Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Voyage (DCA) Powys

Cwrt Cae Felin, Welshpool, SY21 7FD

01938 552513

www.voyagecare.com

Date of Inspection Visit: 03.06.2026

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 service provider anticipates, identifies, and meets the Welsh language and cultural needs of people.

Ratings:

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

Summary:

Voyage (DCA) Powys provides care and support within community-based settings, including domiciliary care, outreach services, and resource centres, as well as in individuals' own homes through supported living. It supports adults aged 18 and over, regardless of gender, living with a range of disabilities and health conditions.

People experience good wellbeing outcomes as they are supported by a consistent stable experienced staff team who know their needs well. The service promotes autonomy, choice and control, enabling people to lead fulfilling lives.

Care and support is good demonstrated by consistent and genuine person-centred care. Personal plans are detailed and clearly outline individual needs, preferences, and support arrangements. The service works closely with external professionals to ensure coordinated holistic support for people.

Leadership and management is effective with the Responsible Individual (RI) demonstrating clear oversight and proactively identifying areas of improvement. There are systems in place to support and evaluate new ideas. Staff are well supported through training, policies and safeguarding arrangements.

Findings:

Well-being — Good

People are treated with dignity and respect and are supported to express their views and achieve personal well-being outcomes which matter to them. They are encouraged to use and build on their strengths, having meaningful control over daily life choices, including routines, activities and finances. Positive and supportive interactions between staff and people contribute to a warm environment. Staff listen to people, provide information in accessible formats and support informed decision-making. Care is personalised, promotes independence and is guided by personal plans created with people and where appropriate, their families or representatives. People and their representatives told us they feel respected and valued. People using the service are supported to contribute to questionnaires, with feedback demonstrating a positive response about their experiences. One person told us "*I have been supported to reach a recent goal which is supporting my independence. Staff are helpful and kind and they support me well".*

During the inspection, we found people are supported to maintain independence and exercise choice within their living arrangements through positive and proactive risk management. People told us they feel in control of their lives and are safeguarded from harm, with appropriate referrals made when required. Staff support people to manage their physical health and emotional wellbeing, seeking timely advice from health and social care professionals when needed. People receive structured and meaningful support aligned with their preferences, including opportunities such as farm work for those who enjoy it. We saw people have access to appropriate technology and equipment, enabling them to achieve their wellbeing outcomes. People are supported to access the internet safely, and some are progressing towards greater independence, reflecting a strong focus on developing life skills and promoting autonomy.

People are supported to access structured activities, community events and skill-building opportunities which promote engagement, strengthen social connections and support personal development, in line with their individual preferences and identified outcomes. They share their views through meetings which inform service delivery and the provider works effectively with external partners to ensure access to information, advocacy and ongoing support. People told us they feel part of a strong and sustained culture of openness, where views are listened to without judgement. They feel their emotional and psychological wellbeing is actively supported and enhanced. They told us they are well supported to understand their rights and entitlement, and many are achieving positive outcomes, including improved health awareness, strengthened family relationships and increased independence.

Professionals we spoke with told us support is person centred and provided consistently. We saw

flexible and creative approaches developed with people to manage risks at an early stage and reduce the likelihood of harm, particularly for those who may find it difficult to express their views. People told us they know how to access the on-call system, and the office is open 24 hours. Safeguarding arrangements are effective and involve collaborative working with people and external agencies. Staff demonstrate a clear understanding of safety, balancing risks and positive outcomes to support wellbeing and community involvement. The service has an accessible user guide explaining how to raise concerns or complaints, and people told us they know how to raise concerns. People told us they have confidence in the manager's response when issues are raised.

Care & Support — Good

People receive consistently good quality, person-centred care and support that promotes independence and choice. Staff understand people's needs well and support them to live as independently as possible. Managers complete thorough pre-admission assessments to ensure needs, preferences and potential impact on others are fully considered. Care plans are detailed, up to date and outcome-focused, with people actively involved in their development and review. People told us they feel confident to express themselves, maintain control of their daily lives and sustain important relationships, with staff supporting contact with family and friends.

