Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Next Steps Nursing Powys

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

02039076789

https://nextstepnursing.co.uk/

Date(s) of inspection visit(s): The inspection visit took place on 29/08/2025

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 service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

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

Summary:

Next steps nursing limited is a newly registered domiciliary care service providing personal care and support to people in their own homes. The service provider has registered services in seven regions throughout Wales. However, at the time of this inspection, the only operational service is Powys.

People receiving support from Next steps experience good well-being. They are consulted about their care and are listened too. Support received enables people to live their lives as they choose.

Care and support is good. People receiving the service are complimentary of the care staff supporting them and whilst there have been some issues with missed calls initially, this now seems to have settled, and the service has become more reliable. People are involved in the development and review of their personal plans, and the provider has started to undertake visits to obtain feedback from people to drive improvements.

Leadership and management is good. There is a manager in post who oversees the Wales service. They are supported by a larger team based in England. The Responsible Individual (RI) understands their responsibilities, visits the service and is starting to carry out their duties effectively. Care workers are recruited safely, supported and trained effectively in their roles. There are oversight and governance tools in place to monitor the service and oversee it as it develops.

Findings:

Well-being — Good

People live healthily and safely with control over their lives and are treated with dignity and respect. People are encouraged to participate in their assessment and the development of their personal plans. Communication between the service and people is good. After a challenging start due to fluctuating call times, people confirm these are much better now and have settled. Personal plans seen are clear and easy to follow, giving care staff the information they need to support people effectively.

People are safe and protected from abuse and neglect. The provider has numerous policies and procedures in place to oversee the service. People told us they feel safe with the care staff who support them and have developed trust in them. Care workers are recruited safely with good systems in place to vet and confirm identity, character and background. Care workers complete training and competencies prior to working with people. Documentation in the service is stored electronically on password encrypted devices. The provider hires office spaces as and when needed however no documentation is left in these premises.

People are supported to cultivate safe and healthy relationships. Whilst still a relatively new service, there is a priority to provide continuity of care to people. This is a achieved by ensuring people receive support from familiar care workers consistently. Whilst this has been challenging at the start of the service, this has now settled, and people told us they have built up a good rapport with their care workers. This continuity enables the care workers to support people through understanding what matters to them.

At the time of this inspection, the small number of people supported are not Welsh speaking so there is no demand at present to provide a service in Welsh. The provider will address this should the demand change in the future.

Care & Support — Good

People receive good quality care and support to achieve their personal outcomes. The provider has a care software package in place which is tailored to enhance the documentation required to support people effectively. We looked at personal plans within the system and found these to be completed effectively, giving a relatively good oversight of the support needed by people. The software package offers far more than is currently used, however as this is a new service this will be utilised more as the service develops, and personal plans are reviewed. We spoke with people receiving the service and feedback was positive. People are happy with the improvements made in recent weeks and spoke highly of the care workers supporting them. Comments included: "*the main carer who comes in I must say is excellent", "The regularity of calls has definitely improved over the last four to six weeks and things have settled down".* A relative said *"they involved me in the beginning to do the assessment which was pretty good in detail really and they have got a good understanding of X's needs".*

People are protected from harm and abuse. Care workers are developing good relationships with people who told us they feel safe with them and are treated with dignity and respect. We saw care workers have completed safeguarding training and those spoken with have a good understanding of their role and responsibilities to report any concerns they may have about people they support. The provider has safeguarding policy and procedures in place that are reviewed routinely to ensure they contain up to date legislation.

Procedures are in place to ensure medication is managed safely. At the time of this inspection people supported needed limited support with medication as family members were responsible for this. However, we are assured that systems are in place to ensure support with medication will be managed effectively. Care workers are required to complete medication training and competency checks prior to supporting people with medication. We saw that the service is honest and transparent should any medication issues arise and is open to report and investigate any errors that may occur going forward to the appropriate agencies.

People's risk of infection is minimised. People confirmed care workers wear suitable personal protective equipment (PPE) when carrying out personal care and hygiene tasks and we were told there are always sufficient supplies of these in place.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. At present the service has only been supporting people for a few months. Initially there were issues with staffing within the area of service provision which had an impact on the reliability of the service. The result of this was several missed calls over a few weeks. The service provider acknowledged this poor performance and had voluntarily paused seeking further work until the service was running more effectively and these issues were addressed. At the time of this inspection, we saw that good progress has been made to address these issues, and the service has been running smoothly and effectively with better continuity and reliability for people. People and care workers confirmed these significant improvements. We saw oversight and governance reports with multiple action plans in place which had been achieved prior to the inspection. Whilst many aspects of oversight are yet to be completed. We are assured that these will take place at the time scales required. Feedback visits are already taking place to obtain feedback from people to drive improvements and there is a rolling quality oversight tool in place to monitor the service and documentation including personal plan reviews are already in progress.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. Personnel files were viewed; these contain the required documentation for safe and robust recruitment. This includes previous employment checks, identification documents, and up to date Disclosure and Barring Service (DBS) checks. Training records were also seen. Care workers undertake numerous and varied training courses including the care certificate which covers lots of mandatory care requirements, safeguarding and first aid. Care workers spoken with confirmed the training received is very good, one said: "*The Training is brilliant".* Care workers employed in the service are new to the service and supervisions are scheduled to take place quarterly as required. As are annual appraisals. Staff meetings are also scheduled to take place routinely in a hired office space once the team is established and settled in the area. Feedback from staff about working for the service was very positive, and comments included: "*I'm very happy with them*" and "*The company are very good, I would recommend working for them".*

People are supported by staff who have sufficient time to provide care, with a choice in their contractual arrangements. People and care workers confirmed the duration of their calls are sufficient to meet their needs, call times and reliability have improved in recent weeks and are a lot more settled. Comments included: *The morning calls are sometimes a little bit unpredictable for timings, but they haven't missed any calls in the last few weeks which is much better"* and *"people are much happier with us now, as they know we are coming."*

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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