Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Liberty Care Ltd

Liberty Care Ltd, Newbridge House 75-77, High Street, Blackwood, NP12 1BA

01495224888

The inspection visits for this service took place between 01/07/2026 and 08/07/2026

Service Information:

Operated by:	Liberty 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	**Excellent**
Leadership & Management	**Excellent**

Summary:

Liberty Care Ltd is a domiciliary support service operating across the Gwent region, providing specialist support to people with a wide range of needs.

Throughout this inspection, we found a service that consistently places people at the centre of everything it does and is committed to helping them live fulfilling, meaningful and ambitious lives. People told us they are well supported, treated with dignity and respect, and encouraged to achieve goals that are important to them. Many described opportunities and achievements they once thought would not be possible.

We found excellent outcomes in Well-being, with people benefiting from highly personalised support, meaningful community involvement, innovative opportunities through the provider's Social Enterprise Hub and a strong focus on promoting independence, choice and positive risk-taking. We found excellent outcomes in Care and Support, with exceptionally person-centred care planning and effective multidisciplinary working. There are robust safeguarding arrangements and an outstanding commitment to helping people achieve their personal outcomes through evidence-based and least restrictive approaches. We also found excellent outcomes in Leadership and Management, with strong and visible leadership, highly effective governance systems, meaningful co-production, a motivated and valued workforce, and a culture of continuous learning and improvement.

Collectively, these strengths demonstrate a service that consistently exceeds expectations and delivers significant, positive and lasting impacts on people's lives. Consequently, the service provider has been rated as ‘Excellent’ in all three inspections themes.

Findings:

Well-being — Excellent

People are supported exceptionally well to live healthy, safe and fulfilling lives, with maximum control over decisions that affect them. The service demonstrates an outstanding commitment to positive risk-taking, enabling people to pursue meaningful opportunities whilst ensuring risks are carefully assessed, managed and reviewed. This empowers people to experience life to the fullest, develop confidence and achieve outcomes that are important to them. There is a strong and consistent focus on promoting choice, rights and independence, with people actively involved in decisions about their daily lives and future aspirations. Family members, representatives and advocates are involved where appropriate, ensuring individuals' wishes, views and rights remain central to all aspects of support.

Leaders and staff demonstrate an exceptional commitment to improving people's wellbeing and helping them achieve ambitious personal goals. We observed numerous examples of people being supported to realise aspirations that have had a transformative impact on their lives, including travelling abroad, accessing volunteering opportunities and developing greater independence within their communities. Individuals spoke enthusiastically about these achievements and the confidence, pride and sense of accomplishment they had gained. These examples clearly demonstrate a service that focuses on helping people achieve meaningful, life-enhancing outcomes.

The service excels at creating enriching opportunities that promote learning, social inclusion, confidence and personal growth. People are actively involved in co-producing personalised activity programmes which reflect their interests, strengths and wellbeing outcomes. A particular strength is the well-established Social Enterprise Hub, which provides a wide range of meaningful opportunities including volunteering, arts and crafts, learning activities and social events. The service provider’s dedicated clinical team further enhances these opportunities by developing innovative initiatives that support wellbeing, independence and achievement. People we met at the Social Enterprise Hub spoke with genuine pride about their roles, friendships, newly acquired skills and personal achievements, demonstrating the significant positive impact this has on their lives.

Communication is also a notable area of excellence. Information is presented in formats tailored to individual needs, ensuring people understand their rights, choices and support arrangements. Visual tools, personalised planners and accessible communication methods are used effectively to support meaningful participation and informed decision-making. People are supported to develop and maintain positive relationships with family, friends and their wider communities, resulting in lives that are not only safe and well-supported, but purposeful, rewarding and rich in opportunities.

We spoke with a number of people supported by the provider throughout the inspection. Feedback was overwhelmingly positive, with people consistently describing how staff go above and beyond to support them to become as independent as possible and achieve outcomes that are meaningful to them. Individuals spoke proudly about their achievements and the opportunities they had been supported to access, whilst those unable to provide verbal feedback appeared happy, comfortable and engaged in fulfilling activities. People's experiences strongly supported our findings that the provider is deeply committed to improving lives, promoting independence and helping individuals achieve ambitions and aspirations they may once have thought were beyond their reach.

Care & Support — Excellent

People receive exceptionally high-quality care and support which is consistently tailored to their individual needs, preferences and aspirations. The provider demonstrates an excellent understanding of the people it supports and is highly effective in assessing and responding to complex and changing needs. Strong multidisciplinary working is embedded throughout the service, with effective partnerships established with health professionals, local authorities and other agencies. This collaborative approach ensures people benefit from specialist expertise and are supported to achieve meaningful health, wellbeing and independence outcomes that may not otherwise have been possible. Care is proactive rather than reactive, with support continually reviewed and adapted to ensure people achieve the best possible outcomes.

