Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

ND Care and Support West Wales

N D Care & Support, Unit 3 Block A Llys Y Barcud, Clos Gelliwerdd, Llanelli, SA14 6RX

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www.ndcare.co.uk

Date(s) of inspection visit(s): 30/07/2025

Service Information:

Operated by:	ND Care and Support Limited
Care Type:	Domiciliary Support Service
Main language(s):	English
Promotion of Welsh language and culture:	The service provider 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 and Support West Wales provides a high-quality domiciliary support service which consistently promotes excellent well-being outcomes for people. They are treated with dignity and respect, and their voices are actively heard through various feedback channels. People feel safe, valued, and supported to maintain independence and achieve personal goals. The service is bilingual and promotes Welsh language and culture in line with the Active Offer.

Care and support is excellent. Personal plans are regularly reviewed, person centred, detailed and co-produced with individuals. Staff demonstrate strong understanding of people's needs and deliver care which is compassionate, responsive, and effective. Risk management and medication practices are safe and well-integrated.

Leadership and management are good, with effective governance arrangements and a positive organisational culture. Staff are well-supported through structured induction, supervision, and training. Recruitment practices are thorough, and most staff are registered with Social Care Wales. While Responsible Individual (RI) visits are conducted regularly, the documentation could be strengthened to include clearer analysis and measurable actions.

Findings:

Well-being — Excellent

People are treated with dignity and respect. They are actively supported to identify their well-being outcomes and encouraged to build on their strengths. We saw people expressing their views in written and video testimonials and they demonstrate how people are empowered to live fulfilled lives, maintain independence, and achieve their aspirations. These examples reflect a culture of listening and responsiveness, where people's voices are heard and acted upon.

Feedback from people using the service was very positive. Individuals described feeling safe, valued, and listened to. People told us; "*They (Care staff) are excellent*," "*I feel safe*," and "*I get the help I need*" and reflect a compassionate and responsive care culture. Family members also praised the service, highlighting consistent communication, reliability, and the kindness of care staff.

People have extensive control over their day-to-day lives. They are involved in decisions which affect them, and have accessible information tailored to their communication needs. Advocacy is available where required, and the service demonstrates a very strong commitment to promoting people's rights and entitlements.

Care staff are skilled in supporting people to make decisions and work in close partnership with families and external professionals. This is evident in the support provided for health appointments, dietary needs, and social integration, including meaningful activities.

People's emotional and psychological well-being is actively supported. The service fosters a culture of openness and empathy, and some people are encouraged to engage in enriching experiences. Initiatives such as charity work, demonstrate creative approaches to community engagement and education, enhancing people's sense of purpose and safety.

The service is bilingual and promotes the Welsh language and culture in line with the Active Offer. People's language preferences are respected, and communication needs are met through tailored resources and methods.

Safeguarding systems are robust. People feel safe and protected, and concerns are dealt with effectively. Complaints are managed with transparency and prompt follow-up, reinforcing a culture of trust and accountability. Overall, the service demonstrates exemplary practice across all aspects of well-being, resulting in consistently high-quality outcomes for people.

Care & Support — Excellent

People consistently receive high-quality, person-centred care and support which enables achievement of personal outcomes. The local authority informs initial assessments, and information provided supports development of highly effective personal plans tailored to individual needs and preferences. Personal plans are highly detailed, strengths-based, and provide clear guidance for care staff to deliver support which promotes dignity, independence, and positive well-being. Plans are reviewed regularly and co-produced with people to ensure their goals, routines and preferences are identified. Evidence shows people are supported to remain in their chosen homes, with measures in place to maintain safety and continuity of care.

People are involved in decisions affecting them, supported by clear, accessible information suited to communication needs. This empowers people to make informed choices and ensures care remains responsive and inclusive.

The provider ensures care staff have necessary information and training to meet needs effectively. Risk management is proactive and integrated into care planning, ensuring people experience safety and dignity.

Care staff record visits with clarity and consistency, using prompts linked to personal plans to ensure responsibilities are met. Medication support is safe and person-centred, with systems in place to manage self-medication and respond to errors appropriately.

Health needs are supported and assistance to access health services where necessary. The service works closely with external professionals and families to ensure continuity and quality of care. Compliments from professionals and family members highlight positive impact on people using the service.

The service promotes a culture of compassion and responsiveness, where people's voices are heard and preferences respected. Staff demonstrate strong understanding of individual needs and show commitment to delivering care which enhances well-being. Overall, the service excels in delivering care and support which is safe, effective, and deeply personalised, resulting in excellent outcomes for people.

Leadership & Management — Good

The service provider has effective governance arrangements in place which support the delivery of high-quality care and support. Leaders promote a positive culture, and nearly all care staff told us they feel supported in their roles and receive the training and guidance needed to carry out their duties effectively. Staff morale is high, and incentives offered by the organisation are well received.

Professional relationships are strong, with external professionals reporting effective communication and collaboration. Recruitment processes are robust, with thorough vetting and well-organised staff files. New staff complete a structured induction and probationary period, including the All-Wales Induction Framework, and most hold qualifications relevant to their roles.

Staff are offered contracts with guaranteed hours, and supervision records show contractual arrangements are reviewed regularly. Supervision and appraisals are consistently carried out and include detailed discussions around performance and training needs. Nearly all care staff are registered or working towards registration with Social Care Wales.

Team meetings are held bi-monthly and provide a forum for discussing care delivery and service improvements. The Cross Hands branch has received recognition for excellent practice, reflecting the organisation's commitment to quality.

Care staff told us they receive the skills and training needed to carry out their roles effectively. Training is delivered through a combination of face-to-face sessions and e-learning, with compliance monitored and overseen by the manager. Safeguarding policies are up to date and aligned with current national guidance, supporting safe and informed practice across the service.

RI visits are undertaken regularly and provide details of consultation with people and care staff. However, details of records reviewed, trends and patterns, and identified actions are limited and require strengthening to support continuous improvement across the service. Quality assurance reports are completed every six months and include good analysis of feedback from people, families, and professionals. Actions are identified and contribute to service improvement. While systems meet regulatory requirements, further focus on measurable actions and consistent oversight would enhance governance and support progression toward improved 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.

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