



Quality
Care Group



Redefining the standard for how Care Businesses are supported

Specialist insurance, risk management
and business support for care
businesses

**AWARD
WINNING
SERVICE:**

Commercial Lines
Specialist Broker of the Year
2024 & 2025

Best Workplace
in Insurance
2025

Claims Team
of the Year
2026

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A message from our founder

The care sector faces more challenges today than at any point in recent memory. Increasing regulatory expectations, workforce pressures, rising operating costs and growing scrutiny mean Care businesses need more than an insurance broker. They need a trusted partner who understands the realities of operating within the sector.

That understanding has been at the heart of Quality Care Group since we were founded in 2009.

Over the past seventeen years, we have worked exclusively with care providers, building specialist expertise that enables us to support organisations of every size, from independent operators to some of the UK's largest care home groups.

Our role extends far beyond arranging insurance.

We help organisations manage risk, navigate complex claims, strengthen compliance and access specialist business support designed to improve resilience and support sustainable growth.

Everything we do is guided by a simple belief: the organisations providing care deserve advisers who understand their world.

As the sector continues to evolve, our commitment remains unchanged. We will continue to stand alongside our clients, providing expert advice, practical support and the confidence they need to focus on delivering outstanding care.

A portrait of Darren Dollard, the founder and managing director of Quality Care Group. He is a middle-aged man with grey hair and a beard, wearing a dark blue blazer over a light blue button-down shirt. He is smiling and looking towards the camera.

Darren Dollard

FOUNDER AND MANAGING DIRECTOR

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Why Quality Care Group?



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Your strategic partner in care

Since 2009, Quality Care Group has evolved from a specialist insurance broker into a trusted partner for Care businesses across the UK.

With more than 15 years of sector experience, an award-winning reputation and a 94% client retention rate, we deliver insurance, risk management and business support solutions tailored specifically to the needs of care businesses.

Our experienced team takes the time to understand your organisation, its objectives and the challenges it faces. This enables us to create tailored programmes that protect your business, support compliance and strengthen operational resilience.

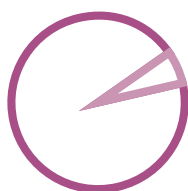
Beyond insurance, we provide access to a wide range of specialist business solutions designed to help Care businesses improve performance, reduce risk and achieve long-term success.



15+ years supporting
care providers



Award-winning
in-house claims team



94% client
retention



Dedicated corporate
support team



Specialist care sector
expertise

Why Care businesses choose QCG

The image shows a person's hands holding a white QCG form. The form has five numbered sections, each with a title and a list of four options (A, B, C, D) with checkboxes. The checkboxes are marked with red checkmarks.

Section	Option	Checked
1.	A	Yes
	B	Yes
	C	Yes
	D	Yes
2.	A	Yes
	B	No
	C	Yes
	D	Yes
4.	A	No
	B	Yes
	C	Yes
	D	No
5.	A	Yes
	B	Yes
	C	Yes
	D	Yes

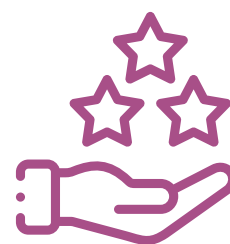


Dedicated corporate support

Your organisation is supported by a dedicated team that understands your portfolio, operational structure and strategic objectives.

Award-winning in-house claims team

Our specialist claims professionals work directly on your behalf, helping to achieve the best possible outcomes while minimising disruption to your organisation.



Specialist care sector expertise

Our exclusive focus on the care sector means we understand the risks, challenges and regulatory pressures facing care home operators.

Extensive Market Access

Access to specialist insurers enables us to build tailored programmes that reflect the unique needs of Care businesses.



Long-Term Partnership Approach

We focus on building lasting relationships that support your organisation as it evolves and grows.

Insurance Solutions



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Specialist insurance solutions for Care businesses

Every care business is different. Our role is to create insurance programmes that reflect your organisation's structure, risk profile and long-term objectives.