A significant strength of the service is its unwavering commitment to person-centred care. People are genuinely placed at the centre of planning and decision-making, with staff taking time to understand their individual strengths, preferences, communication methods and aspirations. Care planning arrangements are particularly impressive, with highly personalised electronic records that are accessible, comprehensive and clearly focused on outcomes that matter to each individual. Plans are written from the person's perspective and demonstrate meaningful co-production, ensuring support reflects people's wishes, goals and lived experiences. The provider's in-house clinical team further enhances care delivery by ensuring support is informed by evidence-based practice, specialist knowledge and current best practice guidance.

People are treated with exceptional dignity, respect and compassion by a highly skilled and motivated workforce. Throughout the inspection, staff consistently demonstrated an excellent understanding of individuals' needs, preferences and personal circumstances, enabling them to provide support that is both meaningful and responsive. Interactions observed were warm, natural and person-centred, reflecting a culture where people are valued as individuals and encouraged to reach their full potential. Safeguarding arrangements are robust and underpinned by a strong culture of openness, reflection and continuous learning. Staff understand their responsibilities and demonstrate confidence in responding to concerns, ensuring people's safety and wellbeing remain central to service delivery.

The provider also demonstrates excellence in promoting least restrictive practice and supporting people to live as independently as possible. Positive Behaviour Support plans are detailed, proactive and focused on improving quality of life while reducing the need for restrictive interventions. This commitment is further evidenced through the provider's involvement with the Restraint Reduction Network and its strong emphasis on promoting rights, dignity and choice. Medication management systems are highly effective, with robust auditing, comprehensive staff training and clear arrangements to promote safety whilst encouraging independence wherever possible. Strong infection prevention and control arrangements are similarly embedded throughout the service.

Leadership & Management — Excellent

People consistently achieve excellent outcomes because they are supported by a service provider with highly effective leadership, governance and oversight arrangements. Strong management systems ensure services operate smoothly, remain focused on quality and continuously evolve to meet people's changing needs. Leaders have created a positive, inclusive and respectful culture where wellbeing is firmly at the centre of decision-making and service delivery. Throughout the inspection, leaders were highly visible, approachable and demonstrated a genuine commitment to achieving the best possible outcomes for people. They foster a culture of openness and accountability, responding constructively when challenges arise and using these opportunities to reflect, learn and strengthen practice. As a result, people, relatives and professionals are confident that concerns are taken seriously and that feedback actively informs service development. We sought feedback from a range of professionals during the inspection and received overwhelmingly positive responses. Professionals consistently described the service as responsive, collaborative and committed to delivering high-quality, outcome-focused support.

A particular strength of the organisation is the extent to which people are involved in shaping and influencing the service. There were excellent examples of meaningful co-production, with people participating in recruitment processes, contributing to staff training, reviewing documentation and helping to design systems based on their own experiences and preferences. This level of involvement demonstrates a genuine commitment to promoting rights, choice, equality and empowerment. Feedback is actively sought and highly valued, with clear evidence that suggestions from people, relatives, staff and professionals are used to drive improvement and ensure services remain responsive to individual needs and aspirations.

The provider demonstrates a strong commitment to continuous improvement through comprehensive governance and quality assurance arrangements. Robust auditing systems provide detailed oversight of service performance at both operational and strategic levels, whilst effective engagement with professionals, commissioners and partner agencies ensures a wide range of perspectives contribute to service development. The Responsible Individual demonstrated excellent knowledge of the people supported, the service's strengths and areas for further development, and maintains a high level of oversight through regular quality reviews and monitoring activities. It was evident that governance arrangements extend beyond regulatory compliance and are instead focused on delivering continual improvements in people's experiences, wellbeing and quality of life.

People benefit from support provided by a skilled, knowledgeable and compassionate workforce. Recruitment, induction, supervision, appraisal and workforce development arrangements are exceptionally well developed and provide staff with the skills, confidence and support required to deliver high-quality, person-centred care. Staff consistently described the organisation as an excellent employer that values wellbeing, promotes professional development and recognises

achievement. Feedback from staff was overwhelmingly positive, with many speaking passionately about their roles and the support they receive from managers and senior leaders. This positive organisational culture, combined with strong leadership and effective governance, contributes significantly to the consistently excellent quality of care, support and outcomes experienced by people across the service.

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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