



## Inspection Report on

**Yourlife Management Services Ltd.**

**Thomas Court  
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CF23 5EZ**

## **Date Inspection Completed**

28 April 2023

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## About Yourlife Management Services Ltd.

Type of care provided	Domiciliary Support Service
Registered Provider	Yourlife Management Services Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert]
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

The service provides care and support to people in their own homes within buildings that also support communal spaces. People like the care and support they receive from a consistent workforce, describing the service as “*good*” and “*reliable*,” and care workers as “*friendly*,” and “*helpful*.” Personal plans and their reviews involve people, so they have control over the care they receive. Care is delivered as per the personal plan.

Care workers mostly have training to suit the needs of people they support but refresher training is required for more specialist care. Care workers are supported, feel valued and are happy in their work. Personnel files contain all documents required. Competent managers ensure the smooth running of the service.

The service is based in Wales and subject to Welsh legislation, though the provider is based in Bournemouth, England. Improvements have been made as the responsible individual (RI) is visiting the service and consults with people and staff. The provider needs to make further improvement around the monitoring and reporting on the quality of the service.

## Well-being

Information is provided so people know what care, support and opportunities are available to them. Documentation is available in a variety of formats to let people know what the service offers. Personal plans are developed in consultation and with the agreement of the person or their representative. The managers of the service are visible and approachable, and along with a dedicated team of care workers, they ensure everyone receives information about their care choices in addition to social opportunities. People generally know who is going to be providing their care and at what time, and they are supported to review this if their needs change.

People are supported with their health needs. A consistent team of care workers know people well and pay attention to any changes so that action can be taken if required, such as supporting someone to contact their GP. Care workers follow personal plans and any additional directives from health professionals, such as supporting good skin care to prevent damage. One person told us “*they look after everything,*” and expressed their gratitude for this as it relieved their worries about getting the right help to support their ongoing health.

The provider protects people from potential abuse. Care workers are recruited safely with checks to ensure they are fit to work with vulnerable adults. Training is provided, including how to protect adults who may be at risk, but care workers need refresher ‘specialist’ training for some areas. Risk assessments are carried out so the service can make adjustments to meet people’s needs, such as assisting with medication, or helping someone to move safely.

## Care and Support

People are involved in assessments. An assessment is completed by a senior member of staff where people can express their wishes and aspirations. Risk assessments identify any considerations that need to be made, including assistance with 'moving and handling'. The manager is reviewing the content of the risk assessment to ensure care workers know the action they need to take if a fire is detected.

Personal plans are developed. People agree their plan of care that contains detailed directives for care workers to follow. The goals people wish to achieve are sometimes lost in the amount of information available and the manager is considering how this can be streamlined. People's social history is not always captured, this too is being considered as the manager recognises the importance of this, especially for people supported with a diagnosis of dementia.

Care and support is provided with dignity and respect. People told us that care workers are "*courteous,*" "*kind,*" and "*polite.*" Daily records show that people receive the care and support agreed in their plans and people are monitored and assisted with their health needs. People told us how care workers "*notice things and keep an eye on it,*" with the examples of skin care. Health professionals are involved when required. Care workers follow the directives of health professionals, such as applying prescribed creams or assisting with taking a course of antibiotics. People are encouraged to be as independent as they can be, but when people's needs change and they need additional help, they are assisted to arrange this. For people who require support with their medication, this is provided and clearly documented. Care visits are generally delivered on time, and we are told that care workers always wear the protective equipment such as gloves and masks to help protect people from infections.

People's well-being is considered. Due to the service being delivered to 'homeowners' within a building that has a communal living area and dining space, the manager is encouraging people to re-gain their confidence and abilities by attending activities to promote their well-being, as many have been impacted by the recent pandemic. Documents record how people who are visually impaired receive support to access the community and one person told us the effort the manager is making to accommodate their dietary needs at a planned event to celebrate the coronation of King Charles III. People enjoy the warm relationships they develop with the care workers and tell us that they "*look forward to seeing them,*" acknowledging the positive impact the "friendly" staff provide.

## Leadership and Management

The service provider has governance arrangements in place, but these need further improvement. The RI has visited the service every three months as required and consulted with people to help consider service provision. The analysis and reporting of the conclusions from visits are not adequate and the six monthly 'quality of care' report is not available. This has been discussed with the RI. As this was an area for improvement at the last inspection, and is not fully met, we expect the provider to take immediate action to address this. The provider has information available to help people understand the service offered. A 'statement of purpose' and 'service user guide' are available, and the service can provide these in a variety of formats, including Welsh. They refer to policies and procedures, such as the 'complaints procedure' that can be requested if required.

The service is run smoothly. Two managers are in post covering two separate sites where care and support is delivered. The managers are supervised and feel supported by the wider organisation, so they can run the service smoothly. Managers are highly respected by staff and people who use the service, being approachable, knowledgeable, and dependable. People receive their care visits, and some told us how the manager provides care when there is short notice sickness and absence, ensuring continuity. Managers undertake reviews and auditing of documentation as part of schedules of work, including care documentation and medication records.

Staff are safely recruited and supported. Pre-employment checks are carried out to ensure care workers are fit to work with vulnerable adults. Personnel files are well organised and contain all relevant documentation. Care workers receive appropriate induction, supervision, and spot checks with a line manager to help professional development. They are encouraged to register with the workforce regulator, Social Care Wales. Contracts of employment are provided. Whole staff meetings take place where care workers can share their observations and raise any issues. Care workers told us that the team work together, there is good morale and it's *"a very happy and friendly place and company to work for."*

Core training is provided, and all care workers have completed this. Some face-to-face training unavailable due to the recent pandemic, is planned. Specialist refresher training, such as 'application of eye drops', and 'sensory loss' is being arranged. People told us that the care workers are competent at managing their needs and they have no concerns.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
80	Regulation 80(2) - The service provider must ensure arrangements are in place to review the quality of care and support as often as required, but at least six monthly.	Not Achieved

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
8	The provider is not ensuring the quality of care is monitored and reviewed so that the service can continually improve and develop.	New
9	Regulation 9(5) (b) - The service provider must ensure that if the RI is unable to fulfil their duties for more than 28 days, the service provider must formally inform the service regulator of the interim arrangements in place.	Achieved
73	Regulation 73(2) &(3) - The service provider must ensure the RI visits the service at least quarterly, speak with people receiving the service and members of staff, in order to monitor performance to inform oversight and quality review.	Achieved



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