Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

ND Care andSupport

New Direction Care & Support, 39-47, Somerset Street, Abertillery, NP13 1DL

01495733610

www.ndcare.co.uk

The inspection visits for this service took place between 24/02/2026 and 09/03/2026

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	Good

Summary:

ND Care & Support is a domiciliary support service that provides care services across the Gwent area. They support a wide range of people in their own homes, including those with illness, physical disability, learning impairment or dementia; some of whom may have additional complex needs or require palliative care.

We rated well-being as excellent. People feel respected, listened to and fully involved in decisions about their care. People told us they have strong, trusting relationships with regular care workers, and families described feeling reassured by the continuity and reliability of the support provided. People are encouraged to make choices, maintain independence and take an active role in their daily routines.

We rated care and support as excellent. Personal plans are detailed, coproduced with people and their families, and clearly outline what matters to people. Care staff follow these plans well, enabling people to achieve their outcomes. Call-time records show visits happen when expected and people benefit from small, consistent teams of care workers who know them well. Daily notes

are thorough and help care staff identify changes early, ensuring safe and proactive care.

We rated leadership and management as good. The service is well organised and care staff feel supported. Leaders carry out regular audits, respond to feedback and act quickly when issues arise. Care staff receive regular supervision and training. Overall, people receive safe, reliable and person-centred care from a committed and well-coordinated team.

Findings:

Well-being — Excellent

People experience excellent well-being because the service consistently delivers care that is highly personalised, emotionally attuned and focused on what matters to individuals. Personal plans and daily notes contain detailed, individualised information such as preferred routines, meaningful activities and small but important personal preferences. These details reflect an understanding of each person's identity, enabling care staff to provide support that promotes comfort, dignity and autonomy.

Care is delivered with warmth, humour and genuine connection, creating positive and uplifting daily experiences. Creativity is embedded in daily practice. We saw examples where care staff play music during personal care tasks to create a dignified, comforting atmosphere. This transforms intimate tasks into positive experiences tailored to the person's emotional needs.

People describe feeling respected, valued and supported by the care staff who visit them. Feedback gathered during inspection shows very positive experiences of the service, with people highlighting how care staff improve their well-being and confidence. One person told us the support they receive is *"Five star, brilliant and fantastic,"* explaining that care staff are *"Worth their weight in gold."* Relatives we spoke to reported they feel great relief and have complete trust in the care staff delivering care.

People we spoke to described care staff as consistent, kind and respectful, noting that care staff *"Never rush," "Arrive on time,"* and *"Go out of their way"* to support people beyond expected tasks. One person explained how continuity makes a significant difference, telling us that their relative *"Has the same four carers, regular as clockwork."* These comments demonstrate the strong, trusting relationships central to people's well-being.

Another person receiving support told us that carers help maintain their emotional well-being each day. They told us they *"Wake up every morning and end each day laughing."* They also described how care staff have enabled them to maintain independence, explaining that the support they receive has *"Enabled me to live as independently as I can".*

In daily call logs care staff describe how people present during visits, enabling early detection of changes in mood or health. This helps identify when someone needs reassurance, additional support or further monitoring. People achieve excellent well-being outcomes. The service excels in delivering compassionate, personalised support that enhances people's daily lives.

Care & Support — Excellent

People experience excellent care and support because the service is well organised, thoughtful and focused on helping individuals achieve what matters to them. Care staff know the people they support well, and this is reflected in detailed personal plans. These plans include important information about people's routines, preferences, communication needs and what they want to achieve. The use of the *This Is Me* tool helps care staff understand each person's background, strengths and identity, so care feels personal and meaningful.

Care staff use these plans effectively in their day-to-day work. They encourage people to do as much as they can for themselves and provide the right level of support when needed. As a result, people make clear progress towards their personal goals. When someone's needs change, care staff adapt their approach and update the plan, so it remains accurate and helpful.

The service provides very reliable and consistent care. Call-time checks show that visits happen when they should. People and relatives say this gives them peace of mind. They also value having a small, stable team of care staff who know them well and understand their routines. When unexpected issues arise, care staff contact people promptly, so they are kept informed and reassured.

Reviews of care plans take place regularly and involve both the person and their family. These reviews are meaningful and show clear updates to goals, risks and support strategies. They help ensure everyone understands what is working well and what may need to change.

Daily notes are detailed and provide important information about how people are feeling at each visit. Care staff record changes in mood, comfort and general health. This helps identify early signs of illness or distress so that action can be taken quickly. This proactive approach plays a big part in keeping people safe and well.

The service works very closely with a wide range of professionals, including the Oral Health Improvement Team and Community Nursing Services. These strong professional links ensure people receive seamless, well-coordinated care, and help care staff respond quickly when health needs change. This collaborative approach reflects excellent practice and makes a clear difference to people's safety, comfort and overall outcomes.

People and families are genuinely involved in decisions; plans are detailed and kept up to date; care is delivered safely and reliably; and care staff use their knowledge and skills to provide warm, person-centred support that helps people live well and achieve their goals.

Leadership & Management — Good

The service is well led and well managed, with good systems in place to make sure people receive safe and reliable care. Leaders are visible, approachable and create a positive environment where staff feel supported and confident in their roles. A person working at the service described the service as *"Well organised, reliable and focused on providing compassionate, high-quality care,".* Care staff we spoke to stated that managers are *"Supportive and responsive"* when they need help.

Leaders regularly check how well the service is working. They carry out audits of care plans, medication records, supervision arrangements and call times. The Responsible Individual (RI) completes thorough Quality of Care Reviews and annual reports that bring together feedback from people, families and care staff. These checks help the service identify what is going well and what needs to improve, such as communication, staff wellbeing and updating certain policies.

Care staff receive regular supervision, and team meetings are used effectively to reinforce good practice around record keeping, punctuality, safeguarding and professional conduct. Care staff actively contribute to these meetings, helping to shape improvements and maintain consistent standards. The service also plays an active role in the local community by organising events such as its own Santa's Grotto at Christmas time and joining Alzheimer's Society Memory Walks, promoting positive community connections.

The service has recently moved to a new system, which the service provider expects will strengthen oversight even further. Once fully embedded, the service expects this system will support the good practice already in place and make record-keeping clearer and more efficient.

Care staff feel valued and listened to, and many told us they are supported through both work-related and personal challenges. This positive culture has helped the service maintain low staff turnover, which means people receiving care benefit from familiar, stable teams.

Leaders also gather feedback through visits, questionnaires, call monitoring and complaints analysis. When people raise concerns, action is taken promptly, and compliments are shared with care staff, promoting a culture of pride and recognition. Safeguarding is approached as a learning process within the service, with leaders using any concerns or incidents to reflect on practice, strengthen systems and support care staff to continually improve.

Overall, leadership and management are good. The service is well run, care staff are supported,

and leaders are committed to continuous improvement, which helps ensure people receive safe, consistent and high-quality care.

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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