



Inspection Report on

Lifestyles (Wales) Ltd 'At Home' Service

**The Fishermans Lodge
Edwinsford, Talley
Llandeilo
Carmarthen
SA19 7BX**

Date Inspection Completed

05/06/2024

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About Lifestyles (Wales) Ltd 'At Home' Service

Type of care provided	Domiciliary Support Service
Registered Provider	Lifestyles (Wales) Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	20/02/2023
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

Lifestyles Wales Domiciliary Support Service provides care and support to people in their own home. The service effectively supports people's ongoing health needs and people and their relatives are extremely complimentary of the care and support provided.

Documentation to support people's care is in place, with evidence of prompt referrals to external professionals to get the right equipment and support. People like that, as far as possible, they have the same named care workers who are punctual and reliable.

An experienced and knowledgeable manager ensures the service is run smoothly. They carefully and safely recruit care workers who are supported and trained to meet people's needs. Systems are in place to underpin the daily operation of the service. The manager is very present and sets an example with a strong determination to support people and do whatever it takes to continue to meet their needs. Care workers are motivated and say they enjoy their work within the service.

Governance arrangements are in place and the responsible individual (RI), who is also the manager, considers all aspects of the service to help identify where the service can develop and continually improve. They monitor the quality of care and report on this.

Well-being

People can access information, so they understand what care and support opportunities are available to them. The provider has documentation available for people to tell them what to expect from the service. These documents can be made available in Welsh if required. Communication is very good with people telling us that they particularly appreciate the consistency of care provided and the reliability of care workers who call promptly and always stay for the allotted time. The manager/ RI is readily available to support care workers and frequently provides direct care if required.

The provider listens to people so the right care and support is delivered at the right time. Care workers at the service understand what is important to people through initial and ongoing assessment. This is recorded in people's personal plans and informs care workers. The manager is in regular contact with people and/or their relatives and consults them about the care delivered so that improvements can be made if needed. Daily records show that the service routinely delivers care to meet people's preferences. People told us the service is reliable and that the care staff are "*always on time with visits, helpful, cheerful and considerate.*" Due to continuity, care workers know people well and can see changes in their health and well-being people that need to be escalated to get the right support promptly. Some people have specialist health care needs which are well supported by the service through training and monitoring.

People are safe and protected from abuse. The service recruits care workers who are fit to work in the role. Care workers receive training in mandatory areas and in specialist areas appropriate to people's needs, for example, epilepsy and behaviour management training. Care workers receive training in safeguarding vulnerable people and know when and how to report concerns they might have. People have information on how to complain should the need arise and those spoken to were able to describe how they do this. Risk assessments are in place to consider how people can be safely supported. The manager/RI, as part of the care team, has opportunity to observe and review care practices to ensure they are safe. People told us they have confidence in the service as a whole and feel very comfortable with their care workers.

People are supported to be happy and do the things that are meaningful to them. The manager/RI leads by example, supporting people in a very personalised way. People achieve their main outcome of wanting to live in their own home and the provider also helps people to maintain as much independence as possible, while doing things they like. People told us that care workers often go "*above and beyond*" to support them, assisting them with tasks that help enrich their lives.

Care and Support

People receive a consistent and reliable service. Good communication systems ensure people's care is delivered at the right time, by care workers who are familiar to them. All people spoken with told us they are extremely satisfied with the service they receive and said that care staff are knowledgeable, compassionate and friendly. The manager plans the care visits, checking documentation and people's feedback so they know the service is running smoothly.

Clear documentation is in place to support care delivery. Care workers regularly consult with people to understand what they would like from the service and how they would like their care delivered. This is recorded in the personal plan, which is detailed and individualised. Records show how the person is supported and include external health and social care support services, such as occupational therapists and social care workers. Daily records are clear and always note how the person is at the time of the visit. Personal plans are regularly reviewed with people to make sure information is current and desired outcomes are identified to see if these are being met.

People receive very good support with their physical and mental health needs. Care workers promptly let the management know they have any concerns or issues they would like to discuss. The manager is readily available to guide and support care workers so the right action can be taken to achieve prompt treatment. Care workers have a good knowledge and understanding of people's health and well-being needs and the support they require. Care and support is delivered with sensitivity, ensuring the person and their environment is safe. People told us that care workers and the manager consistently go "*above and beyond*" to support people, doing the little things that make a big difference.

Leadership and Management

Arrangements are in place for the oversight of the service. The manager is present at the service daily. They are also the responsible individual (RI) for the service, checking that the care delivered is of good quality. Reports are produced that consider all aspects of the service to make a judgement about the quality of care. Policies and documents, including a 'statement of purpose' to tell people what to expect from the service, are available, and the service is run in accordance with these. The provider is realistic about the service it can provide, choosing to remain a small service, and they carefully consider the resources available.

The service is run smoothly. Systems are in place so that the daily operation of the service is well managed and routine tasks completed in a timely way. This works well as it is a small service, with the manager/RI being extremely knowledgeable about all matters pertaining to it and the people it supports. The manager forms part of the care team when required, having opportunities to constantly monitor the quality of service delivered, speaking to people and care workers, to drive improvement. They are extremely responsive and address issues quickly, securing the right support for people, often through referrals to external organisations.

Care workers are recruited safely and are supported in their roles. The service carries out pre-employment checks to ensure care workers are fit to work with vulnerable people. Personnel files contain relevant documentation, including written references and DBS (Disclosure and Barring Service) checks. The manager recognises the support some care workers need due to their circumstances and provides this wherever possible. Care workers receive one to one supervision and the manager is readily available to offer additional support if needed. One care worker told us "*The manager is great, always supportive and considerate.*" Another said "*This is the best job; I love coming to work and making a difference to people's lives. It doesn't feel like work because I enjoy it*".

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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.

Area(s) for Improvement

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

	inspection	
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