



Quality

Assurance

October 2025

Maes y Môr Wellbeing Services

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 presents the findings from GYC's latest review of the Wellbeing Service delivered at Maes y Môr. The review draws upon feedback obtained directly from residents who participate in the wellbeing and activity programme, with the purpose of evaluating the effectiveness, accessibility, and overall quality of the support provided. The aim of this report is to identify areas of strength within the service, highlight opportunities for improvement, and ensure that the Wellbeing Service continues to promote social engagement, emotional wellbeing, independence, and quality of life for residents.

Survey of Maes y Môr Residents

A total of 54 questionnaires were distributed to residents, and 28 completed responses were received, representing a 52% response rate.

The feedback provides valuable insight into which aspects of the wellbeing programme are working well and where improvements may be needed to enhance engagement, inclusion, and overall resident satisfaction.

Summary of Overall Findings

Are GYC staff friendly towards you?

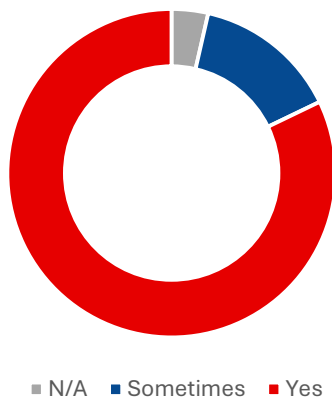


Figure 1

Feedback across the survey indicates generally high levels of satisfaction, particularly in relation to friendliness, respect, support, and safety. The vast majority of residents report that GYC staff treat them with respect (75%) and are consistently friendly (82%) *Figure 1*, with many also stating they feel listened to when sharing worries or views. These results reflect the caring and person-centred approach that the Wellbeing Service aims to achieve.

Engagement with activities is encouraging but highlights areas for development. While many residents join activities regularly, a notable proportion either attend infrequently or not at all. Most residents who do participate enjoy the sessions and feel included, though a smaller group reported challenges around accessibility, activity times, or level of interest. These findings will guide ongoing refinement of the activity schedule to ensure it remains inclusive, varied, and enjoyable.

Communication and responsiveness from staff scored positively overall. Most residents report that staff explain things clearly, are quick to respond when support is needed, and help in a good way when approached with questions or concerns. Similarly, a majority feel well informed about daily events, though there is room for improvement in how information is shared consistently across all residents.

Confidence in raising concerns is mixed: while over half of residents feel comfortable speaking to the wellbeing officer or management, a minority do not. Encouragingly, awareness of how to make a complaint is high, and for those who have made complaints previously, most felt they were resolved appropriately.

Feedback relating to safety, emergency procedures, and use of alarm systems was reassuring, with most residents feeling safe in their homes and confident about what to do in an emergency. A small number of residents reported uncertainty in these areas, highlighting an opportunity for additional reassurance or refresher information.

Overall, the results show that the Maes y Môr Wellbeing Service continues to provide a positive, supportive, and safe environment, with strong relationships between residents and staff. Areas requiring further focus—such as increasing activity participation, improving day-to-day communication, and strengthening resident confidence in raising concerns—will be taken forward as part of GYC's ongoing service improvement plan. These findings will help ensure that the wellbeing provision continues to promote independence, inclusion, and quality of life for all residents of Maes y Môr.

Analysis of questionnaire results

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

1. Participation in Activities

35.71% of residents said they take part in activities 2–3 times per week, with 10.71% attending weekly and 3.57% participating daily. 21.43% stated they join sometimes, while 28.57% reported they never participate. *This shows that while a good proportion engage regularly, nearly one-third do not currently participate. Staff will further explore reasons such as accessibility, confidence, mobility, timing, or personal preference to encourage more meaningful engagement.*

2. Do you enjoy the activities?

57.14% of residents said they enjoy the activities, with 14.29% stating they sometimes enjoy them. 21.43% reported that they do not enjoy the activities, and 7.14% marked the question not applicable. *Figure 2. Most residents expressed enjoyment, with several reporting that specific sessions are particularly meaningful. Where enjoyment was lower, this appears linked to personal preference, reduced confidence, or difficulty accessing group activities. Staff will continue adapting the programme to support a wider range of interests and needs.*