Our specialist solutions include:



Material
Damage



Employers'
Liability



Public
Liability



Medical Malpractice
and Treatment Liability



Abuse
Cover



Business
Interruption



Cyber
Insurance



Directors' and
Officers' Liability



Motor and Fleet
Insurance



Engineering
Inspection



Legal
Expenses

[Find out more...](#)

Risk Management and Claims



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Protecting your organisation beyond insurance

Effective risk management is about more than preventing incidents. It is about protecting residents, supporting staff, maintaining compliance and safeguarding your organisation's reputation.

Our specialist support includes:



Risk Management
Reviews



Incident Response
Guidance



Mock CQC
Inspections



Claims
Advocacy



Health and
Safety Support



Compliance
Support

With an award-winning in-house claims team, we remain by your side when it matters most.

[Find out more...](#)

Business solutions



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Supporting every aspect of your organisation

Through our trusted network of specialist partners, we provide access to a range of business solutions designed specifically for care providers.



Energy Solutions

Helping organisations control costs and secure competitive energy contracts.



Senior Recruitment

Supporting the attraction and retention of high-quality leadership talent.



HR and Employment Support

Practical support to help manage people, compliance and employment challenges.



Wealth Management

Supporting business owners and leadership teams with financial planning solutions.



Care Home Sales and Acquisitions

Expert guidance for organisations considering growth, acquisition or exit strategies.

Creating a lasting impact



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Giving back to the care sector

Through **Pollard's Promises**, we grant wishes to carers, care teams and care recipients, recognising the incredible people at the heart of the care sector.

From steam train days out and theatre trips to spa experiences, meals and hampers, each promise is about creating special moments and giving something back to people who give so much to others.

Pollard's Promises reflects the values at the heart of Quality Care Group and our commitment to making a meaningful difference to the people and communities we support.

Because better care starts with supporting the people behind it.



[Click here to find out more about Pollard's Promises](#)

ESG & Sustainability



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Committed to a sustainable future

Environmental, Social and Governance (ESG) principles are becoming increasingly important for organisations across every sector, including care.

At Quality Care Group, sustainability isn't simply a commitment, it's part of how we operate and how we support the future of the care sector.

We have established a dedicated **Net Zero Team** responsible for driving our environmental strategy and helping us reduce our operational impact. Working collaboratively across the business, the team is focused on identifying opportunities to improve efficiency, reduce emissions and embed sustainable practices throughout our organisation.

As part of our long-term commitment, we are firmly on our journey towards achieving **Net Zero by 2035**, while continuing to support clients, colleagues and partners in building a more sustainable future.

Alongside our environmental ambitions, we remain committed to strong governance, ethical business practices and creating a positive social impact through initiatives such as Pollard's Promises.

Together, these commitments reflect our purpose:

The partner empowering better care.



Net Zero
Journey



Ethical
Governance



Social
Impact



Continuous
Improvement

Client Testimonials



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Trusted by leading Care businesses

“

Quality Care Group has been a trusted partner to Blackadder for many years. Their team consistently provides responsive, proactive advice and takes the time to understand our business and the challenges we face. Insurance can often feel complex, but they make the process straightforward, providing clear guidance and practical solutions. Our relationship is built on trust, shared values and outstanding service, and we look forward to continuing to work together for many years to come.

Blackadder

“

Fire Claim. I appreciate the way you handled my claim from day one. You were extremely helpful in advising me filling the forms, and providing information to you. You did it in a very professional way and I was feeling at home while dealing with you. I felt I could rely on you. I could not ask for more from an insurance company/broker. Thank you very much.

Westwood Lodge

“

We found the energy advice provided to us by the Business Solutions Team at Quality Care Group to be informative, helpful and supportive. They are always eager to provide up to date advice in layman's terms, allowing us to make informed decisions, leading to us making significant savings on our energy bills.

