



Quality Standards

Delight Care & Support Services Limited

At **Delight Care & Support Services Limited**, we are committed to delivering safe, effective, compassionate, and person-centred domiciliary care services that promote independence, dignity, and wellbeing. Our organisation operates in full compliance with **Care Inspectorate Wales (CIW)** regulations and follows best practice guidance to ensure the highest quality of care is delivered consistently across all services.

We believe that quality care is achieved through strong leadership, skilled staff, robust governance, and continuous improvement. Our approach ensures that individuals receiving care feel safe, respected, supported, and empowered in their own homes.

Our Quality Principles

Our service is built around the following core principles:

Person-Centred Care

We place individuals at the centre of everything we do. Each person receives care tailored to their unique needs, preferences, and circumstances. We respect personal choices, cultural values, religious beliefs, and lifestyle preferences, ensuring care is delivered with dignity and respect.

We work closely with:

- Service users
- Family members
- Social workers
- Healthcare professionals
- Local authorities

to ensure care remains appropriate, responsive, and effective.

Safety and Safeguarding

The safety and wellbeing of individuals receiving care is our highest priority. We maintain robust safeguarding procedures to protect vulnerable adults and ensure all concerns are addressed promptly and appropriately.

We ensure:



- Safeguarding training for all staff
- Clear safeguarding reporting procedures
- Immediate escalation of concerns
- Collaboration with safeguarding authorities
- Continuous risk assessment and review

All staff are trained to recognise signs of abuse, neglect, and risk, and are required to report concerns immediately in line with safeguarding policies.

Recruitment and Staff Quality

We ensure that all staff are recruited safely and meet our high standards before delivering care.

Our recruitment process includes:

- Enhanced DBS checks
- Right to Work verification
- Reference checks
- Interview and competency assessment
- Training verification
- Induction training

We ensure that staff working within the organisation are skilled, competent, and committed to delivering high-quality care.

We also ensure:

- Ongoing supervision
- Regular competency checks
- Performance monitoring
- Continuous professional development

This ensures staff maintain the highest standards of care delivery.

Training and Development

We are committed to ensuring all staff receive appropriate training and support to perform their roles effectively.

Mandatory training includes:

- Safeguarding Adults
- Moving and Handling



- Medication Awareness
- Infection Prevention and Control
- Health and Safety
- First Aid Awareness
- Food Hygiene
- Person-Centred Care
- Mental Capacity Act and DoLS

Staff are also encouraged to complete additional training to improve knowledge, skills, and professional development.

Regular refresher training is conducted to ensure staff knowledge remains current and compliant.

Care Planning and Assessment

Before care begins, a comprehensive assessment is completed to identify individual needs, risks, and preferences.

This includes:

- Initial assessment
- Risk assessment
- Care plan development
- Environmental assessment
- Medication assessment
- Moving and handling assessment

Care plans are reviewed regularly and updated whenever needs change. We ensure care remains flexible and responsive to individual requirements.

Monitoring and Quality Assurance

We operate a robust quality assurance system to monitor service delivery and identify improvements.

This includes:

- Spot checks
- Care reviews
- Staff supervision
- Service user feedback
- Family feedback



- Incident monitoring
- Complaints monitoring
- Audit and compliance checks

Feedback is actively encouraged and used to improve service delivery.

Communication and Partnership Working

We believe effective communication is essential to delivering high-quality care.

We maintain strong communication with:

- Service users
- Families
- Social workers
- Health professionals
- Local authorities

This ensures continuity of care and effective support for individuals receiving care.

Respect, Dignity and Independence

We promote independence and support individuals to maintain control over their lives wherever possible.

We ensure:

- Privacy is respected
- Dignity is maintained
- Independence is encouraged
- Choices are respected
- Cultural and religious needs are supported

Our staff are trained to deliver care respectfully and professionally at all times.

Complaints and Feedback

We welcome feedback and complaints as an opportunity to improve our services.

We ensure:

- Complaints are taken seriously
- Prompt investigation
- Transparent communication



- Fair resolution
- Continuous service improvement

Service users and families are encouraged to raise concerns without hesitation.

Continuous Improvement

We are committed to continuous service improvement and regularly review our performance through:

- Quality of Care Reviews
- Staff meetings
- Service user feedback
- Incident analysis
- Compliance audits

We use findings to strengthen service delivery and enhance care quality.

