Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Living at Home Swansea

Henley House , The Queensway , Fforestfach , Swansea , SA5 4DJ

01792588111

www.livingathome.uk

The inspection visits for this service took place between 03/10/2025 and 08/10/2025

Service Information:

Operated by:	Living at Home 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	Excellent
Leadership & Management	Good

Summary:

Living at Home Ltd is a Domiciliary care service which provides support for people in their own homes, the office is in Fforestfach, Swansea.

People experience good well-being. People are involved with the development of their care plan and are listened too. They are treated with dignity and respect and have developed good relationships with the care staff who support them, they feel safe in their company and are complimentary about them.

Care and support is excellent. Personal plans are well written and give care staff sufficient information on how to support people effectively. Feedback from people about the service was excellent with compliments shared about the reliability of the service, the consistency of call times and care staff who visit.

Leadership and management is good. There are good systems in place to oversee the service. The manager carries out routine audits to ensure all is up to date in the service. The RI visits and works in the service regularly to support the management team and ensure the smooth running of the service. Care staff are recruited, trained and supported effectively and overall are happy in their roles.

Findings:

Well-being — Good

People live healthily and safely with control over their lives and are treated with dignity and respect. People are involved in the development of their personal plans and assessments from the onset. Support is tailored around the needs of people, and these are documented on the personal plans, Call times and the frequency of them are consistent with people often receiving the same call on the same day with the same carer on a routine basis. Care staff are well thought of comments made included "*they are very good, very friendly and caring"* and *"I never feel rushed when they are here in fact we get time to have a lovely chat and catch up too. I very much enjoy their company".* People visited and those who responded to the inspection survey all commented on the consistency of the care team and punctuality of their call times, stating it is a very "reliable" service.

People are safe and protected from abuse and neglect. Environmental risk assessments are carried out by the provider prior to care provision commencing. This highlights any areas of risk to people and to care workers. Care workers are recruited robustly with effective background checks in place, once in post they are expected to undertake training to be able to carry out their roles effectively, this includes safeguarding training. Care workers spoken with have a good understanding of their roles and responsibilities to report any safeguarding concerns. The service has numerous policies and procedures in place to ensure the service is run effectively. Documentation is stored electronically in the service and is password protected.

People are supported to cultivate safe and healthy relationships. The service offers a personal approach with several examples of celebration seen, including flowers delivered to celebrate milestone birthdays, and trips to sporting events with messages on the big screens. People are very complimentary about the consistency of the service and the care staff who support them. The consistency of the service enables care staff to identify any changes in people and report back to seek further support for them if needed. Compliments were also received about the communication in the service. People were made aware of any issues so they could amend any plans accordingly, although we were told this was a rarity.

At present, there is no demand to provide the service in Welsh, although a few care workers can speak Welsh. The provider is committed to support the Welsh active offer should the demand change in the future.

Care & Support — Excellent

People receive excellent care and support from Living at Home Ltd which enables them to achieve their personal outcomes. We visited several people and received multiple surveys from people with overwhelmingly positive feedback. Comments included "*they are a kind, friendly, thoughtful organisation with reliable, punctual carers who go above and beyond", "I feel they really have matched the carers well. Systems they use seem great, and the service are very responsive"* and "*feel they really have matched the carers well, all in all we've had a very positive experience with them".* Personal support plans are written with people and reviewed regularly. Most care packages are privately funded and bespoke to the individual needs with call times and frequency influenced by the individual themselves. This enables people to have the right support at the best time for them.

People are protected from harm and abuse. Care staff complete safeguarding training and have built up good relationships with the people they support. These relationships enable them to notice any changes is people and report any concerns back in a timely way. Care staff are recognisable to people as they wear uniform for visits. We viewed the safeguarding policy and noted it was in line with the most up to date legislation and any incidents, accidents or concerns were followed up appropriately by the management team. All people spoken with told us they feel very safe with the care staff who support them,

There are effective procedures in place to ensure medication is safely managed. We saw the levels of support people need with medication documented on their personal plans. Most of those seen had minimum support required, however, we saw good records in place for people supported with applications of prescribed creams and ointments. Relatives spoken with confirmed the support with medication is invaluable and enabled them to continue working and gave them reassurance. One person said, "*They know X very well and pick up on things if X isn't 100% so I can ring the nurses or GP".* All support given is documented on the care app which can be accessed by relatives with permission should they wish, this also enables families to have peace of mind when they are away. Care staff complete their records through the app at each visit, so this is available in real time for relatives to peruse. These are audited by the office staff to ensure all tasks required are completed or noted appropriately if anything is not completed and the reasoning why. There is effective use of personal protective equipment (PPE) in the service which ensures risk of cross infection is minimised.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective governance and oversight to ensure the smooth running of the service. We viewed the service's Statement of Purpose which reflects the service well. Policies and procedures are in place and reviewed routinely to support all aspects of the service. The service has implemented effective systems for monitoring the quality of the service. Feedback from people using the service and staff is routinely gathered and used to inform continuous improvement. The Responsible Individual (RI) and manager demonstrate responsiveness to feedback obtained through internal and external audits. These are documented on the RI visit reports and the bi-annual quality of care review. We looked at theses reviews and saw that where improvements are identified, appropriate strategies are put in place to address issues and promote service development. The provider has robust contingency plans in place to manage potential disruptions, including severe weather, power outages, and road closures. These plans are detailed and demonstrate a proactive approach to maintaining service continuity. While the RI does not consistently notify CIW of significant events as required, the provider takes prompt and appropriate action to safeguard individuals and maintain service quality. The RI is aware of the requirement to notify CIW of significant events, and this will be followed up at the next inspection.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. We looked at several personnel files where staff recruitment processes are thorough, with appropriate vetting procedures in place. These files are well-organised and contain clear documentation, which was readily available for review. Staff receive regular supervision and annual appraisals and are subject to spot checks to ensure high standards of care are delivered and maintained to a high standard. Up-to-date vehicle documentation is also in place, which is effectively monitored and stored digitally by office staff. Although a minority of staff report feeling unsupported, leaders demonstrate a commitment to staff development through a structured training matrix and detailed records. Staff are also supported with personal needs, contributing to positive staff retention. The provider recognises and celebrates staff achievements, both internally and externally. Staff are acknowledged for going above and beyond, including covering for colleagues during periods of sickness. The management team actively promotes staff for wider recognition of their contributions such as the Great British Care awards. Feedback from staff was positive with comments like: "*The relationship between management and staff is brilliant, any concerns or advice get answered very quickly"* and *"Excellent company to work for. We have support from our manager which is good".*

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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