Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Yourlife Management Services Ltd.

Thomas Court, Marlborough Road, Cardiff, CF23 5EZ

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www.yourlife.co.uk

Date(s) of inspection visit(s): The inspection visit took place on 03/10/2025

Service Information:

Operated by:	Yourlife Management Services Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:

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

Summary:

Yourlife Management Services offers people an exceptionally high standard of service within their own homes which are based at two sites in Cardiff. Each site has a manager and a consistent staff team.

'Well-being' is rated as 'excellent' because people are treated with the utmost respect, with many experiencing superb outcomes, including positive emotional well-being.

'Care and support' are rated as 'excellent' because the service is proactive preventing health issues where possible or escalating observed changes to the right health professionals in a timely manner if required. Medication administration and infection control practices are of the highest standard.

'Leadership and management are rated 'good' because the systems for monitoring and improving the service are effective. Managers are exceptional and lead a team of dedicated, trained, and skilled care workers.

Findings:

Well-being — Excellent

People are extensively supported to live well. People and their relatives tell us the service makes a difference with comments such as "*The manager and their team have improved the quality of life for my mother immeasurably*." People and their relatives are kept informed with one person saying about care workers, "*They are professional, and communication is good,*" and another commenting "*The staff have an excellent system of response to any alerts and always ensure the family is kept informed promptly."* People receive the right level of care, including medication administration if this is required. People told us there is nothing the service can improve, with one saying "*They do everything I want. I am so happy*." Daily care and support, including medication administration are of an exceptionally high standard with one relative commenting, *"The care has always been exemplary*."

The service has a holistic approach to care and support with people and their families recognising the value of this. One relative said about the service, "*They are truly invested not only in the physical and mental well-being of the residents at the service, but also in their personal happiness."* The dedication of the management and care workers is outstanding, helping to prevent people going into hospital. When relatives are not available to support people, the service goes above and beyond to provide reassurance and companionship to reduce anxiety during difficult times. A relative told us, "*They consistently go above and beyond what is strictly necessary, are truly caring."* One relative said, "*The service benefits from having a duty manager on call 24 hours a day"* explaining they "*monitor and assist my mother if required."*

People are treated with the utmost respect. Care and support are delivered in a dignified way. The service is responsive and promotes people's independence. One person told us "*I can do things myself, but you know you only need to pick up the phone and they will be here.*" A consistent team of care workers get to know people well and form excellent working relationships. One relative told us the manager "*Leads a dedicated team whose commitment to the elderly people in their care is both considerate and compassionate*." Another relative commented "*We feel listened to, and dignity and respect of my father are at the heart.*" A person receiving support said about care workers, "*They are very caring, lovely people and treat me respectfully,*" and another commented "*They speak to me nicely*."

Care & Support — Excellent

People are involved in their care planning and development of their personal plan, which is highly person centred. Competent assessors gather as much information about the person in consultation with them, their relatives, and professionals. The personal plans are developed and agreed based on positive risk taking, supporting the person's wishes and abilities to remain as independent as possible. Care workers are guided by exemplary detail. The service reviews the person's care with the individual or their relative on a regular basis. Current systems require the person or their representative to sign multiple documents to show their involvement. The provider is introducing new electronic systems which will reduce the need to sign so many times.

The service has strong communication and support systems to promote people's health. Daily records are detailed, capturing information about medication, skin health, nutrition, and hydration if these are required as part of the care package. More specialist care provision is also documented, for example, catheter care. Care workers highlight any matters of concern in timely manner ensuring health professionals are altered if necessary. A General Practitioner (GP) told us the service is proactive regarding people's health and has a positive working relationship with the surgery. We were told of examples where people have exceptional health outcomes, with some people successfully cared for in their own homes through involvement of specialist teams, preventing hospital admission. The service has a good working relationship with such professionals, all working in the best interests of the person. We were also told of multiple examples where care workers and managers accompany people to hospital if family are not able. On occasion managers have remained with the person overnight to help reassure and support. The managers update families regarding any concerns around people's health.

Managers and care workers promote people's emotional and psychological well-being. All staff members have training in dementia and safeguarding, supporting them to understand people who may not always understand potential dangers. The service is highly successful in helping some people with dementia remain in their own home when safe to do so and are instrumental in referring people to get the right equipment to support this. People and their relatives praise care workers for their professionalism yet kind and compassionate approach, making a positive difference to the individual's emotional well-being.

Leadership & Management — Good

People experience outstanding support due to exceptional managers and a consistent, skilled, and competent workforce. We received overwhelmingly positive feedback regarding the site managers, and we saw the effective organisational and motivational skills of the area operations manager. A positive culture is supported throughout. Care workers are carefully selected and developed to meet the needs of the people being supported. They receive appropriate induction, training, good quality supervision and spot checks to ensure their competencies are maintained. All staff are encouraged to undertake qualifications in social care, and are register with Social Care Wales, the workforce regulator. Care workers have good working conditions, enjoy working alongside colleagues and feel valued, contributing to staff retention and continuity of care for people.

Managers use monitoring systems effectively to drive improvement in the service. Completed audits, reviews and quality assurance systems ensure the service is constantly evolving to be the best it can. These are highly organised and analysed to good effect, promoting positive changes. A Responsible Individual (RI) supports the management and consults on any resources required to improve the service. Electronic systems have been introduced to assist with record keeping, but people have access to paper versions. Regular meetings take place for the workforce, and people can contribute to meetings if they wish. The service is responsive to any external audits or inspections and is proactive, seeking to constantly improve through awareness of best practice.

Robust employment systems are in place. The provider ensures care workers are vetted, with checks carried out to make sure they are suitable to work with people in a vulnerable situation. Personnel files are exceptionally well organised and contain required documentation. Care workers receive contracts which are kept under review and staff tell us they like the flexibility to role gives them.

The RI considers the quality of the care and overall service delivery, but they need to evidence routine visits to the service, and consultation with people and staff. The RI is currently delegating duties to the operations manager so there is minimal risk to people receiving the service. This is because the operations manager completes thorough assessments and fully considers the quality of care being delivered. Their professional and rigorous approach gives confidence to the RI when considering evidence of service compliance. The service provider is considering how the RI's visits and consultations can be more easily arranged and evidenced.

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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