Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llewelyn Support Services Ltd

Allied & Nationwide Development Ltd, 146-147, St. Helens Road, Swansea, SA1 4DE

08001560017

Date(s) of inspection visit(s): The inspection visits for this service took place between 25/11/2025 and 26/11/2025

Service Information:

Operated by:	Llewelyn Support 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 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:

Llewelyn Support Services Ltd provides domiciliary care and support to people living in their own homes in Swansea. Services are currently privately funded or funded by the Local Health Board. The service operates from an administrative office in central Swansea.

People experience a truly person-centred service which significantly enhances their well-being and quality of life. Care staff can be relied upon to provide an excellent standard of care and support. The manager responds flexibly when needs change, to ensure people continue to receive the best possible care.

The service is managed well. The responsible individual (RI) and manager monitor standards closely through audits and reviews. They have fostered a positive working culture and constantly look to make service improvements. Staff are appropriately recruited, trained and supported.

Findings:

Well-being — Excellent

People have choice and are respected for who they are. The service develops detailed personal plans which acknowledge people's care preferences and routines while actively promoting choice, dignity and independence. People confirmed that care staff understand what is important to them and are very accommodating of requests. One person said, *"I'm always put first… They have the utmost respect for me"*. The service is fully committed to providing person-centred care that makes a real difference to people's lives. For example, the manager explores and facilitates community-based activities to benefit those at risk of social isolation. Care staff also interact with people meaningfully during care calls and complete activities they find fun and rewarding.

People experience a safe, reliable service as care calls are consistently scheduled and delivered in line with service agreements. The management team continuously monitors an electronic system which automatically tracks when care staff attend people's homes, so any delays can be acted upon. This helps ensure people always receive the right care at the right time. Communication amongst the staff team is highly effective. Important information and updates are handed over between calls and discussed during regular staff meetings. One person told us *"I feel like I'm in very safe hands with Llewelyn"*. The service follows safe recruitment procedures to ensure care staff are suitable for their roles. Staff complete training in relation to safeguarding adults at risk and feel confident reporting concerns. The RI and manager carry out regular audits and quality checks to ensure the service is being delivered safely and effectively.

People have full trust in the staff and management team. Care staff help minimise infection risks by promoting a consistently high standard of hygiene and infection control. They conduct themselves professionally and show genuine warmth and kindness to the people they support. One person said, *"All of them are extremely well mannered… XX is so pleasant to have around the place. I'm in the arms of an angel with XX"*. The manager and staff team share the same values and are passionate about designing care and support to suit individual circumstances. This motivates staff and gives them and the people they support rewarding experiences.

Care & Support — Excellent

The service is arranged in a safe way. Before care packages are agreed, the manager carefully assesses people's needs to determine if the service is suitable for them. These pre-service assessments involve gathering a wealth of information about people's backgrounds, providing an excellent insight into who people are and what matters to them most. They also take into account people's health conditions and any risks to their safety and well-being. People and/or their representatives are fully involved in the assessment process to make sure the goals they would like to achieve from the service are clearly understood. The RI has devised a Welsh language strategic plan to support a Welsh language service should this be required. Other communication needs are also effectively catered for, with different tools being used to help people understand information and make decisions for themselves.

The service delivers outstanding care and support which helps people continue living safely in their own homes. Care staff have an excellent understanding of personal plans, which provide clear, comprehensive guidance around meeting people's physical and emotional care needs. Where applicable, personal plans cover all aspects of care outlined within Local Health Board contracts. Quarterly care reviews ensure personal plans remain appropriate in helping people achieve their desired goals. The manager also audits medication charts routinely, so any practice issues can be identified and addressed promptly. People spoke very highly about the quality of care and support they receive. For example, one person said, *"I choose my food, and they can comment on nutrition which is a big help to me… now I'm on an excellent diet"*. Another person's representative told us *"I think the service is great. They try to please us as much as they possibly can"*.

People receive excellent continuity of care from a small number of care staff. This supports the development of meaningful relationships and helps care staff recognise changes in people's health and well-being quickly. Care staff keep detailed handwritten and electronic records of the care and support they provide, which gives the relevant professionals easy access to current information about people's needs. The manager is a strong advocate for people when their needs change, resulting in timely adjustments to care arrangements. A health professional reported *"This service has demonstrated exceptional support in managing multiple packages of care… Their ability to engage with these cases has been instrumental in maintaining continuity of care and avoiding unnecessary long-term placement admissions"*.

Leadership & Management — Good

The service is being provided in line with its statement of purpose; a key document that explains what the service aims to provide and how. The RI keeps this document under review, ensuring it remains accurate and aligns fully with the Regulations. The service also operates according to its policies and procedures, which are comprehensive, informative and linked to current legislation. Care staff are familiar with policies and procedures and know how to practise safely and effectively. They told us they receive clear direction from the management team when they need it. People have access to written information about the service, as they are provided with key documents to keep in their own homes.

The management team values and acts upon feedback from people using the service. People told us they have regular contact with the manager, who responds immediately to address any issues or concerns. Comments include *"When we have had difficulties, they have been dealt with almost immediately… Communication is brilliant"* and *"It's an extraordinary company… the professionalism and approach to solving problems and timings are what make it stand out from the rest"*. The service operates an effective complaints policy and procedure which seeks to identify opportunities for learning, development and reflection. The RI is actively involved in the day-to-day running of the service and sets actions to improve standards following formal visits and quality-of-care reviews. The RI will ensure reports following future visits and reviews are completed at the required intervals and reflect the views of staff and people using the service.

The service employs enough staff to meet current demand. Due to the low number of people currently being supported by the service, staff have ample time to travel between calls. Records confirm that all staff undergo the required recruitment checks to ensure they are suitable to work with vulnerable people. This includes a criminal check via the Disclosure and Barring Service (DBS). The management team regularly discuss working hours with staff, although offers of guaranteed hours need to be clearly documented.

Staff have the required skills to meet people's care and support needs. Staff told us they receive *"very helpful"* training, which is delivered in person and online. The service also supports staff to register with Social Care Wales and complete professional qualifications. Staff generally receive formal, individual supervision with the manager every three months, providing regular opportunities for them to reflect on their role and performance. The manager also completes competency assessments during calls to ensure care staff are practising safely. Staff have been provided with questionnaires to complete in preparation for their upcoming annual appraisals.

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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