Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Let Me Be Me Ltd.

Ty Cyntaf, 5 Caradog Court, Ferryside, SA17 5RR

07768984585

www.letmebeme.co.uk

The inspection visit took place on 05/02/2026 5 February 2026

Service Information:

Operated by:	Let Me Be Me 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 is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

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

Summary:

Let Me Be Me Ltd is a Domiciliary Support Service providing specialised support to individuals with complex needs, living in their own homes. People are extremely happy with the support they receive from care staff who are familiar to them and understand their needs.

People have excellent wellbeing outcomes. They are supported to make informed choices through effective communication methods tailored to their needs. Activities are highly person-centred and staff promote independence, safety and dignity. Strong relationships, consistent staffing and robust safeguarding and health arrangements ensure people feel safe, valued and well supported.

Care and support are delivered to an excellent standard. Staff commitment, effective communication, robust planning, and strong professional relationships ensure that individuals receive safe, consistent, and person-centred care that promotes their wellbeing outcomes.

Leadership and management arrangements strongly support the delivery of safe, consistent, and person-centred care. Effective oversight, strong governance and a stable, well-supported workforce contribute to high standards and continued improvements across the service. The leadership team demonstrates a clear commitment to maintaining high-quality care and ensuring individuals achieve positive wellbeing outcomes.

Findings:

Well-being — Excellent

People achieve positive wellbeing outcomes and are supported to remain living in their own homes. People's voices are promoted effectively. Individuals who cannot communicate verbally are supported through alternative communication methods, including, Makaton, pictures, gestures, body language and behaviour cues. Staff understand people's preferences well and support decision-making in line with their rights and best interests. Information is presented to people in a format they can understand to ensure people are empowered to make exceptionally well-informed choices.

Activities are very person-centred and tailored to what matters to each individual, building on their strengths. People are supported at their own pace, with staff recognising and celebrating small achievements. Staff demonstrate respect, dignity, and an appreciation of people's individuality. A staff member told us, *"It's all working really well, nothing has changed. We all know them so well*".

Robust arrangements help keep people safe. Medication is administered by trained and competent staff, and individual medical needs are well understood. Staff are able to recognise and respond to changes promptly and referrals are made to health and social care staff in a timely manner ensuring people receive the level of support they need. Medication reviews and regular audits provide strong oversight and good compliance.

The importance of family relationships is recognised and promoted enhancing people's physical and mental well-being.

As there have been no staff changes in the last eight years, the provider can be assured of staff suitability and continuity. Appropriate contingency arrangements are in place should staffing issues arise.

People are kept safe and protected from harm and abuse. Staff are aware of their safeguarding responsibilities and the policy and procedures to follow should they have any concerns. There are effective infection prevention and control systems in place. Staff have access to adequate Personal Protective Equipment (PPE) and are appropriately trained in its use to minimise the risk of infection.

Care & Support — Excellent

Care and support provided by the service remain consistently person-centred, with clear evidence that individuals experience care tailored to their unique needs, preferences and personal outcomes. The long-standing staff team know each person exceptionally well, enabling them to deliver support with warmth, empathy, and a deep understanding of people's communication styles, routines, and behaviours. Staff demonstrate a strong commitment to promoting people's independence and wellbeing, and they consistently strive to achieve the best possible outcomes for those they support. A staff member told us, "*They are at the heart of everything that we do*".

Personal plans are detailed, comprehensive, and reflective of people's complex and changing needs. Plans are developed collaboratively with individuals, representatives, and relevant professionals, ensuring that everyone involved has a shared understanding of desired outcomes and how these will be achieved. Personal plans clearly outline strengths, aspirations, risks and preferred communication methods, ensuring staff have access to meaningful guidance that supports consistent, safe, and effective practice. Reviews are completed within required timescales and are used effectively to ensure plans remain current and responsive.

Staff receive specialist training that equips them to meet people's individual needs, including training in communication tools, behaviour support, and specific health conditions. A wide range of communication approaches are used in practice enabling people to be involved in decision-making and promote a high level of autonomy. Staff confidently adapt their communication to ensure individuals understand choices and are empowered to express their wishes.

Daily records are thorough, detailed, and reflective of people's needs and experiences. The Responsible Individual (RI) undertakes daily analysis of behaviours and patterns, enabling early identification of changes in need and ensuring that staff can anticipate support requirements. This proactive approach strengthens safety, promotes consistency, and enhances overall quality of care. Staff communicate effectively through daily handovers, verbal updates and a communication book, ensuring information is shared clearly and promptly.

Health and well-being needs are well managed. People receive timely access to healthcare professionals and when individuals are unable to attend external appointments, staff ensure home visits are arranged to avoid disruption to care. Staff demonstrate a strong understanding of individuals' medical conditions, treatment plans and health-related risks. Medication practices are safe and robust, with audits undertaken at every handover. These arrangements ensure strong oversight and promote ongoing compliance with safe administration.

People are supported to follow a healthy lifestyle. Mealtime choices promote independence while maintaining a focus on balanced nutrition. Staff respect people's choices and provide guidance

without restricting autonomy.

Leadership & Management — Excellent

Leadership and management arrangements at the service are strong, well-established, and clearly focused on delivering high-quality, person-centred care. The RI and manager provide effective and visible leadership, maintaining clear oversight of day-to-day operations and ensuring the service functions in line with regulatory requirements. Staff consistently describe leadership as supportive, responsive, and committed to promoting both staff wellbeing and positive outcomes for individuals. This contributes to a positive organisational culture where staff feel valued, listened to, and confident in raising concerns or ideas for improvement. One staff member told us, "*We are lucky, if we need anything from the RI it's not a problem, we really appreciate that having worked in other places*".

Governance systems are robust and embedded into practice. The RI undertakes regular monitoring visits, reviews documentation routinely, and completes comprehensive audits across all key areas of the service. Audit findings are recorded clearly, with actions tracked and completed promptly. Six-monthly quality-of-care reviews demonstrate meaningful engagement with individuals, their representatives, and staff. Feedback is analysed and used to inform ongoing service development, evidencing a commitment to continuous improvement. The RI adopts a proactive approach to compliance, addressing emerging issues quickly and ensuring the service remains aligned with legislation, guidance, and best practice.

Recruitment arrangements remain sound and compliant, with all required employment checks in place. Although the staff team has remained stable for several years, recruitment files demonstrate continued adherence to safe recruitment processes. The long-standing nature of the team provides significant benefits for people using the service, including continuity of care, trusting relationships, and a strong knowledge of individuals' needs, routines, and communication styles.

Staff are supported through a comprehensive programme of mandatory and specialist training, which equips them to meet complex needs safely and competently. The reintroduction of face-to-face training has strengthened staff learning and confidence, particularly in practical support areas. Supervision takes place quarterly and is used effectively as a space for reflective practice, performance discussion, and professional development. Regular staff meetings ensure consistent communication, updates on individuals' needs, and alignment with service expectations.

Policies and procedures are clear, comprehensive, and routinely reviewed. The RI conducts regular reviews, ensuring all documents remain current, compliant and reflective of evolving best practice. Policies sampled during inspection were easy to follow and provided staff with clear guidance relevant to their roles.

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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