Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

People Support Limited

1 Quay Street, Ammanford, SA18 3DB

03337722633

The inspection visit took place on 02/03/2026

Service Information:

Operated by:	People Support Ltd
Care Type:	Domiciliary Support Service
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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

People Support Ltd is a domiciliary support service that provides care and support to adults and children in their own homes. The service has branches in Powys, Swansea and Carmarthenshire. This inspection relates to the service based in Carmarthenshire.

People enjoy an excellent standard of wellbeing because staff anticipate their needs, advocate proactively on their behalf and take consistent, pre-emptive action to keep them healthy, safe and in control of their lives, often going above and beyond what is required.

People experience excellent care and support because staff act promptly, advocate strongly and work collaboratively to ensure personal outcomes are met, often exceeding the needs and expectations of people.

Leadership and management is excellent with clear strengths in culture, oversight and workforce development.

Findings:

Well-being — Excellent

People experience very effective, person-centred support that promotes their emotional and physical wellbeing. Staff know people extremely well and act quickly when needs change. We were told of examples where staff recognised changes in people's health and wellbeing and contacted the relevant health professionals promptly. People are consistently treated with dignity and respect and are encouraged to contribute to all aspects of their care. Feedback from people and family members describes a service they find to be extremely reliable with good continuity of staff, thereby enhancing their lives and supporting them to achieve their outcomes. People can maintain their independence by being able to remain living in their own homes for as long as possible and maintaining important family relationships. Care staff are very well matched to the people they support, which provides consistency of care. The service has also developed a range of initiatives to support people, their families and the wider community. These include helping to support the local food bank and befriending and assisting members of the community who feel welcome to call into the main office when they wish to. The service goes beyond the expected regulatory requirements to help enhance people's wellbeing.

People are supported to stay as healthy as possible and to receive the right care at the right time. The service works closely with health and social care services, promptly reporting and referring any issues which arise. Care staff know people extremely well, meaning they can quickly recognise any changes in their needs. Guidance from other professionals is followed and informs personal plans. People are supported to receive their prescribed medication as directed. Infection control measures are used effectively.

Systems are in place to protect people. The service ensures staff are recruited safely and all relevant checks are completed prior to employment. The service benefits from having a dedicated training manager in place. Care staff receive ongoing training to support them to have the correct skills, including safeguarding and service specific training. Care staff tell us they are encouraged to report any issues of concern and that they would have no hesitation in doing so. The service identifies potential risks to people or care staff and develops plans around how to manage these. People have ready access to information to help them raise any issues they might have. The service provides a written guide, containing practical information about the service and care provided and includes information about the complaints process if needed.

Care & Support — Excellent

People receive an excellent standard of care and support. People and their families are consistently complimentary about the service, telling us: *“the staff are brilliant, second to none”; “they are kind and compassionate and they know exactly what to do;” “everyone is great, I can always contact someone if I need to”; “communication is good, we are always kept in the loop”.* The service assesses people’s needs before care and support commences to ensure appropriate support can be provided. Personal plans are detailed and are consistently outcome focussed. They give clear direction to care staff around how people like to be supported and people and their families are encouraged to contribute whenever possible. These are kept under regular review and updated as needed. Daily recordings are detailed and provide a good overview about the care and support given to each individual.

The service takes robust measures to protect people from harm and abuse. Staff have good understanding of their safeguarding responsibilities and how to report issues they might be concerned about. Staff told us they feel very confident that if they raise an issue with the management team it will be responded to quickly and appropriately. Incidents and accidents are recorded and audited, with the service reporting issues to relevant partner organisations. Appropriate risk assessments are in place which help keep people and care staff safe. People and their families consistently told us they feel the service is safe.

People’s medication is well managed. Up to date policies guide practice and ensure people receive the correct medication at the right time. Care staff receive updated medication training, competency assessments and any health or medication queries or concerns are escalated promptly to prevent delay.

Infection control measures are well managed and reduce the risk of infection. Care staff are aware of and understand their responsibilities and undertake relevant training. An up-to-date infection control policy is in place. Care staff have access to a plentiful supply of appropriate personal protective equipment, with people confirming care staff use this when supporting with tasks such as personal care.

Leadership & Management — Excellent

The service is extremely well led, with highly effective organisational arrangements, governance and oversight to help the service run smoothly. The service places a clear commitment to providing person centred care and supporting staff development and wellbeing. The responsible individual (RI) is central to day-to-day operations, being visible and approachable to both people and care staff. They maintain robust regulatory oversight of the service, evidencing three monthly visits to meet with people and care staff and reviewing the quality of care provided by the service. They have an effective and supportive working relationship with the manager, working closely to oversee all aspects of the service.

Thorough auditing and quality assurance processes are used to identity what is working well within the service and where improvements might be needed. The service is open and transparent, making the required notifications to Care Inspectorate Wales and reporting to the relevant local authority Social Services departments. Up to date policies and procedures provide guidance around staff roles, responsibilities and how the service is to be run. These include whistleblowing procedures, with care staff having a clear understanding about what these are and how to raise a concern if needed. Staff speak very favourably about working in the company, telling us: *“I absolutely love my job, I wouldn’t work anywhere else”; “I feel valued in what I do, this is a good company to work for” “we have each other’s backs, I feel well supported by management and colleagues”.*

The service has a range of measures to support staff wellbeing, including regular meetings and informal opportunities to ‘catch up’ with staff and formal recognition of achievement in the form of awards ceremonies in which people and family members are invited to submit nominations and to attend the event itself. Staff spoke very positively of such recognition, feeling this enhances their own perception of their value within the service. Staff are also invited to participate in a range community activities initiated by the service on a regular basis, helping them to feel part of the service as a whole.

The service takes proactive measures to ensure people are supported by care staff who have the necessary expertise, skills and qualifications. Recruitment arrangements meet regulatory requirements with care staff files containing all the necessary information. Care staff are registered with Social Care Wales, the workforce regulator. There are sufficient staff to effectively meet the assessed needs of the people the service supports. The service has a training manager who ensures staff receive up to date training in all mandatory areas, such as manual handling and infection control and prevention. Specialist training is available in a range of areas, such as

dementia care, epilepsy awareness, autism awareness and Positive Behaviour Support. Care staff consistently told us that any requests for additional training are actioned whenever possible. Regular supervision and annual appraisals provide professional development and performance management. Care staff have a very good knowledge of their roles and responsibilities and said they feel well equipped to provide care in a competent and safe way. They also recognise the efforts made by management to match them to people who they feel they can best support in terms of skills and experience and personality and approach. We saw a strong commitment by the service to the enhancement of staff welfare and development and recognition of the important impact this has on the people they support.

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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