



## Inspection Report on

**Lifeways Support Options (West Wales)**

**Support Options Ltd  
Jamesons Hall  
Foundry Road  
Swansea  
SA6 8DU**

## **Date Inspection Completed**

23<sup>rd</sup> November 2021

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## About Lifeways Support Options (West Wales)

Type of care provided	Domiciliary Support Service
Registered Provider	Lifeways Support Options Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">7<sup>th</sup> October 2019</a>
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Lifeways Support Options (West Wales) is a small domiciliary support service based in Llanelli. The service provides supported living and outreach support to people aged 18 and upwards living in their own homes who have complex health and social care needs. People have up to date personal support plans and risk plans that are regularly reviewed. People are supported by a dedicated team of well trained and experienced care workers, a team leader and manager. All care staff are very knowledgeable about the needs of the people they support. People are supported to access routines that are important to them including access to the community on a daily basis. The service is person centred and flexible. The Responsible Individual (RI) is in regular contact with the service and there are good oversight and governance arrangements in place. These would be further enhanced by use of an electronic call monitoring system (ECMS).

## Well-being

People are treated with dignity and respect. We observed care workers supporting people in a friendly way with positive and supportive interactions. Support files indicate people's needs are fully considered including their ability to participate in care planning. We found personal plans are up to date, regularly reviewed and give a good reflection of the current needs of people. Risk assessments are detailed and thorough to ensure people are supported safely. People speak highly of the support provided and personal progress being made. A relative told us communication is good with and from the service and the support provided is of a high standard. The service does not currently use an ECMS to monitor care worker times at calls. We strongly suggest the provider considers the future use of this.

People's physical, mental health and emotional well-being is promoted. People are supported to access the community and have a varied activities programme available to them in the service. People are supported by care workers who are trained and know them well. People's health needs are monitored and actions taken promptly to seek medical assistance and attend appointments as necessary.

People are protected from harm and neglect. All care workers have received updated safeguarding training and those spoken with are aware of their responsibilities and procedures to report any concerns. Policies and procedures to guide care workers are in place which have been reviewed. There are robust infection control procedures in the service.

People live in their own home and have their own tenancy or live with family. Where appropriate we were informed by the manager there is a positive relationship with the property owner. People are supported to manage and maintain their tenancies as detailed in their support plans.

## Care and Support

The provider has an accurate and up to date plan for how care is provided in order to meet needs. Personal plans demonstrate what matters to the person and how best to support them to achieve their identified goals. Appropriate risk assessments are in place to correspond with these plans. People's ability to be involved in care planning is considered and the appropriate legal measures are in place to safeguard them. Recording of support given is detailed and evidences that's peoples identified needs are monitored. We saw people are supported to access the community routinely and engage in activities within the service on a daily basis. Activities are structured and planned around the needs of people. A person told us *"they have made a hell of a difference to my life and very happy with the support provided"*. A relative stated *"there is good communication with the office and managers...everything is fine"*. The service is flexible and person centred as confirmed by both people and care workers. People receive support to access health appointments and records are kept of this in a separate section in their support files.

People are supported by experienced and well trained care workers and by managers who are dedicated and committed to ensure the service is of a high standard. We spoke to care workers who have good knowledge of the people they support. Many have been working in the service for many years. A care worker told us *"it's a very friendly and supportive team and we get on very well with each other"*. We looked at staff records which showed good completion of both core and specialist training. All training is completed online currently due to the Covid 19 pandemic and includes topics such as safeguarding, infection control and medication management. The service continues not to use an ECMS monitoring system. Such a system would allow the provider to check times and length of care worker calls. This was a recommendation following the last inspection. The manager told us all calls are monitored by regular spot checks and by people completing staff attendance forms. We strongly recommend that an ECMS system is introduced and have discussed this with the registered manager.

The service promotes hygienic practices and manages the risk of cross infection. Due to the Covid-19 pandemic, prior to entering the office we were asked to show a negative lateral flow test result, sanitise out hands and apply personal protective equipment (PPE). We saw all care workers wear PPE appropriately whilst visiting the office and when supporting people.

## Leadership and Management

People are supported by a dedicated team of staff who have been recruited safely and are supported in their roles. Many of the care workers have worked in the service for years and are very familiar with the needs of the people being supported. We looked at two staff personnel files and saw appropriate pre-employment and recruitment checks are in place. References and up to date Disclosure and Barring Service (DBS) checks are on file. The training matrix was seen and we found almost all mandatory training requirements of the provider are up to date. We saw staff receive routine supervision and an annual appraisal. Care workers spoken to are all complimentary of the training and support they receive. Comments included: *“brilliant, managers are absolutely incredible and we can talk to our manager about anything”* and *“good support from managers. If I need any help or advice it’s provided”*. A relative we spoke to confirmed communication is good with the service.

The provider has arrangements in place for the effective oversight of the service through ongoing quality assurance. We saw the recent bi-annual quality of care report. The report includes feedback from people and staff in the service. The report indicated what the service is doing well and further improvements for the future. We saw the RI and registered manager are in regular contact with the service. We saw policies and procedures have been reviewed and where necessary updated. The service’s Statement of Purpose (SOP) has been reviewed and accurately reflects the service. Care workers told us staffing levels are good and we saw staff working rota’s which reflected this. Care Inspectorate Wales (CIW) are notified as per regulatory requirements of any significant events or changes in the service.

## **Environment**

The quality of environment is not a theme we explore in any detail for domiciliary support services. However, we saw the office is suitably equipped for the purposes of the day-to-day operation and management of the service. People using the service and staff employed can have confidence their personal information is stored securely and securely. Many of the people supported live in their own self-contained privately rented flats. The manager informed us there is good communication and any repairs and regular maintenance necessary is completed appropriately.





### 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
N/A	No non-compliance of this type was identified at this inspection	N/A

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
N/A	No non-compliance of this type was identified at this	N/A

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