



Quality Assurance March 2026

Gofal Ystwyth Care Ltd

Gofal Ystwyth Care Ltd (GYC) is a domiciliary care agency based in Aberystwyth, Ceredigion. It was registered with Care Inspectorate Wales in August 2018 and has been providing care to adult service users since September 2018. This report will detail the findings of a review of the quality of care provided, obtained from surveys of GYC service users, advocates, care staff, and professional colleagues.



This Quality Assurance Report outlines the findings from GYC's latest review of the quality and consistency of care delivered across its services. The review incorporates feedback from service users and their advocates, alongside input from staff and partner professionals, in order to evaluate how effectively care is being delivered and to identify both strengths and areas for further development.

The report provides an overview of service user experience, satisfaction, and outcomes, supporting GYC's ongoing commitment to delivering safe, reliable, and person-centred care. It also enables the organisation to monitor performance against its key objectives—promoting dignity, independence, and wellbeing—while ensuring that care remains responsive to individual needs.

Survey of Gofal Ystwyth Care Service Users

At the time of this Quality Assurance exercise, GYC was providing care and support to a total of 69 service users across both community settings and the Maes y Môr Extra Care scheme. Questionnaires were distributed to all service users and, where appropriate, their representatives. A total of 21 responses were received, representing an overall response rate of 30.5%.

Of the responses received, 4 related to service users residing at Maes y Môr, with the remaining responses representing those receiving support within the community. 12 questionnaires were completed by advocates on behalf of service users, while the remainder were completed directly by individuals receiving care.

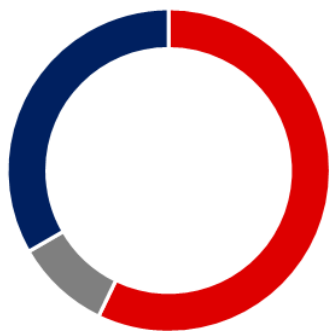
In previous reporting periods, feedback from community services and Maes y Môr was presented separately. However, due to the smaller number of responses received from the Maes y Môr setting on this occasion, findings have been combined within this report to provide a single, overall analysis of service user experience across GYC's provision. A separate Quality Assurance review focusing specifically on the wellbeing service at Maes y Môr will continue to be undertaken and reported independently.

Summary of Overall Findings

Gofal Ystwyth Care was supporting 69 individuals across its community services and within the Maes y Môr Extra Care setting. Survey responses indicate that the vast majority of individuals (90%) receive support on a daily basis, with smaller numbers accessing care several times per week (5%) or on a weekly basis (5%).

Overall feedback remains very positive, with responses highlighting the reliability of care provision and the strength of relationships developed between service users, their families, and staff. The consistency of these findings continues to demonstrate a service that is well-established, responsive, and valued by those it supports.

How would you rate the care GYC provides you?



■ Excellent ■ Good ■ Very good

Overall satisfaction with the service remains high, with 90% of respondents rating the care provided by GYC as either excellent or very good, and the remaining 10% describing it as good. A consistent picture is reflected in views on carers' attitude, where again 90% rated this as excellent or very good. These results continue to demonstrate the professionalism, reliability, and compassionate approach shown by the care team.

Standards of presentation were also reported positively. The majority of respondents (90%) stated that carers are always tidy and appropriately presented, with a further 5% indicating this is usually the case and 5% reporting sometimes.

In relation to timekeeping, 76% of respondents said carers always or usually arrive on time, while 24% reported that this only happens

sometimes. Despite this variation, consistency in the delivery of care remains strong, with 95% confirming that carers always or usually stay for the full duration of their calls.

Interpersonal aspects of care continue to be a key strength. All respondents (100%) reported that carers are always or usually friendly and supportive, reinforcing the person-centred values that underpin service delivery. Similarly, 95% of respondents indicated that they always or usually feel safe in their own homes, with only a very small number reporting this is not always the case.

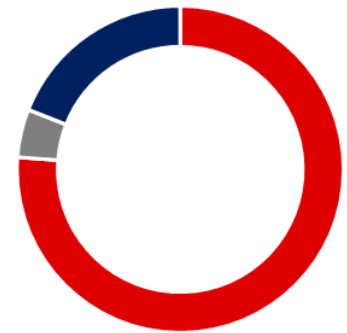
Levels of recommendation remain strong, with 81% stating they would recommend GYC to others. A further 14% responded maybe, and 5% were unsure, with no respondents indicating that they would not recommend the service.

Feedback relating to communication with the office reflects generally positive performance. 81% of respondents reported that calls are always or usually answered promptly and courteously, while 76% said their queries are always or usually handled appropriately. In addition, 67% indicated that messages are always or usually returned in a timely manner (excluding those who marked the question not applicable), and 76% confirmed that their requests are always or usually actioned satisfactorily. These findings demonstrate that communication remains effective overall, with some opportunity to further strengthen consistency in responsiveness.