3. Do the activities make you feel involved or part of the group?

60.71% of residents said the activities do make them feel involved or part of the group, with a further 7.14% saying sometimes. However, 17.86% reported that they do not feel involved, and 14.29% marked the question N/A. *Figure 2. Overall, most residents feel included during activities, but nearly one-fifth do not currently experience a sense of group belonging. This highlights the importance of continued focus on social inclusion, confidence-building, and ensuring quieter or less mobile residents are actively supported to participate in a way that feels comfortable for them. Exploring activities and groups designed to target specific demographics may support residents in participation, and involvement.*

4. Are the activity times good for you?

Just under half of residents (46.43%) said the activity times work well for them, while a further 25.00% said they work sometimes. However, 21.43% reported that the current times do not suit them, with 7.14% marking the question as not applicable. *These results indicate that while most residents are satisfied with activity scheduling, over one-fifth experience timing difficulties — highlighting an opportunity to review scheduling flexibility and ensure activities are accessible to a wider range of residents.*

5. Are the activities easy for you to take part in?

Over one-third of residents (35.71%) reported that activities are easy for them to take part in, while a further 28.57% said they can participate somewhat, suggesting a generally good level of accessibility. However, 17.86% stated that activities are not easy for them, and an equal proportion marked the question as not applicable. *Figure 2. These findings show that while most residents can join activities with little difficulty, a notable minority may need additional support, adaptations, or alternative activity formats to ensure full accessibility. GYC will continue to monitor accessibility of activities and make adaptations and adjustments where possible.*

6. Are GYC staff friendly towards you?

A very strong majority of residents (82.14%) reported that GYC staff are consistently friendly, with a further 14.29% saying staff are friendly sometimes. Only one response (3.57%) marked this question as not applicable. *Figure 1. This demonstrates a high level of positive interpersonal interaction between GYC staff and residents, reinforcing the value of empathy, patience, and relationship-building within the Maes y Môr setting.*

7. Do GYC staff treat you with respect?

Three-quarters of residents (75.00%) reported that staff always treat them with respect, with a further

14.29% stating this happens sometimes. Only a small proportion (10.71%) selected N/A, suggesting they have limited interaction with wellbeing staff. *Figure 3.*

The results strongly indicate that respectful, dignified interaction remains a core strength of the wellbeing service at Maes y Môr.

8. Do GYC staff listen to what you say?

Just over half of residents (53.57%) reported that staff always listen to what they say, while 39.29% said staff listen sometimes. Only a small proportion (7.14%) selected N/A, suggesting limited interaction with wellbeing staff. *Figure 3.*

These results show that most residents feel heard and that communication between staff and residents is generally strong, with room for continued development in ensuring every resident feels consistently listened to.

9. When you ask for help from GYC staff, do they deal with it in a good way?

Three-quarters of respondents (75.00%) said that staff always deal with requests for help in a good way, and a further 21.43% said this happens sometimes. Only one respondent (3.57%) selected N/A. *Figure 3.*

This reflects a strong level of confidence in staff responsiveness and problem-solving. Where help is needed, most residents feel supported quickly and effectively, with only a small proportion indicating there is room for greater consistency.

10. Do staff respect your privacy?

A strong majority of respondents (71.43%) said staff always respect their privacy, with a further 17.86% reporting this happens sometimes. One respondent (3.57%) felt that their privacy was *not* respected, and 7.14% selected N/A.

These results indicate that privacy is generally well-upheld within the wellbeing service. However, the small number of concerns raised highlights the need for continued reinforcement of privacy standards, ensuring dignity is consistently maintained for every resident.

11. Do GYC staff respond quickly when you need something?

Half of all respondents (50.00%) said staff always respond quickly when they need something, and 35.71% said this occurs sometimes. A small number (7.14%) reported that staff never respond quickly, and 7.14% selected N/A.

These findings indicate generally good responsiveness from wellbeing staff, though the presence of 'never' responses highlights the importance of ensuring timely support at all times, particularly during periods of higher demand or competing priorities.

