Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

ND Care and Support Cwm Taff

Office Suite 112
C5 Business Centre
North Road
Bridgend
CF31 3TP

Date Inspection Completed

29/01/2025

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About ND Care and Support Cwm Taff

Type of care provided	Domiciliary Support Service
Registered Provider	ND Care and Support Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	23 January 2024
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

People receive dignified care and support from a consistent team of care workers who go above and beyond to make a positive difference to people. The service never misses delivery of care as management form part of the workforce when required, and calls are nearly always delivered on time. People are helped to maintain or improve their physical and mental health. All documentation around care and support is complete and of a good standard.

A relatively new management team, recruited and developed by a highly competent manager, ensures the service is run smoothly. Excellent measures are taken to consider risk when providing care. There is effective auditing of the service by the manager and wider organisation, helping to develop and improve the service, often guided by feedback from people through consultation. Safe recruitment processes are followed and there is an outstanding induction and training programme to ensure care workers are confident and competent.

The provider has a responsible individual (RI) who considers the quality of care being delivered by the service. They visit the service and produce required reports. They are supportive of the service. They recognise the outstanding contribution the manager has made to ensure amazing progress over the past year to meet improvements required, with achievements surpassing expectations.

Well-being

The provider ensures people are listened to and treated with the utmost dignity and respect. The service makes every effort to consult with people from point of assessment through to regular reviews of personal plans. People tell us "*They listen and adjust the care*," if this is needed, and "*We have regular reviews*." Care workers go above and beyond to listen to people, especially those living with dementia, to help, and reduce anxieties. By listening, care workers know how people like their care and support delivered and when the person may need extra support with, for example, contacting health professionals. One person told us how they appreciate their care workers and said, "*I've got to know them, and I'd class them as friends*." The service offers a service in Welsh so people can choose care to be delivered in their preferred language. The service has an on-call system which allows people to contact the office for help at any time, with people telling us, "*There's good back-office support too*." The provider ensures people have a variety of ways to give feedback about the care and support they receive so this can inform the service development. People feel they are treated with respect with one commenting "*I like their positiveness, being treated with dignity and the way they keep confidentiality*."

The service goes over and above to help people stay healthy and do things they like to do. Care and support are provided as outlined in the personal plans, including provision of meals and medication administration. A consistent staff team know people well, and care workers are matched to support good working relationships. This puts people at ease, with care workers taking an interest in people, which they like. When people find it difficult to manage their own health, care workers are responsive. The service communicates well with professionals, people, and families to support the best possible outcomes. One family member told us "*They're very good, they'll phone the GP or nurse then let us as a family know. It takes the burden off us. They're so quick to pick up on things*." Other people or families told us of the professional, kind and attentive care provided which promotes people's well-being, with care workers often doing things in their own time to make a difference.

The service takes outstanding measures to make sure people are kept safe from harm. The service considers if it can safely provide the care and support the local authority commissions. The service is exemplary in advocating for people to ensure their safety. This includes helping to make sure the care and support required can be delivered safely in the time commissioners provide. Personal plans are developed to outline how care and support is to be provided and includes relevant risk assessments, including how to help people move safely. Health professionals such as occupational therapists are consulted and involved in considering the risks around this. There are safe recruitment processes to check care workers are fit to work with people. Care workers have appropriate induction, training, supervision and competency checks and feel well supported.

Care and Support

The service has strong systems in place to ensure person centred care is delivered. The service considers the person and their needs through an assessment. This allows people or their relative the opportunity to tell the service how they would like their care delivered and any special requirements. The service tries to accommodate people's wishes, including preferred call times. One person told us "*They adjust the care if I need it*." Personal plans are reviewed with people as required. The plans capture details around the care to be delivered. People and/or their relatives can see the plans on a mobile App and the provider can see what care and support is being delivered in real time. Care workers complete daily records to show the care provided. One relative told us "*The App is brilliant, I can check if the tablets have been given*," so they feel reassured though they don't live nearby. The service regularly reviews the quality of the care and support with people, and makes any adjustments required. Communication is effective, with one person saying, "*Everything is explained to me in stages*." The service tries, where possible, to match a person with suitable care workers to promote good working relationships based on common interests.