Awareness of the complaints procedure is high, with 90% of respondents confirming they know how to make a complaint. All respondents (100%) stated they would feel able to raise concerns with management, indicating a strong level of confidence in the accessibility and approachability of the leadership team. Of those who had previously made a complaint, the majority reported a positive outcome, with most stating that their concern had been resolved, while a small number indicated it had not been fully addressed.

Overall, the results of this Quality Assurance exercise continue to reflect a high standard of care delivery across Gofal Ystwyth Care's services. Feedback highlights the ongoing commitment of staff to providing reliable, compassionate, and person-centred care, while also identifying areas where further improvements in consistency—particularly around communication and punctuality—can continue to enhance the overall service experience.

Do you feel safe being at home?



■ Always ■ Sometimes ■ Usually

Analysis of questionnaire results

Remedial actions or response from GYC, if appropriate, is outlined in red text.

1. Frequency of Care

At the time of this Quality Assurance exercise, the vast majority of respondents reported receiving care from Gofal Ystwyth Care on a daily basis. Nineteen service users (approximately 90%) stated they receive support 'daily', with a further 5% indicating they are supported 'several times a week', and 5% receiving care 'weekly'.

2. Carers' Presentation

Feedback indicates a consistently high standard in relation to carers' appearance and professional presentation. Nineteen respondents (approximately 90%) reported that carers are 'always' tidy and appropriately dressed in uniform. A further 5% stated this is 'usually' the case, while the remaining 5% indicated 'sometimes'.

3. Punctuality of Carers

Responses relating to punctuality show a generally positive but more mixed experience compared to other areas of care delivery. Thirteen respondents (approximately 62%) reported that carers 'usually' arrive at the correct time, while 3 respondents (around 14%) stated that carers 'always' arrive on time. A further 5 respondents (approximately 24%) indicated that carers arrive on time 'sometimes'.

While the majority of feedback reflects acceptable and generally reliable punctuality, the proportion reporting only occasional timeliness suggests some variation in arrival times across the service. This may be influenced by factors such as travel between calls, workload pressures, and peak-time scheduling demands. Overall, punctuality remains broadly effective, though this area continues to require monitoring to ensure consistency is maintained and any delays are communicated appropriately to service users.

4. Carers' Attitude

Service users continue to report very positive experiences in relation to carers' attitude and approach. Twelve respondents (approximately 57%) rated carers' attitude as 'excellent', with a further 7 respondents (around 33%) describing it as 'very good'. The remaining 2 respondents (approximately 10%) rated this aspect as 'good'.

Overall, the feedback reflects a consistently high level of professionalism, kindness, and approachability from care staff. The absence of any lower ratings indicates that service users continue to experience respectful and supportive interactions with carers, with the vast majority of responses sitting within the highest rating categories.

5. Introduction to New Carers

Responses regarding the introduction of new carers show a generally positive but variable experience across the service. Nine respondents (approximately 43%) stated that they are 'usually' introduced to new carers prior to support beginning, while 8 respondents (around 38%) reported this happens 'always'. A smaller number of respondents indicated less consistency, with 3 (approximately 14%) stating 'sometimes', and 1 respondent (around 5%) reporting 'never'.

Overall, the findings suggest that most service users experience appropriate introductions when new carers are allocated, supporting familiarity and reassurance. However, the variation in responses indicates that this is not consistently experienced by all service users, suggesting an area where processes may benefit from further reinforcement to ensure introductions are reliably completed wherever possible.

6. Duration of Calls

Feedback in relation to call duration remains strongly positive overall. Fourteen respondents (approximately 67%) stated that carers 'always' stay for the full duration of the scheduled call. A further 6 respondents (around 29%) reported that carers 'usually' remain for the full allocated time, while 1 respondent (approximately 5%) indicated this occurs 'sometimes'.

These results demonstrate that the majority of care visits are completed within the expected timeframe, with carers generally ensuring that all required tasks are carried out during each call. The small number of responses indicating occasional variation suggests that, in isolated cases, call duration may be impacted by workload pressures or scheduling constraints.

Overall, the findings reflect a strong level of consistency in delivering care within allocated timeframes, supporting continuity and reliability of service provision.

7. Friendliness and Supportiveness

Feedback in this area remains highly positive, with the majority of respondents reporting consistently positive interactions with carers. Fifteen respondents (approximately 71%) stated that carers are 'always' friendly and supportive, while 5 respondents (around 24%) indicated this is the case 'usually'. Only 1 respondent (approximately 5%) selected 'sometimes'.