12. Do you know how to use your pendant or Apello alarm?

The majority of residents (82.14%) reported that they know how to use their pendant or Apello alarm, demonstrating strong awareness of personal safety equipment. A small proportion (10.71%) stated they do not know how to use the alarm, and 7.14% selected N/A, indicating they may not make use of the systems.

This highlights good overall confidence in using emergency alert systems, while also identifying a small group who may benefit from refresher guidance or hands-on support to ensure they feel fully safe and capable in the event of an emergency.

13. Do you feel safe in your home with the emergency care we provide?

Most residents (78.57%) reported that they feel safe in their home with the emergency care provided. A small number (7.14%) said they do not feel safe, and a further 7.14% said sometimes. An additional 7.14% selected N/A, indicating limited use or no experience of emergency care intervention.

These results reflect a strong baseline of safety and reassurance among residents, while highlighting a small group who may benefit from additional support, reassurance, or discussion about how emergency responses operate to further strengthen confidence.

14. Is it easy to understand what to do in an emergency?

Nearly two-thirds of residents (64.29%) said it is easy to understand what to do in an emergency, with a further 21.43% saying they understand somewhat. A small proportion (7.14%) stated they do not find it easy, and 7.14% selected N/A.

These findings suggest that most residents feel confident about emergency procedures but also indicate a need for clearer or more accessible information for a small group who may feel uncertain. Additional reassurance or simple reminders could further strengthen confidence across the board.

15. How often do you see or speak to the well-being officer?

Most residents have regular contact with the well-being officer, with 32.14% seeing or speaking to them every day and a further 28.57% a few times per week. A smaller proportion (14.29%) have weekly contact, while 17.86% reported seeing them less often. Only 7.14% selected N/A, indicating they may not require wellbeing support.

This shows that the wellbeing officer is accessible and visible within the scheme, providing consistent opportunities for residents to seek support, engage socially, or raise concerns. The small number of residents with infrequent contact may benefit from additional check-ins or tailored engagement where appropriate.

16. Is it easy to get in touch with the well-being officer?

Most residents (71.43%) said it is easy to get in touch with the wellbeing officer, while 17.86% reported that contact is sometimes easy. Only one respondent (3.57%) felt it was not easy, and 7.14% selected N/A.

These results indicate strong accessibility and approachability of the wellbeing officer, with only a very small minority reporting difficulty. Continued visibility and proactive engagement will help ensure that all residents feel confident reaching out when required.

17. Do staff explain things in a way you understand?

Most residents (60.71%) said staff always explain things in a way they can understand, while 32.14% said this happens sometimes. Only 7.14% selected N/A, indicating limited interaction or no need for explanation.

These results show that communication from staff is generally clear and accessible, though there remains scope to strengthen consistency—ensuring that every resident receives clear, supportive explanations when guidance or information is needed.

18. Do you feel well informed about what is happening each day?

Just under half of respondents (46.43%) said they feel well informed about what is happening each day, with a further 21.43% feeling informed sometimes. However, 17.86% reported that they do not feel well informed, and 14.29% selected N/A, likely indicating that daily updates are not relevant to them.

These results suggest that while many residents feel adequately informed, there remains notable room for improvement—particularly for those who do not consistently receive or recall daily information. Strengthening communication routines, visual notices, or brief check-ins may help ensure residents feel more included and aware of what is happening around them.

19. Does the well-being officer give you the support you need?

Half of respondents (50.00%) said the wellbeing officer always provides the support they need, and 32.14% reported they sometimes receive the support they need. A small number expressed concerns: 7.14% said they never receive the support they need, and 3.57% said support is provided less often. A further 7.14% selected N/A, indicating they may not require support.

These results show that while wellbeing support is effective for most residents, there is a clear need to review expectations and check-ins for the small group who do not feel consistently supported. Strengthening communication, ensuring follow-up, and clarifying the wellbeing officer's role may help close this gap.

20. Do you feel listened to when you share your views or worries?

Just over half of residents (53.57%) said they always feel listened to when they share views or worries, and 32.14% said they feel listened to sometimes. A small proportion (7.14%) reported that they never feel listened to, while 7.14% selected N/A, likely indicating they have not needed to raise concerns.

