Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Lifestyles (Wales) Ltd 'At Home' Service

The Coach House, Edwinsford, Talley, Llandeilo, Carmarthen, SA19 7BX

07706199698

The inspection visit took place on 21/05/2026

Service Information:

Operated by:	Lifestyles (Wales) 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 makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

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

Summary:

Lifestyles (Wales) provides domiciliary or homecare support services to people in Carmarthenshire. The service mainly focusses on the Ammanford and Crosshands area.

Well-being outcomes for people are good because care staff are professional, well-trained and support people with kindness, dignity and respect.

Care and support are good because there is increasing consistency in the team with care staff knowing people well and how to keep them safe. Personal plans are individualised, outcome focussed and co-produced between the service, people and their representatives.

Leadership and management are good because people are placed at the heart of the service by leaders who are visible role models. The service provider's oversight and governance arrangements foster a strong positive culture that is supportive, inclusive and respectful.

Findings:

Well-being — Good

People live healthily and safely with control over their lives. Care staff are recruited safely and robust background checks are completed prior to commencement of employment. All new staff engage in appropriate induction and shadowing with experienced colleagues. Care staff receive training in protecting adults at risk and the service provider has comprehensive policies and procedures in place to support this. Staff have good knowledge of their responsibilities regarding safeguarding people and know how to report any concerns they may have appropriately. People's personal plans are strength based and outline how staff should support people to achieve their well-being outcomes. People and if appropriate their relatives are integral in the development and review of personal plans.

People are safe and protected from abuse and neglect. People have a strong voice throughout the service and lead in their support arrangements. The provider places great importance on consulting people on the service they receive. This is a central theme of their quality assurances processes. People told us they *"feel very involved"* about the care they receive. People can be assured any concerns, compliments or complaints are acted upon and supported by appropriate policies and procedures.

People are empowered through the support of trained, skilled and motivated care staff to achieve their self-directed outcomes. Care staff have access to good quality training and regular supervision to ensure they are up to date and equipped to undertake their roles. Communication between the office and community-based care staff is consistently good, with managers always looking for ways for improvement. Overall, people benefit from consistency of staff with low staff turnover. Care staff are motivated to make a positive difference to the lives of people they support.

People are supported to cultivate safe and healthy relationships. Care and support are available in Welsh as the provider has Welsh speaking care staff when required. We were told that people are encouraged to meaningfully engage with their community. Care staff arrange trips to the park, local shops and local community events. One person told us about a trip abroad which they had enjoyed.

Care & Support — Good

People receive the quality of care and support they need to achieve their personal outcomes. People experience care and support that is dignified and respectful and they have meaningful interactions with staff. We saw people being skilfully supported by well-trained staff. People benefit from a consistent staff team with detailed understanding of their individual needs and preferences. Staff turnover is low and when appropriate care staff are allocated visits that suit their availability. Generally, people have choice of care staff to ensure compatibility. We shadowed care staff on their visits and found them to be professional, kind and observed they knew people very well. Overall people are positive about the care they receive. Comments include: "*Care workers are kind and really care about me"* and *"Yes I do like them, they always have time for me".* Relatives are also generally positive about the service being provided. One told us, "They *help [relative] cook and clean, walk across the road safely."* Another told us, *"No concerns, very happy."*

People's personal plans outline how staff should support them to achieve their well-being outcomes. Personal plans are easy to read and provide care staff with clear information to guide and enable them to consistently provide good quality care. Care planning information is easily available to care staff and includes peoples' preferences, routines and beliefs. People's interests, history and important relationships are reflected well in personal plans. They are co-produced between people, their representatives, relevant professionals and the service provider.

People are protected from harm and abuse. People feel safe, knowing that staff understand how to manage and reduce risks in keeping them as safe as possible. Overall, we saw clear and well-informed risk assessments that are reviewed regularly. Care staff are well trained and act in accordance with their safeguarding responsibilities. They are supported by robust policies and procedures, such as whistleblowing and safeguarding. Staff have easy access to all policies and procedures, which are discussed within regular team meetings.

People are protected from the risk of cross infection because care staff consistently follow good infection prevention and control practices. Care staff receive infection control training, their practice is observed when they commence employment and they are provided with appropriate personal protective equipment (PPE). Ongoing compliance is monitored through regular spot checks. People told us care staff follow good infection control practices and dispose of PPE appropriately, providing reassurance that care is delivered safely in their homes and supporting people to feel confident and protected.

People's medication is managed in a safe, person-centred way considering choice, individuality and best practice guidelines. There are good clear medication management policies and procedures in place. We saw care staff confident in medication management. There is thorough and regular medication training for care staff.

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. The service provider's oversight and governance arrangements foster a very strong positive culture that is supportive, inclusive and respectful. People are placed at the heart of the service with quality assurance processes focusing on their experience of receiving care. Leaders are visible role models as they guide the strategic direction of the service.

The Responsible Individual (RI), deputy manager and senior staff was easily accessible and available. This ensures people have confidence in the service and staff feel well-supported. Staff wellbeing is also of paramount importance to the leadership and management team. One care staff told us, *"We have confidence in the management team".* Staff have regular communication and extensive support from managers. This is through regular team (virtual and in person) and supervision meetings.

People are supported by staff with the necessary expertise, skills and qualifications to meet people's care and support needs. The service provider has strict selection and vetting processes for recruiting staff to ensure all staff are qualified and trustworthy. We saw all staff undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. We looked at a sample of staff recruitment files and found them of good standard and well organised with all the required information easily available for us to view. Staff training is up to date, relevant and based on the needs of people being supported.

People are supported by care staff who are allocated sufficient time to provide care, with a choice in the contractual arrangements. The provider regularly assesses and adjusts the staffing levels discussing the requirements with people using the service, professionals and commissioning authorities ensuring they continue to meet the changing needs of the people they support .

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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