Overall, the results demonstrate that carers are widely perceived as approachable, kind, and supportive throughout their visits. The dominance of 'always' and 'usually' responses reflects a strong culture of positive engagement and reinforces the person-centred approach embedded within service delivery.

8. Engagement and Conversation

Responses relating to carers engaging service users in conversation show a more varied pattern compared to other areas of care. Nine respondents (approximately 43%) reported that carers 'always' engage them in meaningful or interesting conversation, while 5 respondents (around 24%) stated this happens 'usually'. A further 6 respondents (approximately 29%) indicated this occurs 'sometimes', and 1 respondent (around 5%)

selected 'never'.

Overall, the findings suggest that while many service users regularly experience positive social interaction during visits, this is not consistent across all calls or all carers. It is also important to note that engagement levels may vary depending on the individual's mood, preferences, or health condition at the time of the visit.

Despite this variation, the results highlight that companionship and communication remain an important element of care delivery, and continued emphasis on person-centred interaction may help strengthen consistency in this area.

9. Allocated Call Times

Responses indicate that allocated call times are generally well aligned with service user needs, with the majority reporting a positive experience. Fourteen respondents (approximately 67%) stated that their allocated call times 'usually' work for them, while 4 respondents (around 19%) reported that this is 'always' the case. A smaller number, 3 respondents (approximately 14%), indicated that call times only work 'sometimes'.

Overall, the findings suggest that scheduling arrangements are largely effective across both community and Maes y Môr services, with most service users experiencing suitable and workable call timings. The presence of a smaller proportion reporting occasional difficulties reflects the inherent challenges of coordinating complex care schedules, particularly during peak periods or when staffing adjustments are required.

Continued focus on communication and timely updates around any changes to visit times will help maintain satisfaction and minimise disruption for service users.

10. Overall Care Provided

Overall satisfaction with the care provided by Gofal Ystwyth Care remains very positive. Twelve respondents (approximately 57%) rated the overall service as 'excellent', with a further 7 respondents (around 33%) describing it as 'very good'. The remaining 2 respondents (approximately 10%) selected 'good'.

These results demonstrate a consistently high level of satisfaction across the service, with all responses falling within positive rating categories and no lower ratings recorded. This reflects the continued delivery of safe, reliable, and person-centred care across both community and Maes y Môr services.

Overall, the feedback indicates that service users and their advocates remain highly satisfied with the standard of care provided.

11. Visits Between Calls

Responses regarding contact or visits between scheduled GYC calls show a varied pattern, reflecting differing levels of additional support available to service users. Eight respondents (approximately 38%) stated they 'never' receive visits between GYC calls. A further 7 respondents (around 33%) reported this occurs 'sometimes', while 3 respondents (approximately 14%) indicated this happens 'usually', and a further 3 respondents (approximately 14%) stated 'always'.

Overall, the findings suggest that for a significant proportion of service users, contact between scheduled care visits is limited or inconsistent. This is largely reflective of individual circumstances, with many service users receiving additional support from family members, informal carers, or other health and social care professionals, while others rely primarily on GYC for scheduled care visits only.

These results highlight the varying support networks in place across the service, rather than a single consistent expectation of contact between calls.

12. Family and Friends' Satisfaction

Feedback from service users regarding the views of their family and friends remains overwhelmingly positive. Sixteen respondents (approximately 76%) reported that their family or friends are 'always' happy with the care provided by GYC, while the remaining 5 respondents (around 24%) stated this is 'usually' the case.

Overall, the results demonstrate a strong level of confidence and reassurance among relatives and informal supporters, with no negative responses recorded. This suggests that families continue to view the service as reliable, professional, and consistent in meeting care needs.

The findings also reinforce the importance of ongoing communication with families, helping to maintain transparency and trust in the delivery of care across both community and Maes y Môr services.

13. Feeling Safe at Home

Responses indicate a very strong overall sense of safety among service users within their own homes. Sixteen respondents (approximately 76%) stated that they 'always' feel safe when receiving care at home, while 4 respondents (around 19%) reported that they 'usually' feel safe. A small number, 1 respondent (approximately 5%), indicated that they 'sometimes' feel safe.

