Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Carmarthenshire Domiciliary Care Services

Inspirational Lifestyle Services, Ty R Onnen, Parc Pensarn, Carmarthen, SA31 2NF

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https://mdcareltd.co.uk

The inspection visits for this service took place between 30/09/2026 and 02/10/2026

Service Information:

Operated by:	M&D Care Operations Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported living, Care and support for adults
Registered places:	0
Main language(s):	Welsh and 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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Wellbeing is rated excellent because people experience exceptional wellbeing outcomes as they are supported to exercise choice and control, achieve meaningful personal goals and increase their independence in ways that are important to them. People actively participate in their communities, maintain important relationships and benefit from personalised support that promotes confidence, inclusion and personal development.

Care and support is rated excellent because people receive highly personalised care and support from staff who know them exceptionally well. People's personal plans demonstrate a strong focus on achieving meaningful outcomes, with clear evidence of people developing life skills, maintaining relationships, increasing community participation and progressing towards personal goals.

Leadership and management is rated excellent because people benefit from strong, visible and values-led leadership. Leaders have established effective quality assurance systems that proactively identify concerns and drive measurable improvements in workforce compliance, training oversight and care planning, helping to ensure people receive safe, consistent and person-centred support.

Findings:

Well-being — Excellent

People experience exceptional wellbeing outcomes because they are empowered to live meaningful lives shaped by their own interests, aspirations and goals. People are supported to exercise choice and control over decisions that affect their lives and are encouraged to increase their independence in ways that are important to them. Records reviewed demonstrate people are making significant progress towards personal goals, such as progressing driving lessons, increasing independent community access, developing budgeting, and cooking skills. As a result, people experience improved independence, enhanced self-esteem and greater opportunities to participate meaningfully in their communities, supporting positive outcomes and long-term personal development.

People are well supported to participate in their communities and remain active citizens. During visits to people's homes, people were observed coming and going as they wished in accordance with their support arrangements. People's homes were personalised, comfortable and reflective of people's individual preferences and lifestyles. Community noticeboards promoted local activities, events and opportunities for participation, and there was evidence of community-based initiatives including film nights, walking groups and social events. These opportunities help people develop confidence, maintain social connections and participate in activities that are meaningful to them.

People are supported to maintain relationships that are important to them. Records reviewed evidenced regular family contact and support to maintain valued relationships. Care staff demonstrated a strong understanding of the importance of these relationships to people's emotional wellbeing and actively supported people to remain connected to those who matter most to them. This supports positive emotional wellbeing and enables people to maintain meaningful relationships, reducing the risk of isolation and promoting a sense of belonging, stability and connectedness.

Feedback from people, relatives and professionals was overwhelmingly positive. People consistently described themselves as happy and spoke positively about their support and the care staff who support them. One person told us, "*I love my house and my staff*." Relatives told us they had seen increased confidence and independence since people moved into the service. Throughout the inspection we observed warm, respectful and genuine interactions between people and staff. Relationships were characterised by trust, familiarity and a shared understanding of what is important to people, contributing significantly to positive wellbeing outcomes.

Care & Support — Excellent

People receive highly personalised care and support from staff who know them well and understand their histories, strengths, aspirations and support needs. Personal plans are detailed, person-centred and clearly focused on promoting wellbeing, independence, choice and control. Staff consistently use their knowledge of people to deliver support that is tailored to individual preferences and desired outcomes.

Records, such as, people's personal plans, key worker meetings and daily records, demonstrated a strong focus on achieving personal outcomes. People are supported to promote their emotional wellbeing, maintain important relationships, develop practical life skills and participate in activities that matter to them. During the inspection, we saw evidence of people achieving positive outcomes, including, managing personal finances, increasing their involvement in the local community, developing cooking skills and making progress towards greater autonomy and self-reliance.

Staff demonstrated a detailed understanding of people's mental health, communication needs, emotional wellbeing and preferred approaches to support. People's daily records were detailed and respectful, consistently evidencing people's wishes, preferences and choices. Support was responsive to people's changing circumstances, and staff demonstrated a good understanding of balancing positive risk-taking with individuals' rights, choices and safety. Robust risk assessments and personalised planning arrangements help protect people from avoidable harm while recognising their strengths and desired outcomes. Staff are knowledgeable about safeguarding responsibilities and consistently promote people's wellbeing, choice and control in a way that is proportionate to assessed risks.

People receive support with their medicines in line with their assessed needs. Appropriate arrangements are in place to help ensure medicines are administered safely and consistently. This provides reassurance that people receive support that promotes their health, safety and wellbeing. People are protected from the risk of infection because care staff consistently follow effective infection prevention and control practices. Care staff receive appropriate training and have their practice observed when they start employment. Ongoing compliance is monitored through regular spot checks, helping to ensure standards are maintained.

Leadership & Management — Excellent

People benefit from strong, visible and values-led leadership that drives a positive, person-centred culture across the service. Leaders actively promote wellbeing and create opportunities for people to achieve outcomes that are important to them. Managers demonstrate a clear focus on enabling people to exercise choice and control, strengthen community connections and pursue their personal aspirations. Leaders maintain a thorough understanding of each person's individual circumstances, progress, relationships and future goals, and use this knowledge to shape care and support. We saw this approach reflected consistently throughout care plans, reviews, daily records and case studies examined during the inspection.

Care staff describe managers as approachable, supportive and accessible. Feedback consistently highlights a positive workplace culture where staff feel listened to, valued and supported to develop professionally. Staff spoke positively about the open-door approach adopted by managers and their confidence in raising ideas, concerns and suggestions for service improvement. We saw evidence of leaders recognising and celebrating good practice, including staff receiving organisational recognition for innovative support that helped people achieve meaningful outcomes.

Leaders have established comprehensive quality assurance arrangements which include Responsible Individual visits, audits, workforce monitoring, incident analysis, stakeholder feedback, complaints monitoring and regular oversight of service quality. The service provider has effective quality assurance arrangements in place, enabling the proactive identification of areas requiring improvement. Appropriate action is taken promptly to address issues identified, demonstrating robust oversight and monitoring systems

Workforce development is a particular strength. Care staff benefit from structured induction arrangements, regular supervision, appraisal processes and opportunities for progression. Training compliance was high across services and included specialist training aligned to people's assessed needs. We saw evidence of leaders supporting care staff to develop additional responsibilities, progress within their roles and undertake specialist functions. Safe recruitment arrangements were consistently applied, with comprehensive pre-employment checks providing assurance that people are supported by a skilled and suitable workforce that promotes their safety, wellbeing and positive outcomes.

The positive culture promoted by leaders is reflected in the experiences and outcomes of people using the service. People, relatives, staff and professionals provided positive feedback about the quality of support, leadership visibility and responsiveness of managers.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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