Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Next Steps Nursing West Wales

Next Step Nursing Ltd, 10 Saffron Central Square, Croydon, CR0 2FT

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https://nextstepnursing.co.uk/

The inspection visits for this service took place between 12/06/2026 and 07/07/2026

Service Information:

Operated by:	NEXT STEP NURSING LTD
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

This is a domiciliary care service covering Ceredigion and Pembrokeshire, that provides care and support to people in their own homes.

Well-being is rated as good because the service is person centred and flexible to enable people to achieve their well-being outcomes. People have developed positive relationships with the team of familiar and friendly care workers.

Care and support is rated as good because people are supported by a professional and friendly staff team. Care workers are guided by detailed, accurate and individualised personal plans that enable them to meet people's needs.

Leadership and management is rated as good because the provider has robust oversight of the service. The effective leadership means people receive good quality and reliable care and support from a team of well trained and familiar care workers.

Findings:

Well-being — Good

The service treats people with dignity and respect. People are supported to identify their well-being outcomes and encouraged to use and build on their existing strengths. Care workers are positive about their roles and the people they support, one told us, *"I absolutely love my job".* People value the support they receive and one person said, *"The carers are excellent and they're always nice and smile a lot".*

The service promotes people to be as independent as possible, to have control over their day to day lives and to achieve positive wellbeing outcomes. People and/or their representatives are involved in decisions that affect them, ensuring that their voices are heard and respected. The manager and senior care staff work well with other health and social care professionals to maintain people's independence.

People are supported by skilled staff, who have a good understanding of their individual needs and preferences. People are supported to maintain and sustain existing relationships with family, friends and important people in their lives, as far as possible. Staff work flexibly and communicate effectively with people and their representatives to ensure they can attend health appointments. A representative told us, *"The whole system is great, staff are flexible and make sure they meet her needs".*

The provider promotes the Active Offer of the Welsh language by discussing language preferences during assessments and offering documents in Welsh or English. Welsh-speaking staff are available if required. At the time of inspection, the provider reported that no individuals were choosing to receive care or information through the medium of Welsh.

People are safeguarded from abuse and neglect. There are mechanisms in place to ensure that every voice is heard and respected. There are support systems to ensure any risks are promptly identified and addressed. A care worker told us, *"They (managers) trust us and always take onboard what we suggest".*

People receive care from staff who have realistic time for travel and parking. Each visit is well planned to include time for meaningful interactions. A person who uses the service told us, *"[Care Worker] does the little things that make such a big difference".*

Care & Support — Good

People and their representatives are very happy with the service they receive, which helps them to live as independently as possible in their own homes. People experience care and support that is dignified, respectful and they have meaningful interactions with care workers. A representative told us, *"We couldn't be without them. They make such a difference in their lives I can't think of anything negative to say about them and I couldn't wish for better".*

People and their representatives value the service and the positive impact it has on their lives. The professional team of care workers know people well and understand their individual needs and preferences. There is a respectful and friendly culture at the service and people are supported to do as much for themselves as possible.

Detailed personal plans outline how staff should support people to achieve their well-being outcomes; include their preferences and daily routines. People are fully involved in their care and support, plans are co-produced between them, their representatives, professionals and the service provider. Senior care workers review plans regularly with people to ensure they are accurate, up-to-date and guide staff on how best to meet people's needs. A care worker told us, *"The care plans are always in place before we start and are a clear guide on what we need to do".*

Sufficient travel time is allocated to care workers between visits and any delays to planned times are communicated with people. There are adequate numbers of skilled staff available to meet people's needs. They work closely with people and their representatives to enable them to live well and achieve positive well-being outcomes.

The provider has an up-to-date Statement of Purpose and Service User Guide, that is available for people and/or their representatives.

Leadership & Management — Good

The provider has effective governance arrangements that foster a person-centred culture. There are good quality monitoring systems in place, and this information is used to drive continuous improvements.

The Responsible Individual (RI) visits the service regularly to talk with people, their representatives and staff. They encourage feedback from everyone involved to support assessing the quality of the service and to consider any necessary improvements. People and their representatives know how they can provide feedback about their experiences of the service.

The manager is well supported by a team of senior care workers. They have worked together effectively to create a professional and caring culture, that works flexibly to enable people to live as independently as possible in their own homes.

People and their representatives have confidence in the care workers, senior workers and the manager, they can discuss any concerns they have with them.

Staff have regular one-on-one supervision sessions with their line manager at least quarterly and an annual review to provide feedback and identify training needs. Senior care workers carry out unannounced quality checks in people's homes to ensure high standards of care and support are maintained. Care workers told us the manager and senior workers are accessible, supportive and always available if needed.

The provider has strict selection and vetting processes for hiring staff to ensure staff are qualified and trustworthy. Care workers undergo routine and regular checks to support them to remain suitably fit to work in the service. Care workers are appropriately registered with professional bodies. The provider has an effective induction that prepares new staff for the role. The service has good oversight of the training and development of staff; care workers are positive about the opportunities they receive.

Discussions with care workers, demonstrate a positive approach to protecting people and keeping them safe. Staff have good communication with their managers and are confident to report concerns if needed.

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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