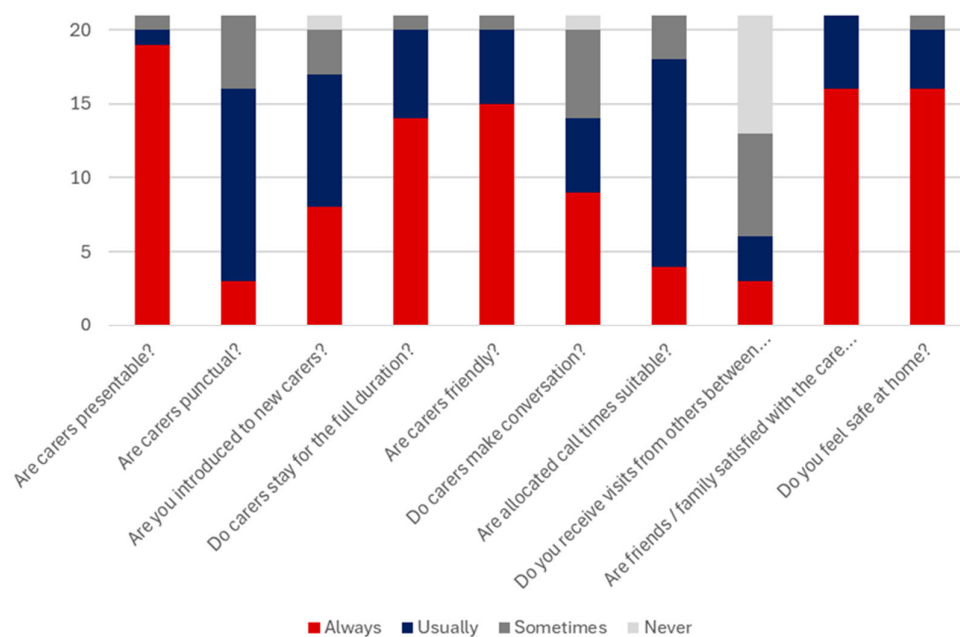
Overall, these findings demonstrate a high level of confidence in the care provided by Gofal Ystwyth Care, with the vast majority of respondents reporting consistent feelings of safety and reassurance. The presence of a single 'sometimes' response suggests an isolated concern, which would benefit from further individual review to ensure any underlying issues are appropriately addressed.

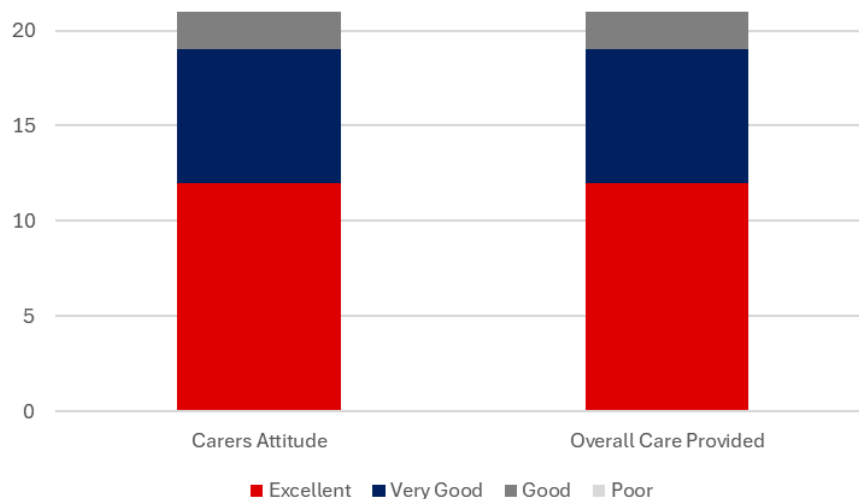
These results continue to reflect strong safeguarding practice, reliable care delivery, and positive relationships between service users and carers.

14. Recommendation of GYC

Overall feedback regarding whether service users would recommend Gofal Ystwyth Care to friends or family remains strongly positive. Seventeen respondents (approximately 81%) stated that they would recommend the service. A further 3 respondents (around 14%) indicated 'maybe', while 1 respondent (approximately 5%) selected 'don't know'. Notably, no respondents stated that they would not recommend the service.

These results reflect a high level of overall satisfaction and confidence in the care provided. The predominance of positive responses suggests that service users and their advocates continue to view GYC as a reliable, supportive, and professional care provider. The small proportion of uncertain responses highlights minor variability in perception but does not detract from the overall strength of the findings.





Contacting the office.

15. Calls Answered Promptly and Professionally

Responses indicate a generally positive experience in relation to how office calls are handled. Nine respondents (approximately 43%) reported that calls are 'always' answered promptly and courteously, while 8 respondents (around 38%) stated this occurs 'usually'. A small number of respondents, 1 (approximately 5%), indicated 'sometimes', and 3 respondents (around 14%) selected 'not applicable'.

Overall, the findings demonstrate that the majority of service users and their representatives continue to experience a responsive and professional office service. However, the presence of a small number of 'sometimes' responses suggests that there may be occasional delays in call handling, particularly at busier times, which remains an area for ongoing monitoring.