RCB Healthcare

“

We had a mock CQC inspection completed through Quality Care Group and received the report and action plan a week later. They look good, are easy to read and understand, I would certainly use them again.

Sundial Care Home

“

I have dealt with Zak numerous times over the last 18 months for buildings insurance, vehicle insurance and D&O insurance. This has included both the inception of policies, making claims and asking for advice. I have always found Zak to be very helpful and very responsive. He takes ownership of issues that I put with him and always sees them through. Zak is very knowledgeable and we have consolidated all of our buildings insurance with QCIS; which is in no small part due to how good Zak has been when dealing with him!

Rotherwood Group

Awards and Recognition



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Recognised for excellence



**Commercial Lines
Specialist Broker of the Year**



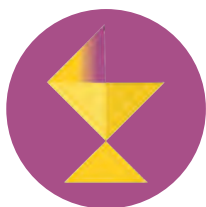
**Claims Excellence Awards
Winner**



**Best Workplace
in Insurance**



**National Insurance Awards
Winner**



**Feefo Gold Trusted
Service Award**



**supporting
the care sector**



**94%
Client Retention**

Our Purpose, Vision and Values



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Purpose

The partner empowering better care.

Vision

To redefine the standard for how care businesses are supported.

Mission

Protecting the care sector through empathetic, expert delivery of insurance and business support.

Values



People First



Honest



Committed



Curious



Evolving

Your dedicated Corporate Team



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Corporate care groups require specialist support, responsive claims handling and advisers who understand the unique challenges facing the sector. Our clients are supported by a dedicated team of insurance, claims and risk specialists, backed by the wider Quality Care Group team.



Darren Pollard *Founder and Managing Director*

As managing director of Quality Care Group, Darren has over 25 years' Insurance experience, over 20 years in the Care Industry. His expert knowledge of the Care Sector has placed QCG as one of the UK's leading Care Home Insurance Brokers. Darren is also founder of our Charitable arm, Pollard's Promises.



Zak Edwards *Associate Director & Head of Corporate*

As Associate Director, Zak works closely with care group owners, boards and senior leadership teams to develop insurance and risk management strategies that protect their organisations. With extensive experience in the care sector, he provides trusted advice that helps businesses navigate risk, support growth and make informed decisions with confidence.



Josh Pollard *New Business Manager*

Josh leads Quality Care Group's New Business team, supporting care providers with specialist insurance solutions tailored to their organisations. With an in-depth understanding of the care sector and a client-first approach, he is committed to delivering expert advice, outstanding service and long-term value from the very beginning.



Jade Concannon *Associate Director*

Jade leads Quality Care Group's Risk & Claims function, working closely with corporate care groups to manage complex risk and claims exposures. She provides strategic risk mitigation and claims expertise, helping clients protect their operations, strengthen resilience and achieve positive outcomes when claims arise.



Ben Simmonds *Broking & Claims Specialist*

Ben plays a key role in supporting corporate care clients, combining technical insurance expertise with a deep understanding of the claims process. Working closely with insurers and the wider Quality Care Group team, he helps clients achieve the best possible outcomes when challenges arise, while providing clear guidance and ongoing support throughout the entire process.



Jack Collins *Corporate Account Executive*

Jack provides dedicated account management support to Quality Care Group's corporate clients, ensuring their insurance arrangements remain aligned with the evolving needs of their organisations. His strong insurer relationships and client focused approach help deliver effective solutions and long term value.

Contact Us



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REDEFINING THE STANDARD FOR HOW CARE BUSINESSES ARE SUPPORTED

Let's start a conversation

Whether you are reviewing your insurance programme, looking to strengthen risk management or seeking a strategic partner that understands the care sector, our team is here to help.



Zak Edwards

*Associate Director &
Head of Corporate*

Call 07761 203 430



Jack Collins

*Corporate Account
Executive*

Call 07761 203 424

[Click to request a quote](#)



**Quality
Care Group**

Specialists in care home insurance solutions since 2009.

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Registered in England & Wales. Registration No. 6874783

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