Staff provide compassionate care and support that respects people's preferences and independence, proactively working with health and social care professionals to meet complex health needs. Regular multi-disciplinary meetings are held to ensure care remains responsive and aligned with best practice. The service provider told us they promote the use of Welsh language where preferred, supporting communication and inclusion for people. People told us they have opportunities for holidays and take part in meaningful activities of their choice. People are involved in finding these activities and in planning them, and people told us this increases their confidence. Daily records are detailed and show care provided and relevant information about people's wellbeing.

Medication is managed safely, with effective systems in place for storage, recording, and administration. Regular audits are completed. Staff complete medication competency checks and care records clearly evidence decision making around medication administration and timing.

There are effective safeguarding systems in place to protect people from harm and abuse. These arrangements include a strong programme of staff training, clear reporting processes and regular risk reviews, which support people to feel safe. Robust risk assessments are in place to identify and minimise individual risk. Staff understand and follow the Wales Safeguarding Procedures and people we spoke with told us their dignity is consistently upheld. People are supported to do as much as they can for themselves and arrangements are in place to ensure people's voices are heard. Where Deprivation of Liberty Safeguards (DoLs) apply, these are appropriately authorised, regularly reviewed and remain the least restrictive option, demonstrating a commitment to upholding people's rights. Staff have the knowledge and skills to minimise restrictive practice while promoting safety and independence.

Leadership & Management — Good

People benefit from strong, visible and effective leadership underpinned by robust governance arrangements which promote a positive, compassionate, and person-centred culture. Leaders set clear expectations, foster accountability, and demonstrate a sustained commitment to improving outcomes for people. The RI maintains effective oversight through regular three-monthly visits, incorporating feedback from people and staff. The service provider also seeks feedback from family members through meetings, ensuring views inform service development. People's representatives told us they feel supported by the manager and leadership team through open communication, regular meetings, and an approachable, responsive approach to concerns. Staff told us the leadership team is visible and approachable, with an open-door policy, and described a positive environment where views are listened to, valued, and acted upon.

We saw well-established governance systems which effectively monitor standards, drive continuous improvement, and ensure care aligns with people's wishes and preferences. A detailed Quality of Care report meets regulatory requirements and provides a clear, analytical review of service performance. The manager completes structured audits that identify areas for improvement and inform timely action. Supervision records confirm prompt responses to findings, demonstrating proactive and effective leadership.

People are supported by a skilled staff team. Induction and probation processes are detailed, clearly record key dates, and track staff progress. Managers ensure staff complete specialist training supported by competency assessments to promote safe practice. Regular staff and people's meetings evidence how views influence the service. Staffing levels meet people's needs. Care coordinators and managers maintain detailed support plans that reflect individual needs, clearly identifying risks, mitigating actions, and the impact of behaviours on others. Staff complete required training in line with guidance and receive regular supervision as per Regulations. People have access to advocacy support where required and positive feedback is captured through the good news book. Leadership team produce analytical governance reports, demonstrating oversight and driving continuous improvement.

Staff complete comprehensive mandatory and service-specific training, maintain high levels of compliance, and demonstrate a positive attitude towards learning. They receive regular supervision and told us they feel well supported in their roles, valued, and able to raise concerns. Staff told us they have trust in leadership, particularly in how complaints are managed.

Policies and procedures provide clear, up-to-date guidance aligned with legislation and best practice. Leaders ensure these are accessible and embedded through supervision, training, and team meetings, promoting consistency, accountability, and high standards of care. The provider maintains a skilled, well-supported workforce; all care staff are registered with Social Care Wales and meet required qualifications. Recruitment and vetting processes are robust, with timely

Disclosure and Barring Service (DBS) renewals. People supported by Voyage have access to clear information about how the service is provided and how their records are maintained.

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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