Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Voyage (DCA) North Wales

Memorial Center Brynteg, Quarry Road, Brynteg, Wrexham, LL11 6AB

01978752289

www.voyagecare.com

The inspection visit took place on 06/08/2026

Service Information:

Operated by:	Voyage 1 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 promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Voyage (DCA) North Wales is a domiciliary support service providing support to people across North Wales. People experience exceptionally positive outcomes for well-being. We found strong evidence that people are supported to achieve goals that matter to them, develop new skills, increase their independence, and exercise a degree of choice and control over their lives. The provider promotes a culture of co-production, with people actively contributing to service development and wider service activities. People also benefit from opportunities to develop meaningful relationships, build social networks, and participate in their communities.

People receive person-centred care and support from staff who know them well and understand their needs, preferences, and aspirations. Care and support plans are generally detailed and provide staff with guidance to promote dignity, wellbeing, and independence.

Leadership and management arrangements were effective and supported positive outcomes for people. Leaders are visible and approachable, staff feel well supported, and the provider maintains a stable workforce with high levels of training compliance. We found a service that delivers positive experiences for people and demonstrates a commitment to continuous improvement.

Findings:

Well-being — Good

People experience positive outcomes and exercise a high degree of control over their lives. Evidence demonstrates that the service supports people to achieve outcomes that matter to them, promotes positive risk-taking and enables people to develop independence. Throughout the inspection we saw examples of people increasing their confidence, developing new skills and taking greater control over their daily lives. This included learning to travel independently, manage their own medication, budget effectively, prepare meals, access employment and volunteering opportunities and develop wider social networks.

People are enabled to achieve meaningful personal goals through a strengths-based approach. One person progressed from requiring significant support to autonomously managing their medication, cooking meals and budgeting. Another individual has been supported to develop life skills, access translated information and achieve their goal of returning to live independently with family overseas. A professional told us, "*I have seen positive outcomes to what is important to individuals… they have worked hard with an individual on cooking where now he can make a Sunday dinner and is planning on inviting his friends to his home to cook them a meal.*"

There is a strong culture of co-production throughout the service. People are consulted and actively influence how the organisation operates. We saw evidence of people acting as Quality Checkers, undertaking service audits, participating in recruitment processes and influencing social events, activities and service developments. During our visit, people attending a provider forum were actively involved in planning a summer event and voting on themes and activities.

People benefit from extensive opportunities to develop and maintain meaningful relationships. The service actively promotes community inclusion through forums, social groups, newsletters, podcasts and partnership initiatives designed to develop friendship networks. We heard examples of people forming lasting relationships through events organised by the provider. One professional commented that families are "*thrilled with the level of support their loved ones are receiving*."

Communication support is tailored to individual needs. Detailed communication plans provide staff with a thorough understanding of how people express their preferences, emotions and choices. We saw examples of innovative approaches to communication, including plans to utilise eye-gaze technology to further enhance an individual's ability to communicate independently.

Care & Support — Good

People receive person-centred care and support from staff who know them well and understand their needs, preferences and aspirations. We found detailed care and support plans that reflects people's strengths, goals and desired outcomes. Care documentation generally provides staff with clear guidance on how support should be delivered in a way that respects people's dignity, promotes their independence and supports positive risk-taking.

Managers and staff have highly personalised information about how people communicate, process information and express consent, anxiety or preferences. Guidance supports staff to adapt their communication styles to ensure people can make informed choices and participate in decisions affecting their lives. We saw good examples of accessible information, communication boards and visual planning tools supporting people to participate in everyday decision-making.

People are supported to develop skills and achieve meaningful outcomes through active support approaches. Evidence demonstrates people increasing control over their cooking, budgeting, shopping and daily living activities. We found examples of staff working with professionals to review support arrangements and identify changes in people's needs. This helps ensure care remains responsive and supports people to access appropriate services when required. Professionals consistently describe improved wellbeing and collaborative working. One social worker stated, "*Individuals are encouraged to maintain independence by carrying out daily living tasks where possible*" and reported improvements to wellbeing, confidence and choice for people receiving support.

We found safeguarding and incident arrangements are generally robust. Staff understand their safeguarding responsibilities and concerns are appropriately identified, reported and referred. We saw evidence that lessons have been learned following incidents and safeguarding investigations. Records and notifications to the regulator demonstrated that actions were taken to reduce the likelihood of similar incidents occurring, whilst maintaining people's rights, choice and independence. This helps ensure people are protected from harm and that support remains responsive to their individual needs.

People are supported to understand and take an active role in managing their medicines wherever possible. We saw evidence of personalised self-administration assessments and risk management plans that promote independence whilst maintaining appropriate safeguards. Clear guidance is available for staff on the administration of medicines, including 'when required' medicines, and competency assessments help ensure practice remains safe and consistent.

Leadership & Management — Good

The provider demonstrates committed leadership and effective governance arrangements that support positive outcomes for people. During the inspection we observed positive relationships between leaders, staff and people using the service. The responsible individual (RI) and registered manager are visible within the service and well known to people receiving support. People are comfortable approaching them directly and relationships appear warm and respectful.

There is a stable workforce, and no agency staff have been required for a prolonged period. Recruitment processes are robust, with appropriate pre-employment checks completed before staff commence work. Training compliance is exceptionally high. Staff demonstrate a good knowledge of the people they support, and the electronic care planning systems used throughout the service. Staff files sampled show appropriate vetting and employment checks have been completed.

Staff supervision arrangements are comprehensive and focused on wellbeing, professional development and reflective practice. We saw examples of managers supporting staff through personal difficulties, discussing training needs and testing understanding of important topics such as mental capacity and safeguarding. The provider has established clear progression pathways and demonstrates a strong commitment to developing staff through internal promotion.

Professionals spoke positively about leadership and partnership working, describing the service as responsive, person-centred and communicative, with supportive managers. We spoke to staff during inspection and they told us they felt supported by managers and are given the right training and guidance to undertake their role competently. One staff member remarked it was "*the best move I could've made*". However, some staff feedback indicated that there are mixed views on staff allocation, rostering, and communication with managers. The RI has set out plans for broader staff engagement and feedback to develop a greater understanding of any issues affecting staff.

The provider has extensive governance and quality assurance arrangements. The service undertakes a range of audits covering medication management, infection prevention, environmental safety, health and safety and service quality. Audit systems identify issues and generate action plans which are monitored to completion. The RI's oversight is evident through regular engagement with services, quality monitoring activities and involvement in investigations. The RI prepares a Quality of Care Review report in line with regulations with a focus on people's experiences and outcomes.

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.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.