Leadership and Governance

Strong leadership is fundamental to maintaining high standards. The organisation is led by experienced management who oversee:

- Service delivery
- Staff performance
- Compliance
- Quality monitoring
- Continuous improvement

The Responsible Individual and Management Team regularly review performance and ensure regulatory compliance is maintained.

Our Commitment

Delight Care & Support Services Ltd is committed to delivering:

- Safe care
- Compassionate care
- Reliable care
- Professional care
- High-quality care



We aim to continuously improve and ensure individuals receiving care experience dignity, respect, and support always.

Workforce Quality and Staffing Standards

At **Delight Care & Support Services Ltd**, we recognise that high-quality care depends on a skilled, compassionate, and reliable workforce. We are committed to recruiting and retaining staff who demonstrate professionalism, empathy, and dedication to delivering person-centred care.

We currently operate with:

- Responsible Individual & Registered Manager
- Assistant Manager & Administrator
- Approximately 35+ Care Staff
- Majority of staff on Skilled Worker sponsorship
- Ongoing recruitment to strengthen workforce capacity

We are also planning to recruit:

- Registered Manager
- Care Co-ordinator
- Additional Care Staff

This planned recruitment will further strengthen management oversight, improve staff support, and enhance service delivery.

Safe Recruitment

All staff undergo a safe recruitment process to ensure suitability for working with vulnerable individuals.

Our recruitment checks include:

- Enhanced DBS checks
- Right to Work verification
- Reference checks
- Employment history verification
- Qualification verification
- Interview and competency assessment

No staff member is permitted to deliver care until all recruitment checks are completed and verified.

Induction and Probation

All new staff complete a structured induction process before working independently.

Induction includes:

- Company policies and procedures
- Safeguarding awareness
- Care planning and documentation
- Health and safety training
- Moving and handling training
- Medication awareness

All new staff complete a probation period, during which performance is monitored closely to ensure competence and suitability.

Supervision and Support

We ensure staff receive regular supervision and support to maintain quality standards.

This includes:

- Regular supervision meetings
- Spot checks
- Performance reviews
- Competency checks
- Ongoing feedback

Staff are encouraged to raise concerns, discuss challenges, and seek guidance to improve care delivery.

Staff Training and Development

We are committed to continuous professional development for all staff.

Training includes:

- Mandatory training
- Refresher training
- Specialist training where required
- Online learning platforms
- Practical competency assessments



Training is monitored regularly to ensure compliance and staff competency.

Workforce Planning

We carefully plan staffing levels to ensure:

- Continuity of care
- Reliable service delivery
- Adequate staffing coverage
- Reduced risk of missed visits

We monitor:

- Staff availability
- Service demand
- Care complexity
- Geographic coverage

This ensures services are delivered safely and effectively.

Quality Monitoring and Audits

We conduct regular audits to ensure quality standards are maintained.

These include:

- Care plan audits
- Medication audits
- Documentation audits
- Staff performance audits
- Service user satisfaction reviews

Audit findings are reviewed by management and improvements implemented where necessary.

Risk Management

We maintain robust risk management procedures to ensure safe service delivery.

Risk management includes:

- Environmental risk assessments
- Moving and handling risk assessments



- Medication risk assessments
- Service user risk assessments

Risk assessments are reviewed regularly and updated as required.

Incident and Safeguarding Management

All incidents are reported, recorded, and reviewed to improve service safety.

We ensure:

- Immediate reporting of incidents
- Safeguarding referral where necessary
- Investigation and review
- Lessons learned and improvements implemented

This ensures continuous improvement and safer service delivery.

Use of Technology

We use systems and monitoring tools to enhance quality and accountability.

This includes:

- Electronic care monitoring
- Staff communication systems
- Incident tracking
- Audit systems
- Documentation monitoring

Technology helps ensure transparency, accuracy, and accountability.

Governance and Oversight

The organisation is overseen by senior management who monitor service delivery and compliance.

Governance includes:

- Quality reviews
- Staff performance monitoring
- Compliance monitoring
- Risk management oversight
- Continuous improvement planning



Regular management reviews ensure high standards are maintained.

Continuous Improvement and Service Development

We are committed to continuous service development and improvement.

We regularly review:

- Feedback from service users
- Staff feedback
- Complaints and compliments
- Audit results
- Incident reports

This information is used to strengthen services and improve quality.

Our Quality Commitment

Delight Care & Support Services Ltd is committed to:

- Delivering safe care
- Supporting independence
- Promoting dignity
- Maintaining professionalism
- Ensuring reliability

We aim to continuously improve and deliver high-quality domiciliary care services that support individuals to live safely and independently in their own homes.