16. Queries Answered or Referred Appropriately

Responses indicate a strong level of confidence in the office team's ability to manage and direct enquiries appropriately. Nine respondents (approximately 43%) stated that their queries are 'always' answered or referred to the correct person, while 7 respondents (around 33%) reported this occurs 'usually'. A small number of responses indicated less consistency, with 1 respondent (approximately 5%) selecting 'sometimes' and 1 respondent (approximately 5%) selecting 'never'. A further 3 respondents (around 14%) marked the question as 'not applicable'.

Overall, the majority of service users and representatives continue to experience effective and appropriate handling of enquiries by office staff. However, the presence of a small number of 'never' and 'sometimes' responses suggests some inconsistency in resolution or signposting, which may benefit from further review and reinforcement of processes to ensure all queries are dealt with accurately and consistently.

17. Return of Phone Calls

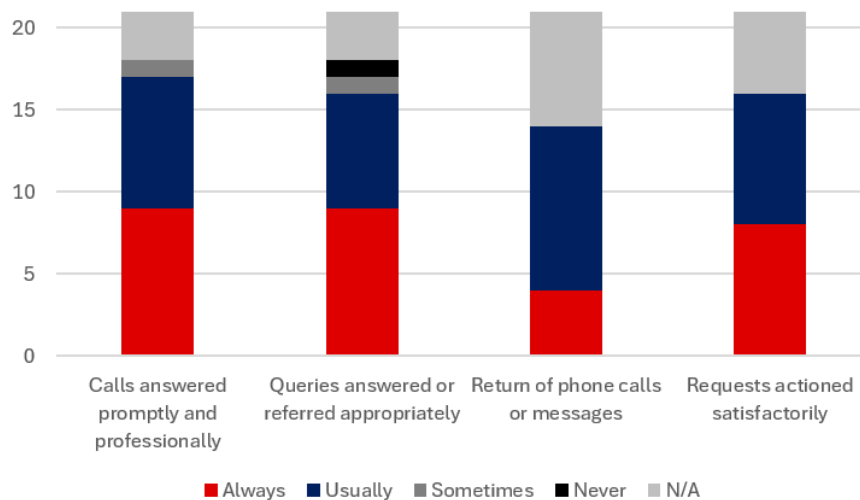
Responses relating to the return of telephone messages show a generally positive but varied level of experience. Ten respondents (approximately 48%) stated that when they leave a message, they 'usually' receive a prompt return call, while 4 respondents (around 19%) reported this happens 'always'. A further 7 respondents (approximately 33%) selected 'not applicable'.

Overall, the findings suggest that where contact is required via voicemail or message, responses are generally returned in a timely manner, with the majority of feedback sitting within the positive range. The proportion of 'not applicable' responses indicates that a significant number of service users may not routinely use this method of contact, which should be considered when interpreting these results.

18. Requests Actioned Promptly and Satisfactorily

Responses indicate a consistently positive experience in relation to how service user requests are handled by the office team. Eight respondents (approximately 38%) stated that their requests are 'always' actioned promptly and satisfactorily, while a further 8 respondents (around 38%) reported this occurs 'usually'. The remaining 5 respondents (approximately 24%) selected 'not applicable'.

Overall, the findings demonstrate a strong level of confidence in the office team's ability to respond to and resolve requests in an effective and timely manner. With all applicable responses falling within positive categories ('always' or 'usually'), the results reflect well-established processes and a generally reliable administrative service.



Handling of complaints.

19. Knowledge of Complaints Procedure

Responses indicate a high level of awareness among service users regarding how to make a complaint. Nineteen respondents (approximately 90%) confirmed that they know how to raise a complaint, while 2 respondents (around 10%) stated that they do not.

Overall, these findings demonstrate that knowledge of the complaints procedure remains strong across both community and Maes y Môr services. This reflects the continued emphasis placed on ensuring service users are informed and supported in understanding how to raise concerns should they arise.

20. Complaints Made to GYC

Responses indicate that the majority of service users have not needed to make a formal complaint. Sixteen respondents (approximately 76%) stated that they have not made a complaint to GYC, while 5 respondents (around 24%) confirmed that they have.

Overall, these findings suggest a generally high level of satisfaction with the service, with relatively few formal complaints being raised. Where complaints have been made, this reflects that the complaints process is being accessed appropriately when required, supporting accountability and continuous improvement within the service.

