



Tender Loving Care Limited



Beech Developments, Anson House, 1 Cae'r Llyn, Llandudno Junction,
LL31 9LS



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www.tenderlovingcare.org.uk

The inspection visit took place on 13/04/2026

Service Information:

Operated by:	Tender Loving 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

Excellent



Care & Support

Good



Leadership & Management

Good

Summary:

Tender Loving Care (TLC) is a domiciliary service with their head office based in Llandudno Junction and supports people in their own homes across the local area. Well-being is rated as excellent because care staff deliver highly person-centred care that reflects individual needs, preferences, and goals. People develop trusting relationships with a compassionate and committed care staff team, who promote dignity, respect, and independence.

Care and support are good because care staff take time to understand what matters to individuals and tailor support accordingly. People benefit from a relationship-based approach, where care remains flexible and responsive. Feedback from people and families highlights the kindness, dedication, and adaptability of staff.

Leadership and management are good because leaders provide effective oversight and maintain good systems to monitor quality and drive improvement. The provider promotes a culture that values people and staff, ensuring care remains person-centred and outcome focused. As a result, people feel safe, valued, and well supported.

Findings:



Well-being

Excellent

People experience excellent well-being outcomes because they have as much control as possible over how their care and support are delivered. Staff place a strong emphasis on understanding what matters to people and what they want to achieve, enabling personalised care that supports both physical and emotional wellbeing. Staff build meaningful, respectful relationships and know people very well. They treat people with dignity and respect and consistently promote independence. Feedback from people and families highlights that staff are kind, attentive, and professional, and that the quality of support extends beyond care tasks. Families report that the support provided enables their relatives to remain living at home when this may not otherwise have been possible. This also supports relatives own wellbeing through flexible arrangements, including changes to care at short notice. One relative told us, *“My relative would not be here today if we didn’t have the support of TLC.”* People are supported to identify and achieve their personal outcomes and goals. Staff use detailed pre-admission assessments, alongside comprehensive support plans, and risk assessments, to ensure care is safe, responsive, and tailored to individual needs. These assessments also inform staff training, ensuring they have the skills and knowledge required to provide effective care. As a result, people experience improvements in confidence, engagement, and overall quality of life.

The service promotes social interaction and emotional wellbeing. We were told communication with the care team is *“Very good; we never have any issues getting hold of them, and they are very responsive to any queries or requests we have.”* One person told us about the service, *“I never realised that the service would be as good as this,”* another person said, *“I couldn’t ask for better care or a better team.”*

Care staff protect people from harm and abuse. They complete safeguarding training and understand their responsibilities, supported by clear policies and robust reporting processes. Managers monitor incidents and ensure appropriate action is taken, embedding a strong safeguarding culture within the service.



Care & Support

Good

People receive good quality care and support that is safe, effective, and person centred. Care is tailored to individual needs and delivered by staff who demonstrate a strong understanding of the people they support. There is clear evidence that care is responsive, with personal plans reviewed regularly when needs change, and input from families and professionals considered appropriately. Assessments are comprehensive and completed to a high standard. They provide a detailed understanding of people's needs, preferences, and personal outcomes. Most people and their relatives told us they are actively involved in developing care plans and risk assessments, ensuring care reflects their wishes. Care plans are detailed, clear, and instructive, enabling care staff to deliver consistent care. One staff member told us, *"I find the plans easy to follow and reflect the care that we do provide."* They focus on outcomes and promote strengths-based approaches, supporting independence where possible. Daily records align with these plans and demonstrate that care is delivered as intended. Managers regularly review records to ensure accuracy and quality. Staff have sufficient time to support people and are not task focused. Feedback confirms that visits are not rushed, and staff remain with individuals to provide reassurance and support beyond basic care tasks. People are supported to access activities and maintain routines, contributing to their overall well-being. One person told us, *"The staff are brilliant, so caring and helpful"*.

Risk is well managed. High-quality risk assessments are in place and are clearly linked to care plans, providing staff with guidance on how to mitigate risks. Staff understand safeguarding responsibilities and are confident in reporting concerns. Staff complete a comprehensive induction programme covering key areas such as dignity and respect, safeguarding, infection control, medication management, and health and safety, to ensure safe and effective care delivery. Medication is managed safely. Policies and procedures are robust, and staff receive appropriate training and competency assessments. Records are accurate and demonstrate that medication is administered as prescribed. Systems for monitoring medication practices are effective. Infection prevention and control measures are in place, with no evidence of outbreaks. Staff complete training and are assessed as competent in practice. Care practice is monitored through observations, audits, and spot checks. Staff receive feedback and guidance to support development, and concerns are addressed promptly. This provides assurance that care is delivered safely.



Leadership & Management

Good

The leadership and management of TLC are good, with strong foundations and a clear commitment to delivering a high-quality service. Leaders, including the Responsible Individual, are visible, approachable, and responsive. Feedback from staff, people using the service, and families consistently highlights positive relationships with management and confidence in their approach. Staff told us that they are very happy working at TLC; one said, *“I really love my job, I get so much job satisfaction.”* Another care staff member told us, *“The people we care for are like my family, I treat them as I would want my family to be treated.”* There is a strong, supportive culture where staff feel valued and encouraged to perform their roles effectively. Staff describe the organisation as a positive place to work and confirm they receive excellent training, supervision, and ongoing support. Recruitment processes are robust, ensuring staff are suitable and safe to work with vulnerable people. All required checks are completed, including Disclosure and Barring Service checks and references.

The provider delivers a comprehensive induction and training programme, supported by mentoring and shadowing opportunities. Staff are appropriately trained and assessed as (?)competent, which enables them to provide safe and effective care. Supervision and appraisal processes are well established, with detailed records demonstrating meaningful discussions and performance oversight. One staff member told us, *“I feel very supported to do my job, the managers are so approachable and supportive, nothing is too much trouble.”* Good governance systems are in place and provide effective oversight of the service. Audits are carried out across key areas, including care delivery, medication, and staff practice. The Responsible Individual undertakes regular visits and produces detailed reports in line with regulations, demonstrating active engagement in monitoring the service. Policies and procedures are comprehensive, up to date, and aligned with Welsh legislation and guidance, supporting clinically safe and consistent practice. There is strong evidence of a positive approach to complaints, safeguarding, and incidents. Processes are clear, and issues are managed appropriately and in line with regulatory requirements. Feedback from people and families confirms that concerns are addressed promptly and fairly.

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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