



# Inspection Report on

**ND Care and Support West Wales**

**N D Care & Support  
Unit 3 Block A Llys Y Barcud  
Clos Gelliwerdd  
Llanelli  
SA14 6RX**

**Date Inspection Completed**

26/09/2023

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## About ND Care and Support West Wales

Type of care provided	Domiciliary Support Service
Registered Provider	ND Care and Support Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

People and their representatives are positive about the person-centred care and support they receive to allow them to live in their own homes. An experienced and skilled staff team take time to get to know people and they build valuable relationships together. People are fully involved in decisions about their care and support.

The manager of the service is well supported by senior workers, they are accessible and valued by people who use and work at the service. The provider has good oversight of the service through effective quality assurance systems. The Responsible Individual (RI) completes reports with detailed actions to improve quality, following their quarterly visits.

## Well-being

People receive effective person centered support. The manager involves health and social care professionals to help people remain as healthy as possible. People are fully involved in developing and reviewing their personal plans, which focus on what they want to achieve. People are respected and describe friendly relationships with their support workers, an individual told us, *“They (care workers) are good, we get along well and we have a laugh”*. Representatives are positive about the service and told us, *“They’re brilliant with him”* and *“No complaints, they’re very good”*. The service offers an 'Active Offer' of the Welsh language and can communicate in Welsh or English as they choose.

People are protected from harm because recruitment processes and training ensure they get the right support to meet their needs. Support workers receive an effective induction and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns.

People have a voice because they are involved in the Responsible Individual's (RI) quarterly Regulation 73 visits. This information is recorded in a report with a clear action plan and used to inform the six-monthly Quality of Care Review.

## Care and Support

People are very happy with the care they receive. Staff support individuals to live as independently as possible in their own homes. A representative told us *“They (support workers) are very good, very caring and they know him so well. They notice the little things that matter”*. Support workers are guided by detailed electronic plans and take time to get to know people well. When discussing the people they support, a care workers told us *“I have no issues at all, I’ve been here for years and the rapport you build with people is brilliant”*. People told us they usually have the same care workers but understand the challenges and will always be told if planned care changes.

People are involved in developing their own comprehensive person-centred plans which focus on what they want to achieve. Senior staff also involve individual’s representatives, care workers and external professionals to ensure information is accurate and up to date. The provider has an effective electronic care planning system, which ensures information is relevant and available for support workers.

There are adequate numbers of skilled staff available to meet people’s needs and any changes to peoples planned care is discussed with them. Many support workers have been at the service for years and have built up good relationships with people. A representative told us *“We work together with the carers and they are like part of the family”*.

The provider has an up-to-date Statement of Purpose and Service User Guide, which are available for people and/or their representatives. There are policies and procedures in place to guide staff and to promote safe practice.

## Leadership and Management

The provider has good arrangements in place for monitoring, reviewing and improving the quality of the service. The RI visits every three months to talk to people who use the service, their representatives and care workers. Any actions needed to improve the service are discussed with the manager. The six-monthly Quality of Care Review uses feedback from people involved in the service and information from internal audits.

The service manager is well supported by the providers quality assurance department and a team of local senior officers. People and their representatives have confidence and faith in the manager and senior staff at the service. An individual told us *"They're very helpful. I have no complaints but wouldn't hesitate to call if needed"*. Care workers value the support, guidance and accommodating approach from the manager and senior staff. There are effective systems in place to ensure electronic files and documentation are up to date and beneficial to staff.

Care workers receive regular supervisions and annual appraisals, to discuss things that matter to them and to plan their own professional development. Senior staff complete quality checks with support workers to ensure standards are consistently met. When discussing supervisions and appraisals, care workers told us *"It's a safe space to speak or air anything"* and *"It's a good chance to get feedback from our manager"*. Discussions with staff, demonstrate an understanding and confidence around reporting concerns and safeguarding. Procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include references, right to work and Disclosure and Barring (DBS) checks. New staff receive a thorough induction and work with experienced support workers before they work independently. Consistent ongoing mandatory and person specific training supports staff to meet people's needs. Support workers register with Social Care Wales and gain skills through professional qualifications.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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