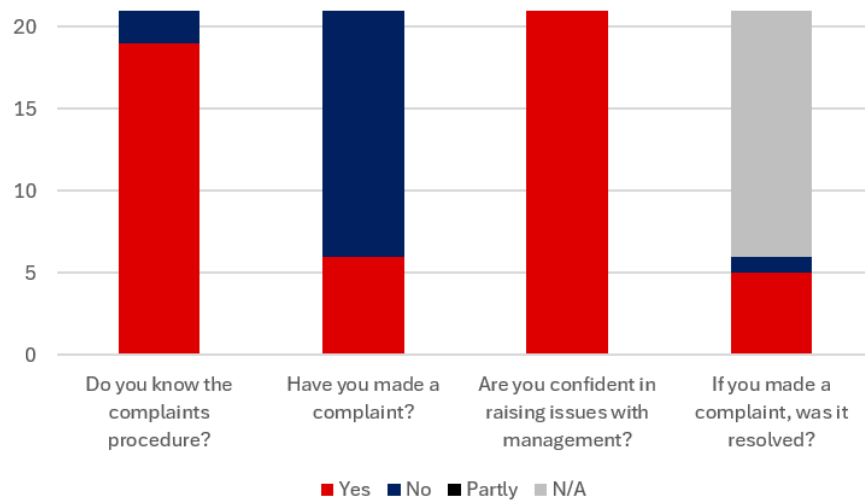
21. Confidence in Raising Issues

All respondents (100%) stated that they would feel able to raise issues with the Care Manager, with no negative responses recorded.

22. Complaint Resolution

Responses relating to complaint resolution show that the majority of respondents marked this question as 'not applicable', with approximately 71% selecting this option. Of those who had made a complaint, 83% stated that their complaint was 'sorted out properly', while 1 respondent indicated that theirs was 'not resolved'.

Overall, where complaints were raised, the majority were resolved satisfactorily, reflecting a generally effective complaints process. However, the presence of a small number of responses indicating unresolved issues highlights the importance of ensuring that all complaints are fully followed through and clearly communicated to service users. The high number of 'not applicable' responses also reflects that most service users have not needed to access the complaints process.



Open comments from service users and their advocates remain highly positive overall, reflecting high satisfaction with the standard of care delivered, the professionalism of staff, and the meaningful relationships developed between carers and those they support. Feedback from both community and Maes y Môr services consistently highlighted the kindness, reliability, and reassurance provided by carers, which continues to have a positive impact on both service users and their families.

A small number of comments related to areas such as call timing, continuity of carers, and the introduction of new staff members. These matters continue to be managed through ongoing communication, rota planning, and service coordination. GYC continues to work to minimise unnecessary changes to scheduled call times wherever possible and maintains the provision of weekly rotas to service users and/or their representatives in advance, ensuring that any adjustments to timings or allocated staff are communicated promptly when required.

Comments on the care provided were very positive:

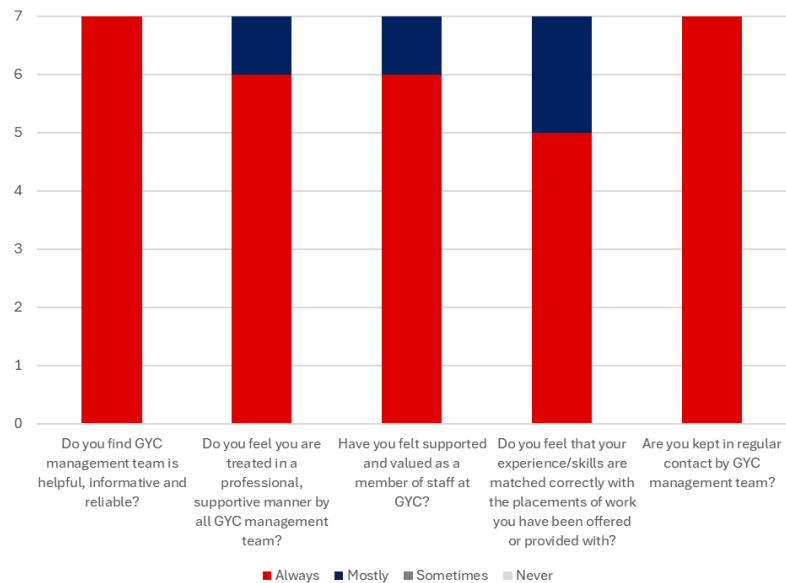
- *“Thank you and the care team for the excellent service we receive.”*
- *“We are all very happy with the excellent care Gofal Ystwyth provides mum with every day. The timing of the morning calls aren’t always ideal but we totally understand the pressure the team works under and accept this totally.”*
- *“Service my mother receives is excellent.”*
- *“My mother’s very happy with the care she is receiving. All the carers are kind, patient, helpful and very professional. It is a relief for the family too”*

(B) Survey of GYC domiciliary care staff

Thirty-four carers were invited to participate in this Quality Assurance exercise, of which seven responded to the 2026 Staff Survey.