These findings show that communication and emotional support are strong overall but also highlight a small group of residents who feel their concerns are not fully heard. Increasing opportunities for private conversations, reassurance, and follow-up may help ensure all residents feel valued and supported.

21. Do you feel happy with the care and support you get from GYC?

Over two-thirds of residents (67.86%) said they feel happy with the care and support they receive from GYC, while 25.00% reported feeling happy sometimes. Only one resident (3.57%) expressed unhappiness, and 3.57% selected N/A.

These results reflect a strong overall level of satisfaction with the wellbeing service, showing that most residents feel supported and cared for. The small number of concerns raised highlights the importance of continued individual discussions to understand and address any unresolved issues or unmet needs. It is important to note that one respondent during this quality assurance exercise expressed difficulties in the relationship with the wellbeing officer due to personal reasons. These have since been addressed by the wellbeing officer, registered care manager, and director. The respondent has not expressed interest in repairing the relationship do date.

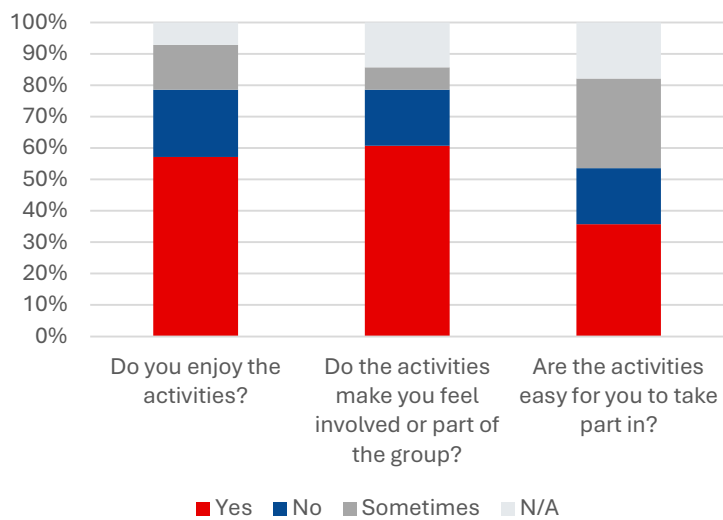


Figure 2

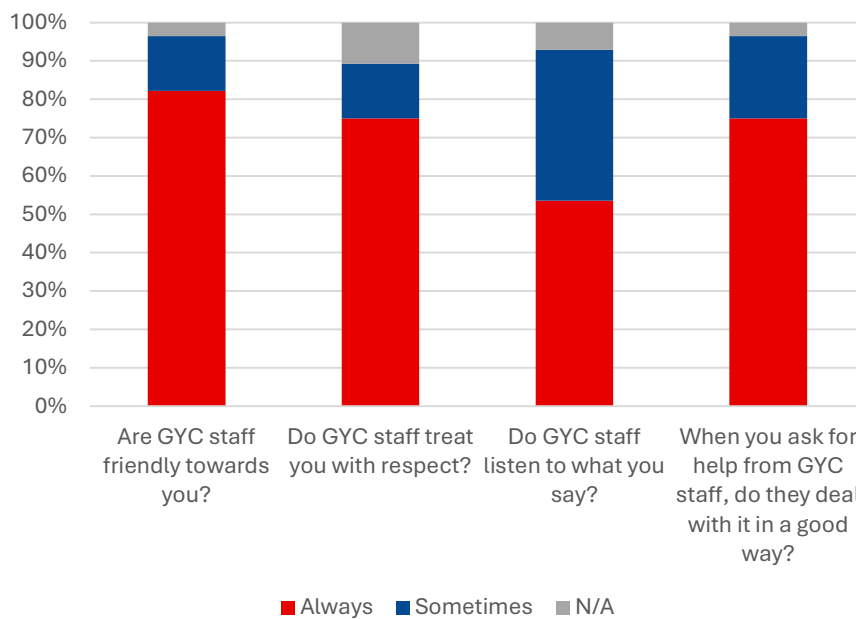


Figure 3

Handling of complaints.

22. Do you know how to make a complaint?

A very strong majority of residents (85.71%) reported that they know how to make a complaint, demonstrating good awareness of the procedure and their right to raise concerns. However, 14.29% stated they do not know how to make a complaint.