People receive highly dignified care and support. We received an overwhelming response from people and their relatives who told us care workers are "*Helpful*," "*Kind*," "*Polite*," "*Friendly,*" and "*Attentive.*" Many told us how the service or their care workers go over and above to support a person's well-being, for example, completing small additional tasks, or turning up a little early to ensure the person had time to get ready for an appointment. People told us "*I don't feel rushed*," and "*They always ask me if I want anything else done*." People find the service professional, adhering to policies such as confidentiality, with one person commenting how important they find this. People mostly have a regular care team who supports them. One person told us, "*They're very friendly and there's great continuity of staff provided*." People are actively offered a service in the Welsh language without them having to ask for this.

Care workers provide outstanding support, promoting people's physical and mental well-being. If required, people have support with maintaining or improving their health, including monitoring their diet, fluid intake, and medication. When needed, the service helps people to make referrals to the right health professionals to access support and equipment. The service finds innovative ways of working to help people achieve their desired outcomes. For example, the service provider recently went above and beyond to help a person secure appropriate equipment which helped their emotional and physical well-being. Several family members have told us how care workers have made a positive impact on their relatives who may be living with dementia, helping to put them at ease, talking about things of interest to them, with one stating, "*I've noticed a massive difference in their mental health, they help them to feel they're not a burden*."

Leadership and Management

The service has robust monitoring systems in place. The organisation has tiers of management who visit the service, auditing the quality of service delivered, while being very supportive of the staff team. The RI considers all aspects of the service provided and is in the process of improving their reporting which is hoped to benefit people's well-being even further. The provider has responded to the previously identified areas for improvement, supporting a relatively new management team to undertake changes which have proved to be highly effective. This has been supported by investment in electronic systems allowing instant oversight of the status of the service for all management. The service has a comprehensive suite of policies and procedures for care workers to follow. The provider offers opportunities for people to receive key documentation in the Welsh language, and exceptional measures are taken to produce a 'statement of purpose' and 'service user guide' in an attractive, easy-read format. This is beneficial for people's wellbeing as it means everyone has access to this information, regardless of their communication abilities.

A knowledgeable, skilled and highly effective manager ensures the service is run smoothly. The manager has exceptional oversight of the day-to-day operation of the service. They have recruited a management/ office team who work well together to support the wider workforce. One staff member told us "*There is a teamwork spirit between the management and staff. No discrimination, and everyone is treated equally*." This approach has promoted improved stability and morale within the staff team, with positive impact on service delivery. People and staff can easily contact the office by phone for support, and one family member told us "*They're good, easy to get along with*." The office staff manage the scheduling of visits which is working very well. One staff member told us "*There's good schedules and hours are adjusted to allow travel times*," and everyone we spoke with told us they always get their calls, and these are rarely late. The manager and wider team take admirable measures, helping people to uphold their rights to ensuring their call times are of adequate length to complete work safely. This involves challenging commissioners of the service.

The service has excellent systems to recruit, train and support the workforce. Personnel files contain all necessary documentation including checks to show staff are suitable to work with people. An extensive induction programme with face-to-face training and opportunities to shadow other care workers is effective in providing competent and confident care workers. Ongoing training includes specialist subject areas to support people's needs. Care workers told us the learning and development opportunities are excellent. We saw good records of supervision meetings held between care workers and their line manager. Care workers told us "*We are very well supported*," and "*It's a good company to work for*."

Summary of Non-Compliance	
Status	**What each means**
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
36	The service provider must ensure that any person working at the service receives training appropriate to the work to be performed by them.	Achieved
8	There are ineffectual systems, audits and action plans in place to monitor the service and take action when problems are identified. These systems are required to ensure that people are safe, receive a quality service and action is taken when necessary.	Achieved

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