

Lifeways Support Options Limited

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider: Lifeways Support Options Limited

Provider summary

The provider was registered on:	30/05/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	We have a training matrix for each service to identify training needs. All relevant review dates. SCW registration require specific training in order to satisfy registration. L&D developed an on-line training package that satisfied the requirements for the registration to be endorsed for SCW Registration. Power BI Dashboard introduced for oversight, mandatory training levels are accurate based on live information. Regular MLL reports show service specific training completed.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Weekly meetings held with Recruitment co-ordinator to discuss agency reduction and refreshments of adverts. Value based recruitment process. Regular interviews conducted in person/Teams have improved recruitment. Robust Induction process to ensure retention of staff improved across the area. Feedback and learning taken from new starters on their experiences as well as people we support. Reliance on agency significantly reduced over 12 months. sessional staff recruited

Regulated services delivered by this provider

Service name	Service type	Type of care
Lifeways Support Options (West Wales)	Domiciliary Support Service	None

Service: Lifeways Support Options (West Wales)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	30/05/2019
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none">Lifeways Support Options Limited is registered to provide a domiciliary support service in West Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Robert Topliss

Service contact details

Service Telephone Number	01792775101
Service Contact Email Address	nominated.individual@lifeways.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

<p>The RD (Regional Director) and Service Manager visit with People We Support regularly to gain their views on the service and how it is operating. they are also encouraged to make contact with the service manager or senior managers if they have any concerns. Satisfaction surveys are sent out annually to people we support and their family members to obtain feedback and inform service improvement.</p>
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Compliance and quality statement

<p>Inspected - Areas for Improvement</p> <p>Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.</p> <p>We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£10.29
The maximum hourly rate payable during the last financial year?	£23.15

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	6
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Care Worker	9	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Care Worker	6	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Care Worker	3	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Care Worker	9	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Care Worker	2	3

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	1	0
Care Worker	4	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	9am-9pm Sleep in 10pm -7am 6PM -9PM