe practices to prevent infection. This includes the appropriate use of personal protective equipment (PPE) such as masks, gloves and aprons as required, and good hand hygiene.

Leadership & Management — Good

The service makes sure there are enough suitably qualified and trained staff to deliver quality care and support. Staff receive a mix of mandatory and core training relevant to the needs of the people they care for, which is a mix of online and face to face. Training spaces in the office and dedicated training officers helps to ensure staff training compliance remains high. Staff describe the opportunities to learn and develop at the service as "*Excellent"* or "*Good"* and told of promotions to Keyworker and Reviewing Officer roles. Others talked of being supported to gain further qualifications such as Qualifications and Credit Framework (QCF) and National Vocational Qualification (NVQ).

Care staff receive rotas in a timely manner via an application on their phones, have sufficient time for care, travel, rest breaks, days off, and training. Staff receive regular one to one supervision, an annual appraisal, 'spot checks', and say they feel well supported. Some feedback from staff included "*So supportive*. *I feel really valued working for them…encouraging…seen the potential in me,"* and *"I love it. I'm happy with everything. I've got no issues*." The management team are desrcibed as "*Really understanding, amazing. Can talk to them, respond quickly,"* and *"Always there to give an ear, superb, they are approachable*."

Other incentives in place for staff include rewarding staff for their work such as 'Carer of the Month' and financial support to staff with pay above living wage, paid travel mileage, and the use of company vehicles.

Strict selection and vetting processes ensure staff are qualified, trustworthy and suitably fit to work at the service. The provider Human Resources (HR) department and a dedicated recruitment officer ensures all regulatory required information including references from previous employers, full employment histories, and Disclosure and Barring Service (DBS) checks are in place. Care staff complete a structured induction when they commence employment including training and shadowing other staff. Additional checks, training, support and information is provided to sponsored staff. Care staff are registered with Social Care Wales (SCW) as appropriate, which is done to ensure they have the skills and qualifications needed for working in the care sector.

The provider's oversight and governance arrangements foster a positive compassionate culture in the service. They engage people, families and staff in quality assurance processes through reviews, satisfaction surveys, and team meetings. People and their families told us they feel confident raising any concerns with care and office staff or the management team. We saw audits are routinely completed by the management team including Medication Administration Records

(MAR). Records confirmed the RI and wider management team visit the service regularly, meet with people and staff, and have good oversight of service delivery. Quality of care reviews are completed every six months to assess the quality of the care and support provided at the service and identify areas where improvements can be made. This is an improvement since our last inspection. Service policies and procedures provide guidance to staff and ensure practice remains safe and effective. The sample we saw are aligned with statutory and best practice guidance and are kept under review. The provider's Annual Return was received by Care Inspectorate Wales in 2025, as required.

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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