Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Voyage (DCA) De Cymru

Orion Suite 16, The South Wales Chamber Of Commerce, Enterprise Way, Newport, NP20 2AQ

01633254421

www.voyagecare.com

The inspection visit took place on 09/09/2026

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 makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

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

Summary:

Voyage De Cymru offers supported living services to people in Newport and the surrounding areas. The service aims to provide person-centred care and support that promotes independence, choice and positive outcomes for the people it supports.

The Well-being of people using the service is Good. People are supported to make informed choices about their daily lives and maintain as much independence as possible. Feedback from people using the service is positive, with people telling us they feel safe, listened to and treated with dignity and respect. We observed warm and respectful interactions between people and care staff and saw people being supported in line with their preferences and individual needs.

Care and Support is rated Good. People's needs are assessed and reviewed regularly, with detailed care plans and risk assessments providing care staff with clear guidance on delivering safe and effective support. Care staff demonstrated a good understanding of people's needs and how to promote choice while managing risks appropriately. Medication and healthcare arrangements support people's health and well-being effectively.

Leadership and Management is rated Good. Staff described managers as approachable and supportive and spoke positively about the culture within the service. Effective governance and quality assurance systems are in place to monitor the quality of care and support continuous improvement.

Findings:

Well-being — Good

People achieve positive outcomes because care staff know them well and provide support that reflects their individual needs, preferences and aspirations. People benefit from consistent relationships with care staff who promote choice, independence and participation in daily life. We found people are supported to maintain control over their lives and make decisions about matters important to them.

People told us they are happy with the support they receive and feel safe living in the service. They spoke positively about staff and described them as kind, approachable and available when needed. People told us they are encouraged to make choices about their daily routines, activities and how they spend their time. Feedback indicated people feel respected and listened to.

We saw warm and respectful interactions throughout the inspection. Staff communicated with people in a calm and friendly manner and responded appropriately to requests for support. People appeared comfortable in the presence of staff and engaged confidently in conversations and activities. We observed staff offering choices and supporting people in a way that promoted dignity and independence.

Records showed people are involved in planning and reviewing their support. Personal information reflected what matters to people, their preferred routines, interests and personal outcomes. Care records demonstrated people are supported to maintain important relationships with family and friends and participate in activities within their local communities. Support arrangements recognised people's individual strengths and abilities.

Many people benefit from opportunities to access activities and experiences that are meaningful to them. Staff demonstrated a good understanding of people's interests and the importance of promoting engagement and inclusion. People are encouraged to develop and maintain skills wherever possible, supporting their confidence and well-being.

The service promotes a positive culture where people are treated as individuals and are supported to express their views. Feedback received, observations made and records reviewed provided consistent evidence that people's well-being is promoted effectively. People experience positive outcomes because they receive person-centred support from care staff who understand their needs and are committed to helping them live fulfilling lives.

Care & Support — Good

People receive safe and effective care and support because care staff understand their needs and have access to clear guidance to inform their practice. Support is planned and delivered in a way that promotes people's health, safety, well-being and independence.

We reviewed a sample of care records and found personal plans contain detailed information about people's assessed needs, preferences and desired outcomes. Plans provide care staff with clear guidance on how support should be delivered and are reviewed regularly to reflect changes in people's circumstances. Information is organised and accessible, helping staff to provide consistent support.

Risk assessments are thorough and identify areas where people may require additional support to remain safe. We found risk management arrangements balance safety with independence and help people take positive risks where appropriate. Care staff demonstrated a good understanding of the measures in place to reduce risk whilst supporting people to maintain choice and control.

People told us they receive the support they need and are involved in decisions about their care. They said care staff respond when support is required and understand their preferences. Discussions with care staff demonstrated a strong awareness of individual needs and the support people require to achieve positive outcomes.

We saw staff supporting people in a respectful and patient manner. Support was delivered at an appropriate pace and care staff adapted their approach according to individual communication and support needs. Interactions demonstrated positive relationships between staff and people receiving support.

Medication arrangements are safe and well organised. Records reviewed were completed appropriately and systems were in place to monitor and manage medicines effectively. We also found evidence of healthcare involvement when required. Records showed people access health services and specialist support to help maintain their physical and emotional well-being.

Daily records demonstrated ongoing monitoring of care and support needs. Information was recorded consistently and provided evidence of continuity in care delivery. People benefit from care and support that is well planned, regularly reviewed and delivered by care staff who understand their individual needs. Effective systems help ensure people receive support which promotes their safety, well-being and personal outcomes.

Leadership & Management — Good

People benefit from a service that is well managed and supported by effective leadership arrangements. Leaders promote a positive culture and provide care staff with the guidance and support needed to deliver good quality care and support.

Staff consistently told us managers are approachable, supportive and available when required. They described positive working relationships and said they feel able to raise concerns and seek advice. Care staff spoke positively about teamwork within the service and demonstrated a commitment to supporting people to achieve good outcomes.

We found staff understand their roles and responsibilities. Discussions with staff showed a good awareness of safeguarding responsibilities, reporting arrangements and the importance of providing person-centred care. Staff told us they have access to training and support which helps them carry out their roles effectively.

We reviewed a sample of staff records and found appropriate recruitment arrangements were in place. Records demonstrated staff receive training relevant to their roles and responsibilities. Supervision and support arrangements help staff reflect on their practice and maintain their knowledge and skills.

Management systems provide oversight of the service and support continuous improvement. We reviewed quality assurance and governance records which demonstrated monitoring arrangements are in place. Audits and reviews help identify trends, monitor service quality and support ongoing development. Managers showed a good understanding of the strengths of the service and areas they continue to develop.

Throughout the inspection, management engaged openly and constructively with the inspection process. Information requested was provided promptly and discussions were transparent. This provided assurance that leaders are committed to maintaining standards and responding positively to feedback.

The service benefits from a stable and supportive culture where people, staff and stakeholders are valued. Governance arrangements support the delivery of safe and consistent care and provide an effective framework for monitoring quality. Overall, leadership and management arrangements contribute positively to people's experiences and outcomes by promoting a culture of accountability, learning and continuous improvement.

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.