A lower-than-anticipated response rate to the staff survey was identified. To improve future participation, opportunities to increase staff engagement with the survey process will be explored and implemented where appropriate.

When asked whether they find the GYC management team helpful, informative and reliable, all seven respondents (100%) stated that this is 'always' the case.



When asked if they feel they are treated in a professional and supportive manner by the GYC management team, six respondents (85.7%) stated 'always', with one respondent (14.3%) stating 'mostly'.

Similarly, when asked if they feel supported and valued as a member of staff at GYC, six respondents (85.7%) stated 'always', with one respondent (14.3%) stating 'mostly'.

Regarding whether staff feel their experience and skills are correctly matched with the placements offered, five respondents (71.4%) stated 'always', with two respondents (28.6%) stating 'mostly'.

In relation to regular communication from the management team all respondents stated they are 'always' kept in regular contact.

Staff were also asked to provide an overall rating of the support they receive from GYC management. Responses were highly positive, with six respondents selecting '5' (excellent) and one respondent selecting '4'. The overall average rating was **4.86 out of 5**.

As a care provider, our staff are our greatest asset, and it is essential that they feel supported and valued in their roles so they can, in turn, deliver the highest standard of care to our service users. It is therefore encouraging that responses demonstrate consistently high levels of satisfaction across management support, communication, and professional treatment.

Staff were asked to rank a series of factors in order of importance, from 1 (most important) to 6 (least important), to provide insight into what matters most to them in their roles at GYC.

Analysis of the ranked responses shows a clear and consistent pattern across all respondents.

Quality of service was the highest overall priority, consistently ranked in first position across the majority of responses. This accounts for the highest weighted importance and demonstrates that staff place primary value on delivering high-quality care to service users.

Training ranked second overall, frequently appearing in second and third positions. This highlights the importance staff place on ongoing development and maintaining professional standards.

Flexibility ranked third overall, consistently appearing in upper-mid ranking positions, reflecting its importance in supporting work-life balance and retention.

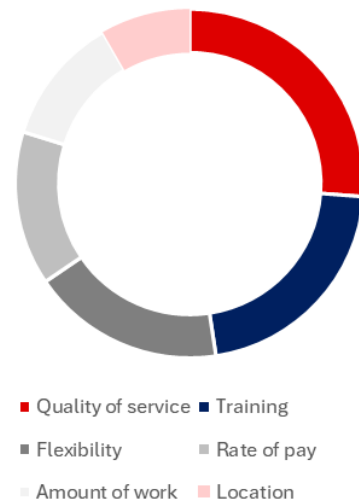
Rate of pay ranked fourth overall, typically appearing in mid-to-lower positions, suggesting it is important but secondary to service quality and development.

Amount of work ranked fifth overall, generally placed in lower-mid positions, indicating it is a consideration but not a primary driver of job satisfaction.

Location was consistently ranked lowest across all responses, making it the least influential factor in staff priorities.

Overall weighted analysis confirms the following percentage distribution of priority across all responses:

- Quality of service – 26.2%
- Training – 21.4%
- Flexibility – 17.9%
- Rate of pay – 14.3%
- Amount of work – 11.9%
- Location – 8.3%



These results demonstrate that GYC staff remain strongly values-driven, with a clear emphasis on quality of care, professional development, and flexibility over financial or logistical considerations. This aligns closely with the organisation's core objectives and reflects a committed workforce focused on delivering high-quality, person-centred care.

Management will continue to reflect these priorities by investing in training opportunities, maintaining flexible working arrangements where possible, and ensuring staff continue to feel valued and supported in their roles.

(C) Professional Colleagues' Feedback

As part of this Quality Assurance exercise, professional colleagues who work alongside GYC—such as social workers, district nurses, and other community health professionals—were invited to provide feedback on the quality of communication, professionalism, and partnership working.

Six professionals were invited to participate in this survey, however two responses were received. This lower response rate is reflective of the demanding nature of community-based roles, where social workers, district nurses, and other health professionals often have limited capacity to engage with feedback processes due to workload pressures and caseload demands.

Each respondent was asked to rate a series of statements on a scale from 1 (strongly disagree) to 10 (strongly agree).

Overall, feedback was extremely positive and demonstrates continued confidence in GYC's care delivery, professional standards, and multi-agency working practices.

GYC was rated highly for providing person-centred support tailored to individuals' needs and preferences, achieving an average score of 10/10. This was matched by a score of 10/10 for promoting independence in all aspects of care and support.

GYC's approach to seeking consent and liaising with relevant professionals also achieved an average score of 10/10, reflecting strong confidence in coordinated and transparent working practices.

Professionalism across the workforce was rated at 10/10, with respondents also giving a score of 10/10 for management being open and approachable.

