



## Inspection Report on

**Yourlife Management Services Ltd.**

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CF23 5EZ**

**Date Inspection Completed**

28/12/2023

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## About Yourlife Management Services Ltd.

Type of care provided	Domiciliary Support Service
Registered Provider	Yourlife Management Services Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	28 April 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Yourlife Management provide excellent care and support to people in their own homes. Personal plans, that are kept under review, have clear details about the person's desired outcomes, and documents evidence how these are supported through the provision of care.

People stay as healthy and active as possible as they are provided with the right care and support, at the right time, and in agreement with their personal plan. Referrals to health professionals are made in a timely manner.

A respected, exceptionally strong management team are supported by the wider organisation to help the smooth running and monitoring of the service. A responsible individual (RI) is in the process of registering with the regulator, but robust interim measures are in place to effectively monitor the service and drive improvements.

Recruitment of care workers is robust. Training is thorough. There is outstanding support provided by a team of care workers who are described as 'lovely' and who regularly provide a service outside of agreed contractual arrangements to ensure people have positive interactions to support their well-being.

## Well-being

The provider ensures people are safe and protected from abuse and neglect. There are effective arrangements in place for the oversight of the quality of care. A robust recruitment process ensures all staff are fit to work with vulnerable adults, have sufficient supervision and are supported to learn and develop so they are competent to carry out their role. Relevant, detailed policies and procedures support staff in all aspects of their role. Thorough training, including 'safeguarding' is completed. Risk assessments guide managers to ensure the right support is provided in a safe manner. Audits, many carried out daily, give confidence in the accuracy and quality of care delivered.

People understand what care and support opportunities are available. Documents are available to inform people what to expect from the service, including a 'statement of purpose.' People like that they have additional information, such as photographs of all the care workers, so they know who will be calling. People or their families contribute to developing a personal plan that is centred around their desired outcomes. People are involved in regular reviews of their care and support needs. Welsh language communication is considered and facilitated if needed. People who find decision making difficult have help from families or advocates, but are able to provide consent for activities when able.

The service encourages people to be as healthy and active as possible. People are supported by familiar care workers who know them well and can help to identify any early signs of ill health or low mood. Appropriate, timely action is taken to ensure any referrals are made to health professionals, and treatments arranged if required. People are supported to maintain a healthy diet, and this is monitored and recorded. While people really enjoy the company of the care workers, they are encouraged to participate in community social activities if they are able. Families are kept informed of a person's well-being if appropriate, and when people are without family, the managers tell us that positive outcomes are achieved by referring people to independent organisations. Medication administration and prompting service is provided if this is part of the personal plan.

## Care and Support

The provider ensures there is an up-to-date plan of care. People are consulted about the way in which they like their care and support delivered. Personal plans are developed using this information, giving clear outcomes that people wish to achieve. This is kept under regular review with the person, and plans adapted to accommodate changing needs. The standard of all documentation within the personal plan is exceptional, including risk assessments that guide the service to provide the safest possible care. People have a copy of their plan so they can view this at any time. When people do not have family to support them, managers ensure they have access to independent advocacy services to help in all aspects of decision making, including financial.

Care and support is delivered to support good outcomes. People are supported at the right time by the right number of care workers. One person told us *"They show up on time and help me with what I need."* Detailed personal plan reviews demonstrate that care has been delivered as per the agreed plan and people comment positively about the care and care workers. There is evidence that the support provided enables people, many of whom live with dementia, to remain as independent as possible within their own home. The manager gave examples where the staff have made a difference to people, providing invaluable reassurance, and taking time to know the person and their needs so that outcomes are achieved despite very challenging barriers. The service has successfully supported people who are anxious and find it hard to trust people, building positive relationships so that effective support can be delivered.

People's health and well-being is monitored, and action taken if required. Daily records are detailed showing the level of support people receive to meet their identified goals. A team of familiar care workers support people, know them well, and can identify small changes in the person that could impact on their health. Care workers communicate relevant information to the duty managers to ensure action is taken, for example, referral to an Occupational Therapist. Medication systems are exceptionally safe.

Support is provided to reduce the risk of poor emotional and mental health. People feel uplifted when they are visited by care workers and the majority commented that they look forward to the visits and the lovely company. One person told us, *"The girls are lovely, and I love them. They make me happy even when I'm in pain,"* and another told us, *"I enjoy the banter with the girls, it's fun, and not too serious."* All staff make a positive difference to people and their well-being, with support regularly going 'above and beyond.' Examples of exceptional care and support is evidenced in the 'compliments' and 'thank you' notes received by the service.

## Leadership and Management

The provider has governance arrangements in place in the absence of a registered responsible individual (RI). Registration of a suitable RI is underway. Effective interim measures are in place, with the quality of care being overseen by the 'operations manager.' Policies and procedures are in place and reviewed regularly, including safeguarding which considers Welsh legislation. Reports are available to evidence the monitoring and improvements required in the service. A 'statement of purpose' which is a document that informs people what the service can offer, is reviewed but more up-to-date relevant information is to be provided when the new RI is in post.

The service is run smoothly. Organised, respected managers are commended by staff and people for their dedication and support. Managers receive effective supervision. Organisational systems are followed, reducing risks, protecting people and staff, and ensuring a high standard of service delivery. Improvements made since the last inspection have enhanced the service delivery, with call times now monitored so there is no delay in people receiving the support they need. All staff consulted feel valued and supported, with many commenting how the "*manager goes above and beyond*," with duty managers described as "excellent." Many staff comment on the friendly atmosphere, the welcome they receive and the teamwork in place due to exceptional leadership. One staff member told us, "*Communication is fantastic as we all share whatever we can with each other to make everything easier for the service users.*"

Care workers are recruited safely and fit to support vulnerable adults. Personnel files we viewed have relevant information. Staff have security checks to ensure they are able to work in the social care sector and all are registered with Social Care Wales, the workforce regulator. Staff are offered opportunity to discuss their contractual arrangements but are happy with the current arrangements and flexibility this offers. Incentives, such as 'carer of the month' recognises the way all staff go 'above and beyond'.

Care workers are supported to learn and develop. Staff have regular supervision meetings to review their practices and developmental needs. Training is managed well, with robust spot checks to test the competencies of staff, including 'moving and handling' and 'medication administration.' Improvements have been made to ensure administration of all medication is within the competencies of staff. Staff undertake a qualification in social care.

### 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
80	Regulation 80(2) - The service provider must ensure arrangements are in place to review the quality of care and support as often as required, but at least six monthly.	Achieved

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
N/A	No non-compliance of this type was identified at this inspection	N/A
8	The provider is not ensuring the quality of care is monitored and reviewed so that the service can continually improve and develop.	Achieved



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