This highlights a small but important area for improvement. To ensure every resident feels confident and informed, GYC will continue reinforcing complaint pathways through wellbeing officer conversations, noticeboard information, and simple written guidance.

23. Have you ever made a complaint?

Just over one-fifth of residents (21.43%) reported that they have previously made a complaint, while two-thirds (67.86%) stated they have not needed to do so. A further 10.71% felt the question did not apply to them, suggesting they had never been in a situation requiring a complaint.

These results show that while complaints are relatively rare, residents do feel comfortable raising concerns when needed—consistent with the strong awareness of the complaints procedure reported in the previous question All complaints received are always resolved in line with the complaints procedure.

24. If you made a complaint, was it sorted out properly?

Of the residents who had made a complaint, the majority reported positive outcomes: 32.14% said their complaint was fully resolved, and 7.14% felt it was partly resolved. The remaining 60.71% marked the question as not applicable, indicating they had not made a complaint.

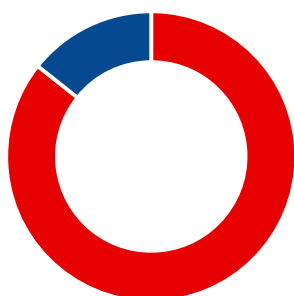
These results show that when concerns are raised, GYC is generally successful in addressing and resolving them. The small proportion of “partly” resolved responses highlights a continued need for clear communication and follow-up, ensuring all residents feel fully satisfied with how their concerns are handled.

25. Do you feel comfortable telling the well-being officer or management if you are unhappy about something?

54% of residents said they feel comfortable telling the well-being officer or management if they are unhappy, 21% said ‘sometimes’, 21% said ‘no’, and 4% selected N/A.

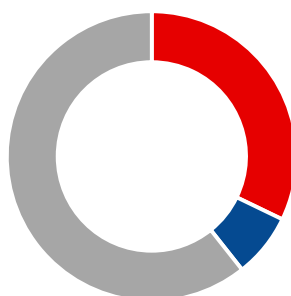
Most residents feel confident approaching staff with concerns; however, a small proportion do not yet feel fully comfortable. GYC will continue working to strengthen trust, visibility, and communication so all residents feel supported to speak up when something is wrong.

Do you know how to make a complaint?



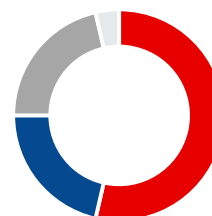
■ Yes ■ No

If you made a complaint, was it sorted out properly?



■ Yes ■ Partly ■ N/A

Do you feel comfortable telling the well-being officer or management if you are unhappy about something?



■ Yes ■ Sometimes ■ No ■ N/A

Conclusion

The findings of this Quality Assurance exercise demonstrate that the wellbeing support delivered at Maes y Môr continues to provide residents with a safe, friendly, and supportive environment. Residents expressed high levels of satisfaction with staff attitudes, respect, and interpersonal support, reflecting strong relationships and a consistently person-centred approach across the service. The majority feel well cared for, listened to, and confident that staff respond appropriately when help is needed.

Activity engagement and enjoyment remain positive overall, though the results highlight the need for continued focus on accessibility, variety, and promotion of activities to ensure that all residents have opportunities to participate meaningfully. Feedback also suggests that information sharing and communication can be strengthened to ensure residents feel consistently informed and confident about daily routines and emergency procedures.

Confidence in raising concerns is good, though not universal. This indicates an important area for ongoing emphasis, ensuring that all residents feel comfortable approaching staff or management and that they receive clear reassurance about the process and outcomes when they do so.

Overall, the results affirm that the Maes y Môr Wellbeing Service is performing strongly, with residents experiencing high levels of dignity, respect, and emotional support. The areas identified for improvement—communication consistency, activity accessibility, and further encouragement for residents to voice concerns—will be incorporated into the service's continuous improvement plan. GYC remains committed to delivering a high-quality, responsive service that enhances residents' wellbeing, independence, and quality of life.

Appendices:

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

1. QA_Report_2025-10_appendix3.xlsx