Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

New Directions Care and Support

Lambourne House , Lambourne Crescent , Lambourne House, Lambourne Crescent, , Cardiff , CF14 5GL

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www.ndcare.co.uk

The inspection visit took place on 09/07/2026

Service Information:

Operated by:	ND Care and Support Limited
Care Type:	Domiciliary Support Service
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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

The service provides highly personalised care and support, enabling people and children to achieve outcomes which matter to them.

'Well-being' is rated 'excellent' because people and children generally benefit from staff who understand their needs, preferences and aspirations. People and children develop confidence, independence and community connections through tailored support arrangements. This includes participation in social activities, education, healthcare appointments and opportunities which promote personal growth and well-being. The service demonstrates a flexible and responsive approach, adapting rapidly to changing circumstances and supporting families during periods of crisis. Positive partnership working with professionals, relatives and commissioners helps maintain a clear focus on achieving desired outcomes.

'Care and support' is rated 'excellent' because planning is comprehensive and person-centred, providing clear guidance for staff to ensure safe and effective care delivery. The majority of people experience reliable care.

'Leadership and management' is rated 'excellent' because robust quality assurance processes monitor many aspects of service provision, promoting continuous improvement. Care staff feel supported and have good learning and development opportunities. The provider is aware of service areas which need development including reporting quality, but there is no impact on people or service delivery due to the layers of leadership and effective oversight.

Findings:

Well-being — Excellent

People and children experience excellent well-being outcomes because support focuses on their aspirations, strengths and opportunities. Staff work alongside people and children to promote independence, choice, inclusion and participation, enabling them to lead fuller and more meaningful lives. We found numerous examples of people and children achieving outcomes which had previously seemed difficult or unattainable. People and children experiencing social isolation, anxiety or limited engagement with their communities receive support to develop confidence, access meaningful activities and establish positive relationships. Examples include helping people to attend university, participate in swimming, bowling and trampolining, engaging in community groups and enjoying wider social opportunities.

A particular strength of the service is its relationship-based approach. Staff are carefully matched with people and children according to personalities, interests and communication needs, promoting continuity and helping trusting relationships develop over time. One relative told us, "*My son's carer is his second Mum. She looks after him in exactly the way I would*." Another person commented, "*She has gone above and beyond to make me feel secure, supported, and welcome*." These examples reflect a culture where most people and children feel valued, respected and genuinely listened to.

The service supports people and children to pursue interests and experiences which matter to them. For example, one person with a visual impairment is experiencing opportunities because of the servicey they receive. They now attend cinema trips, karaoke and social events, broadening experiences and increasing community participation. The service has also developed links with community organisations, creating further opportunities for social inclusion and relationship building.

The service responds flexibly when circumstances change. Staff and managers arrange additional support during periods of crisis, helping maintain stability and safety for people, children and their families. Professional feedback recognised this responsiveness, "*Can I just thank you for your agency's hard work in supporting X and Y during this challenging period*..."

Although outcomes are excellent overall, opportunities remain to strengthen Welsh-language provision. Generally there is no impact, but some bilingual people and children are not routinely

able to speak in the Welsh language when receiving care and support.

Care & Support — Excellent

People and children receive overall high-quality care and support, delivered through strong person-centred approaches and a clear focus on achieving positive outcomes.

Care planning is a notable strength. Records provide detailed information regarding people and children's needs, preferences, communication methods, health conditions, risks and desired outcomes. Plans promote strengths, choice and independence, supporting staff to deliver personalised support which reflects each person's circumstances and aspirations. Plans are exceptionally detailed and extremely person centred.

Partnership working is particularly effective. Staff collaborate closely with people, children, relatives and professionals, ensuring support remains responsive to changing needs. A social worker praised the service's contribution and professionalism, commenting on members of the team, "*It has been the definition of collaborative working… ..been proactive and creative to adapt the package to best suit the family's changing needs... matched staff with this young person excellently*."

People and children receive effective support to access healthcare services and specialist interventions. Records demonstrate involvement from a range of professionals, including hospital teams and speech and language specialists where needed. Specialist healthcare needs are supported through training, guidance and ongoing review, helping maintain safety whilst promoting independence wherever possible.

Daily records are comprehensive. Documentation records care delivery, achievements, health monitoring, communication with professionals and progress towards personal goals. Improvements in the service's reviewing of personal plans has helped to focus on people and children's desired outcomes and their achievements.

People and children are protected through safeguarding processes, risk assessments and responsive management arrangements. We saw positive examples of emergency care packages implemented at short notice, helping protect people during periods of increased risk, uncertainty and vulnerability. The majority of call delivery times are as expected, within agreed parameters. The service provides continuity of care and support through regular care workers where possible.

Leadership & Management — Excellent

Leadership and management arrangements support positive outcomes for people and children through effective oversight, a supportive culture, and clear commitment to continuous improvement. The service benefits from experienced leadership and established governance systems, promoting consistency and quality across service delivery.

The provider has developed extensive quality assurance arrangements, including audits, incident monitoring, safeguarding reviews, call monitoring, quality reports and action planning processes. Auditing systems are strong and pick up any patterns which need addressing. These systems provide managers with valuable information regarding performance, and support identification of areas requiring further development. The responsible individual (RI) has oversight of the service, using auditing tools and management reports to consider the quality of care delivered, in addition to their own visits and consultation with people. We found required reports need strengthening; however, the organisation is currently reviewing the report format. There is no impact on service delivery.

A positive organisational culture is evident throughout the service. Staff consistently describe managers as approachable, supportive and responsive. Feedback reflects positive working relationships and a sense of belonging within the organisation. Staff comments included, "*I feel part of a team*," "*Great communication, very supportive management*," "*ND care is the best company to work with*." We saw staff rotas showing some care workers working excessively long hours on some days, but this was not consistent, with staff help cover absences in order to provide continuity.

The service provides staff with structured induction, supervision, training and professional support. Personnel records demonstrate appropriate recruitment processes and workforce development arrangements. Additional resources are available through the wider organisation, including specialist compliance, recruitment, legal and training teams. This strengthens operational resilience and governance. Policies and procedures support the service and are kept under review.

Management demonstrates a commitment to learning and service development. Incidents, safeguarding concerns and performance information are routinely reviewed, supporting reflection and helping drive improvements. The provider is aware of ongoing issues with recruitment and retention of staff in the care sector and provides suitable support and good working conditions in order to minimise staff turnover.

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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