



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Quayside Care LTD



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www.quaysidecareltd.co.uk

Date(s) of inspection visit(s):

22/05/2025, 12/05/2025, 12/05/2025,
12/05/2025

Service Information:

Operated by:	Quayside Care LTD
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 service 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

Excellent



Leadership & Management

Good

Summary:

Quayside Care Ltd is a domiciliary support service, based in Pembrokeshire and offering care and support to people in their own homes within Pembrokeshire and surrounding counties. Well-being is rated as excellent because care and support is person centred and enables people to achieve and surpass their well-being outcomes. People have developed extremely positive relationships with the team of familiar and friendly care workers. Care and support is rated as excellent because people receive care from a team of professional and friendly care workers who consistently strive to make a meaningful and positive difference to the people they support. Care workers are guided by accurate and individualised personal plans that enable them to meet people's needs very effectively. Leadership and management is rated as good because the RI has good oversight of the service. People receive good quality and reliable care and support from a team of well trained and familiar care workers who are led by a committed and motivated manager.

Findings:



Well-being

Excellent

People are treated with dignity and respect by care staff who work at the service. People are supported to identify their aims and well-being outcomes and are encouraged to use and build on their existing strengths. Care workers told us; *"I absolutely love working with the people I support. We have built up a trusting relationship where we both feel comfortable to talk openly"* and; *"I really enjoy my work and like to feel I make a difference to people in a good way"*.

People have control over their day to day lives and are supported to achieve positive wellbeing outcomes. People and/or their representatives are involved in decisions that affect them, ensuring that their voices are heard and respected. The manager and senior care staff work proactively with other health and social care professionals to maintain people's health and independence.

People are supported by skilled staff, who have a good understanding of the individual needs and preferences of the people they support. A person who uses the service told us; *"The staff are brilliant, I like all the staff."* Another told us; *"I really look forward to them (care staff) coming, they are always very caring and kind and they listen to what I say"*.

People are supported to maintain and strengthen existing relationships with family, friends and important people in their lives as far as possible. Staff work flexibly and communicate effectively with people and their representatives to ensure they can attend health appointments and social events.

People are safeguarded from abuse and neglect. Care workers attend training in safeguarding vulnerable people and a comprehensive policy has been developed to guide staff. There are mechanisms in place to ensure that people are heard and respected. Support systems have been established to ensure any risks are promptly identified and addressed.

People receive care from staff who have realistic time for travel and parking. Each visit is well planned to include time for meaningful interactions. One family member told us; *"The carers are absolutely great. They never rush and they frequently go above and beyond in what they do."* Another family member said; *"The care staff are wonderful, they are angels. We would never manage without them. I can't imagine life without them in it now"*. Family members and representatives consistently praised the knowledgeable and considerate way in which care and support is delivered and were appreciative of the consistency of care which regular care staff offer.



People receiving support expressed great satisfaction with the care provided and spoke very highly of the service. They told us that the support they receive enables them to maintain their independence and continue living in their own homes. Care workers were described as respectful, kind and considerate in their approach, with interactions that felt meaningful and personal. People and their relatives said they value the service greatly and highlighted the positive impact it has on their daily lives and overall well-being. A family member told us, *“The care workers arrive on time and if there is a rare slight delay we are always notified. They are polite and respectful and we all like having them in our home”*.

Personal plans clearly outline how staff should support people to achieve their well-being outcomes and include their preferences, routines and beliefs. People are involved in their care and plans are co-produced between them, their representatives, professionals and the service provider. Care plans are reviewed regularly to ensure they remain accurate, up-to-date and guide staff on how best to meet people's needs. Care workers told us that care plans are sufficiently detailed and contain accurate information to allow them to provide care and support, and to meet people's needs, appropriately.

Care workers demonstrate a very good knowledge of the people they support which enables them to identify changes in needs or well-being promptly. The continuity of staffing within the service enhances this responsiveness as familiar staff know people very well. When change is noted care workers take prompt and appropriate action, making timely referrals to health and social care professionals. This proactive approach ensures that people receive the right care and support at the right time, promoting safe, person-centred care and contributing to positive outcomes for people.

There are adequate numbers of skilled staff available to meet people's needs. They work closely with people, their families and representatives to enable them to achieve positive well-being outcomes.

Information about the service is readily available to people and their representatives. The Statement of Purpose is reviewed regularly to ensure it remains up to date. It provides clear information about the service and what people can expect from it.



There are good governance arrangements in place to support the smooth running of the service. The RI works from the main office every day and very frequently delivers care and support. This enables a good working knowledge of the service overall, including the people who use it and staff who work within it. There are effective quality monitoring systems in place and people and their representatives are frequently consulted about the service provided. This information is used to drive continuous improvements.

The RI and the manager work effectively together and are supportive of one another. The manager is well supported by a human resources officer and senior care workers. They have worked together effectively to create a professional and caring culture, that enables people to live as independently as possible in their own homes. People and their representatives have confidence in the care workers, manager and RI and feel they can readily discuss any concerns they may have with them.

Care workers receive a combination of practical and formal supervision. Practical supervision is carried out during the delivery of care tasks which allows for direct observation and guidance. This is complemented by one-to-one supervision sessions held in dedicated time in the office, where individual performance, training needs and professional development are explored. This approach supports care workers to maintain safe and effective care while promoting ongoing learning and development.

Well written and up to date policies underpin and support the good practice demonstrated by care workers, providing a clear framework for safe, consistent and person-centred care. All policies are accessible to care workers and contribute to safe and effective outcomes for people receiving care and support.

Care workers told us the RI, manager and senior staff are accessible, supportive and always available if needed. One said; *"I am so well supported, not only with my work but in ensuring I have a good work/life balance. That means the world to me"*. Another told us; *"The management team is great, they listen to me and are as flexible as they possibly can be when I make any specific requests"*.

There are appropriate vetting procedures in place to ensure care workers are suitable to work within the service. These include Disclosure and Barring Service (DBS) checks and the provision of suitable references, particularly from previous care-related employment where applicable. Employment histories are reviewed to identify any gaps, which are explored as part of the recruitment process. Care workers are supported to register with Social Care Wales, the workforce regulator, within the required timeframe.

The service has a dedicated officer who is responsible for training and development and care workers are positive about the opportunities they receive. The service has an effective induction that prepares new staff for the role. Care workers told us they value the opportunities given to them to shadow more experienced members of staff before they commence working alone.

Care workers described a positive and supportive team environment where morale is good. They reported feeling valued and well-supported by both their colleagues and management, which contributes to a cohesive team culture and a shared commitment to delivering good quality care.

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

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