Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Lifeways Support Options (West Wales)

85 Bryntirion, Llanelli, SA15 3QD

01792775101

www.lifeways.co.uk

The inspection visit took place on 26/06/2026

Service Information:

Operated by:	Lifeways Support Options Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

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

Summary:

People supported by Lifeways Support Options achieve good wellbeing outcomes because they are supported by a consistent and caring staff team that promotes their independence, well-being and involvement in daily life.

People receive good person-centred care and support that is tailored to their individual needs, preferences and outcomes. Detailed personal plans, regular consultation with people about their support, and effective use of the electronic care planning system help ensure care is delivered consistently, promotes independence and supports people to achieve positive outcomes.

People benefit from good leadership and management that promotes continuity, stability and positive outcomes. Governance arrangements, including regular visits from the Responsible Individual (RI), quality reviews and audits, which provide oversight of the service. Staff described a positive culture where they felt valued, supported and well led.

Although an area for improvement was identified in relation to the registered manager's responsibilities across multiple services, this was discussed with the RI and the management team and will be kept under review by the provider to ensure there is no impact on the quality of care and support people receive.

Findings:

Well-being — Good

People experience positive outcomes because they receive care and support from a consistent staff team that knows them well. During the inspection, we observed warm, caring and respectful interactions between care workers and people receiving support. Care workers engaged with people in a friendly and supportive manner, responding to their needs and preferences appropriately. People spoke positively about the care and support they receive and told us they are happy with the service.

People benefit from greater continuity of care. The service no longer relies on agency staff and has a full complement of care workers in post. Since the last inspection, the service benefits from a consistent management team, providing stability for both people using the service and staff. People and staff told us staffing arrangements have improved, helping to ensure support is delivered consistently and by familiar care workers. Feedback from people stated that *"Since the manager started, things have gotten so much better."*

People are supported to maintain their health, well-being and independence. Where required, people receive support to access healthcare services and attend appointments, helping to ensure their health needs are met. People are encouraged and supported to take part in meaningful activities both within their homes and local communities. This includes maintaining volunteering opportunities, attending community groups, and participating in leisure activities such as swimming and dancing. These opportunities help people develop skills, maintain relationships, remain active and connected to their communities, and achieve outcomes that are important to them.

People are protected from harm and abuse. Care workers receive safeguarding training and demonstrated a good understanding of their responsibility to recognise and report concerns. This helps to promote people's safety and well-being.

People enjoy meaningful engagement with staff. During the inspection, we observed positive interactions and activities that promoted well-being and social connection. For example, staff and people receiving support spent time together undertaking a nail-painting activity, with several people and staff actively participating. The activity was relaxed, inclusive and enjoyable, demonstrating that staff take time to build positive relationships and support people to engage in activities that are meaningful to them.

Care & Support — Good

People receive care and support that is planned and delivered in a person-centred way. Care planning documentation is detailed, reflects people's individual needs and preferences, and is reviewed regularly to ensure information remains accurate and relevant. We reviewed a sample of care planning documentation and found evidence that people were consulted about their care and support. Personal plans reflected people's wishes, goals and outcomes. People told us they are involved in decisions about their support and are consulted regularly regarding any changes to their needs. This helps to ensure care remains responsive and centred on what matters most to the individual. Feedback from people stated, *"the staff help me feel involved in making decisions".*

Since the last inspection, managers have introduced an electronic care planning system. This has improved communication across the service and supported more consistent completion of records. The system enables managers and staff to access live information about people's care and support needs, daily recordings and well-being activities. Records included photographs where appropriate, providing an additional record of activities and outcomes achieved. The system has strengthened oversight of care and enabled staff to respond more effectively to people's changing needs.

People receive support to maintain and improve their health and well-being. Care records contained detailed health information, including epilepsy profiles, hospital admission guidance and behavioural support plans where required. We also saw evidence of health appointments, outcomes and follow-up actions being recorded appropriately. This helps care workers provide consistent support and ensures important health information is readily available when needed.
People are protected from abuse and neglect. Managers and care workers demonstrated a clear understanding of safeguarding responsibilities and the procedures to follow if concerns arise. All care workers spoken with during the inspection showed good knowledge of safeguarding processes and understood their duty to report concerns promptly. This helps to promote people's safety and welfare.

People, relatives and representatives spoke positively about the quality of care and support provided. Feedback consistently highlighted caring relationships, responsive support and staff who understand people's individual needs. Feedback from a family member stated, *"They are very good; they always keep me informed".* These findings demonstrate that people receive safe, person-centred care from a staff team that is knowledgeable, responsive and committed to achieving positive outcomes.

Leadership & Management — Good

People benefit from support provided by a staff team that is appropriately trained, supervised and recruited. Records showed care workers receive regular supervision, providing opportunities to reflect on their practice, discuss development needs and ensure they are delivering care in line with the service's expectations. Care staff spoke highly of the service, one staff member said, "*It's not just a job, it's a family environment.*"

The provider maintains a comprehensive training programme and staff training records demonstrated good compliance across a wide range of subjects, including manual handling, first aid, oral hygiene, safeguarding and mental health awareness. Staff informed us that they were happy with the training provided and said it was a good mix between in person and online training available.

The provider has effective recruitment processes in place to help ensure suitable staff are employed. We reviewed a sample of staff files and found they contained the necessary recruitment documentation, including references, proof of identity and Disclosure and Barring Service (DBS) checks. This helps reduce risks to people and supports the safe delivery of care and support.

The service is supported by a clear framework of policies and procedures that guide staff in their roles. Documentation was detailed, regularly reviewed and reflected legislation and good practice. Policies included links to relevant guidance for care staff's understanding and application in practice. We found information could be made available in Welsh on request, supporting the provider's commitment to meeting people's language needs. The statement of purpose was comprehensive, detailed and accurately reflected the service being delivered.

During the inspection it was identified that the registered manager is also registered as the manager of another regulated service. The provider did not obtain Care Inspectorate Wales (CIW) approval before the manager commenced this additional role. This has been discussed with the provider and agreed the management structure will be under regular review to ensure effective oversight is maintained. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

There are effective governance arrangements in place which help managers monitor the quality and safety of the service. The RI conducts regular visits and completes quality of care reviews. These provide oversight of the service and identify areas for development while demonstrating a commitment to continuous improvement. Feedback from staff stated that, "*We are an amazing team, and I am very proud to be a part of it.*"

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The provider should review the management structure on an ongoing basis to ensure adequate oversight is maintained across the service. Consideration should be given to whether the Registered Manager has sufficient capacity to meet all aspects of their role and sustain effective monitoring of the quality of care and support.	26/06/26

CIW has not issued any Priority action notices following this inspection.

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