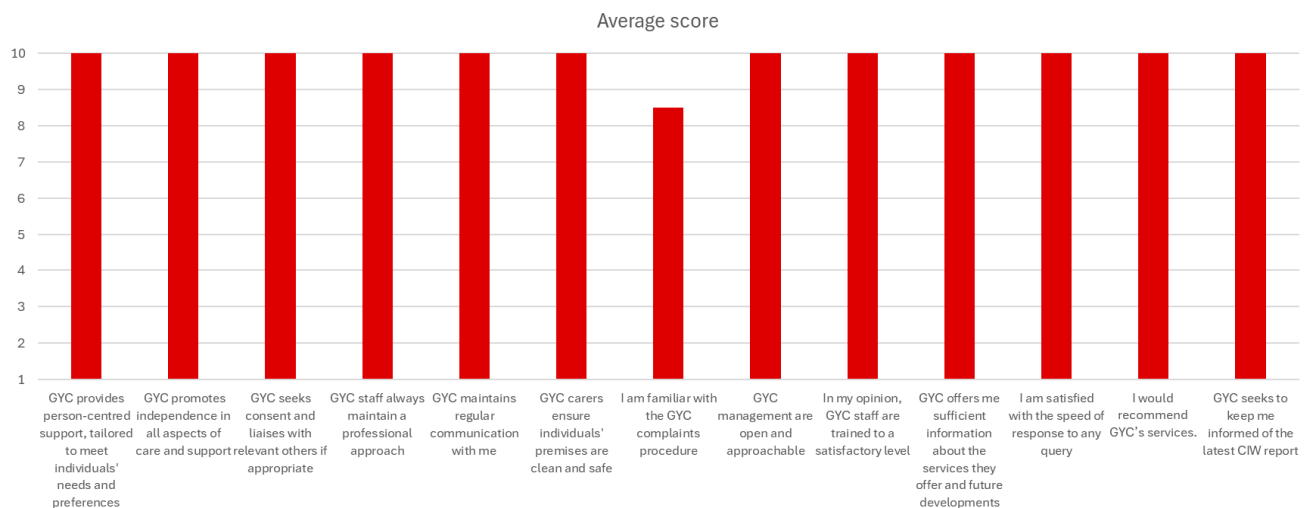
Confidence in staff training and competence was rated at 10/10, while the standard of cleanliness and safety within individuals' homes also achieved a score of 10/10.

Communication was rated highly, with GYC's maintenance of regular contact scoring 10/10, and responsiveness to queries also rated at 10/10, indicating a highly efficient and reliable communication system.

Colleagues reported strong satisfaction with the availability of information regarding services and future developments, scoring 10/10, and confirmed high levels of satisfaction with how quickly queries are responded to, also scoring 10/10.

Awareness of the complaints procedure received a slightly lower but still positive score of 8.5/10, and dissemination of CIW updates was also rated highly at 10/10.

Overall, professionals confirmed they would recommend GYC's services, awarding a score of 10/10.



Conclusion

The findings of this Quality Assurance exercise indicate a consistently high level of satisfaction across service users, staff, and professional colleagues, with feedback collectively reinforcing GYC's ongoing commitment to delivering safe, person-centred, and responsive care. Across all groups consulted, there is clear evidence of strong confidence in the organisation's professionalism, communication, and overall approach to care delivery.

Service users and staff continue to report positive experiences, particularly in relation to support from management, communication, and the quality of care provided. Professional colleagues similarly demonstrate very high levels of confidence in GYC's standards, highlighting effective partnership working and reliable coordination with external services.

Although overall feedback is overwhelmingly positive, a small number of areas for ongoing development have been identified. These include further strengthening of rota communication, continued improvement in awareness and understanding of the complaints procedure, and ensuring that key updates and information are consistently shared across all stakeholder groups. These areas are already being addressed through targeted internal actions and continued service development.

In response to these findings, GYC is actively progressing organisational improvements aimed at enhancing structure, accountability, and internal support mechanisms. This includes the development of a strengthened management framework, incorporating the training and upskilling of the Team Leader role, alongside the introduction of a Senior Care Worker position to provide additional operational oversight and day-to-day guidance. These changes are intended to improve consistency across service delivery, enhance communication pathways, and further support staff in their roles.

Overall, the results of this Quality Assurance exercise confirm that GYC continues to deliver a high-quality, dependable service that prioritises dignity, independence, and person-centred care. The organisation remains committed to continuous improvement and will build on these findings to further strengthen outcomes for service users and support effective collaboration with staff and partner agencies.

Appendices:

Where required, names and identifying details have been redacted to protect the privacy of service users, staff, and other individuals.

1. QA_Report_2026-03_appendix1.xlsx