Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

CTD Care Service Limited

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http://ctdcareservices.com

The inspection visits for this service took place between 03/06/2026 and 04/06/2026

Service Information:

Operated by:	CTD Care Services Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

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

Summary:

CTD Care Services provides domiciliary care and support to people in their own homes, promoting their well-being through a person-centred approach. Well-being outcomes for people are good because people experience positive and consistent outcomes. Feedback from people and their relatives is overwhelmingly positive, reflecting a culture where people feel valued, respected and supported. People are encouraged to make choices about their daily lives, with personal plans reflecting their preferences and routines. People and their relatives are involved in care planning, supporting independence and ensuring their voices are heard. Care and support is rated as good**.** Personal plans and daily records support the delivery of personalised care and responsiveness to changing needs. Medication is managed safely, and infection prevention and control measures are effective. Leadership and management is good with effective governance, regular audits and a focus on continuous improvement. Staff feel supported, and people and relatives' express confidence in the service

Findings:

Well-being — Good

People experience positive and consistent outcomes in relation to their well-being. Many people and their relatives provided positive feedback about the service, reflecting the supportive and person-centred culture we observed. People are treated with dignity and respect, and care staff know people well. We observed kind, unrushed interactions, with laughter and warmth evident between people and care staff. This supports people to feel valued, relaxed and emotionally secure. Care staff provide continuity of care, and people told us they are regularly supported by the same staff, helping to build trusting relationships.

People have good levels of choice and control over their daily lives. Personal plans set out people's preferences, including their likes, dislikes and routines, and we saw these are considered in daily practice. People and their relatives are involved in planning and tailoring care, which supports people to have a voice in decisions that affect them and to achieve their personal outcomes. This reflects positive practice where people are supported to make informed choices and maintain independence.

People are supported to maintain independence and take part in meaningful activities. Care staff encourage engagement based on individual preferences, ensuring activities are purposeful and relevant. People are also supported to access the community, which promotes social inclusion and contributes to their overall well-being.

People are supported to maintain relationships with those important to them, including family involvement in care planning. This ensures care reflects people's individual histories, preferences and values, helping them feel respected and understood.

There are effective systems in place to keep people safe and protected from harm and abuse. All care staff complete a mandatory induction before they begin working with people, and ongoing training ensures their knowledge and skills remain up to date so they can carry out their roles effectively. The service has up-to-date policies and procedures which support the smooth running of the service. Care staff demonstrate a good understanding of these and are able to explain how they would report any concerns. They told us they feel confident that management would respond appropriately and take the necessary action.

Care & Support — Good

People receive good quality care and support that helps them achieve their personal outcomes. Care is designed in consultation with people and their relatives, and reflects people's wishes, preferences and daily routines. Most of the personal plans we reviewed provide a clear and comprehensive overview of people's needs, including how they prefer their care to be delivered. This supports care staff to deliver personalised, consistent and person-centred care. In many cases, personal plans contain detailed and relevant information linking identified risks with clear guidance for staff, helping to promote care that is both safe and effective.

Some personal plans and risk assessments could be strengthened by improving consistency across all records and risk management processes. Risk assessments do not always align fully with identified risks, and some areas require further detail, including skin integrity, oral care and medication guidance, to ensure staff have clear and complete information to support people safely. The provider has acknowledged these findings and has already begun to take action to address them, demonstrating a continued commitment to improving the service.

People benefit from good continuity of care, and daily recordings are detailed and consistent, ensuring care staff have up-to-date information and can respond promptly to changes in people's needs. We observed warm, respectful and unrushed interactions between care staff and people. Feedback from people and their relatives was very positive. One person told us they *"couldn't ask for better care"* and another person said, *"the care is spot on."* A relative also told us, *"They are so friendly and help in any way they can."* During the inspection we saw evidence that care call times were mainly met, and most feedback from people and their relatives reflected this, demonstrating improved reliability and consistency in care delivery.

People's medication is managed safely, with care staff supporting individuals in line with their assessed needs. Regular medication audits are carried out, and we did not identify any gaps in medication records for the people we visited during the inspection. This demonstrates consistent and effective medication management practices.

People are protected from the risk of infection because care staff consistently follow effective infection prevention and control practices. Care staff receive appropriate training, have their practice observed when they start employment, and are provided with suitable uniforms and personal protective equipment (PPE). Ongoing compliance is monitored through regular spot checks, helping to ensure standards are maintained. People told us care staff follow good hygiene practices and dispose of PPE appropriately. This provides reassurance that care is delivered safely in people's homes, supporting people to feel confident and protected.

Leadership & Management — Good

People benefit from effective leadership and management arrangements which promote positive outcomes and support the delivery of high-quality care. There is evidence of improved oversight and governance, resulting in more consistent and reliable service delivery. The provider has strengthened its approach to quality assurance and monitoring, demonstrating a commitment to continuous improvement. We saw evidence of regular and effective audits, including medication audits, spot checks and monitoring of care call times. These processes enable management to identify issues promptly, maintain standards and drive continuous improvement, supporting people to achieve their desired outcomes.

There is a clear focus on gathering and responding to feedback from people and their relatives. This information is actively used to inform supervision, operational monitoring and service delivery, demonstrating a proactive and transparent approach to improving care. People and their relatives provided positive feedback, reflecting confidence in the service and its management. One relative told us that management has *"always gone above and beyond to accommodate my Dad's needs"* and that management *"has always been contactable and supportive,"* highlighting the strong commitment to meeting individual needs and maintaining open communication.

Care staff told us they feel supported and listened to by management, which contributes to a positive, open culture and supports staff to raise concerns where needed. This aligns with expectations that leadership and management foster an environment where staff feel confident, respected and valued. Staff described management as approachable and responsive, reinforcing a culture of trust and accountability.

People are supported by staff who receive regular training, appraisals, supervision and team meetings. This helps ensure staff maintain the skills, knowledge and competence required to meet people's needs and deliver consistent, person-centred care. There has also been positive development in staff roles, including the introduction of key workers for people which promotes accountability, ownership and professional growth. These developments further strengthen the service by enhancing staff engagement and ensuring a coordinated and consistent approach to care delivery across the team.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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