



Garnant House LLP



75 Cwmamman Road, Garnant, Ammanford, SA18 1ND



01269825705

Date(s) of inspection visit(s):

10/06/2025, 04/06/2025

Service Information:

Operated by:	Garnant House LLP
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	21
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Requires Improvement

Summary:

Garnant house is a residential care home for adults, located in a prominent position in the center of Garnant. Garnant House provides residential care for older people.

People experience good wellbeing outcomes because they are well known, understood and provided with care and support by a long standing and dedicated staff team. The valuable support people receive helps them to live well and maintain and improve upon their physical and mental health.

The care and support people receive is good because care workers understand the outcomes that are important to people using the service. Plans for people's care and support are co-produced between them, their representatives, relevant professionals and the service provider. Plans for people's care and support would be improved with more details of people's life history. People are supported to maintain and improve their wellbeing with involvement from external professionals.

People live in a good environment and benefit from a warm, comfortable, welcoming home, which

meets their needs. The provider undertakes regular maintenance and repairs, and ensures the environment is safe.

Leadership and management require improvement because the provider does not have a strict selection and vetting processes for hiring staff. People and staff provide feedback which contributes to assessing care quality and improving the service. Care workers receive effective induction, ongoing training and supervision.

Findings:



Well-being

Good

People living at Garnant House are treated with dignity and respect. They are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. A representative told us about the service, *“It’s very personal. It’s very catered to the individual.”*

People have as much control as possible over their day to-day lives. People are involved in decisions affecting them, ensuring their voices are respected and acted upon. People are offered choices and have opportunities to engage in activities that are meaningful to them, such as choosing meals, enjoying hobbies and accessing facilities in the community. This shows people’s interests, culture, life experiences, identity, spirituality, and relationships are recognised, valued and respected by leaders and care workers.

Care workers and the management team listen attentively and provide clear information, supporting people to make informed choices. This approach helps people to take charge of their lives with confidence and assurance. People’s right to make their own choices and take informed personal risks is promoted by the positive culture in the service. People are encouraged to take positive risks, weighing benefits and drawbacks, to boost confidence and foster community involvement. This is reflected in people’s personal plans. People’s well-being and safety is prioritised by identifying and managing potential risks.

This service is making a significant effort to promote the use of the Welsh language and culture.

People living at Garnant House are supported to maintain their physical and mental health, and emotional well-being. People are well supported to engage and participate in various activities that foster happiness and health. Activities planned by the service and interactions with care workers help contribute positively to people’s wellbeing.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe. There are strong support systems to ensure any risks are promptly identified and addressed.

People are supported to maintain and sustain existing relationships with family, friends and important people in their lives. Visitors are encouraged and care workers understand the importance of relationships in people’s lives. A relative told us, *“We can come at any time that we like.”*

People live in accommodation which meets their needs. The provider prioritises people’s well-being

when evaluating whether the accommodation meets their needs.



Care & Support

Good

People receive consistently good quality care because the Manager or Deputy Manager thoroughly assesses whether the service can meet their needs and personal outcomes. The Manager or Deputy Manager gathers useful information from professionals and others already involved in people's care and support. Where possible, they talk to people themselves about their needs and preferences. The information gathered fully informs the decision about whether they can provide a service to people.

Plans for care and support are co-produced between people using the service, their representatives, relevant professionals, and the service provider. People's personal plans are strengths based and outline how care workers should support people to achieve their well-being outcomes. People's plans include their preferences, routines, and beliefs. Outcomes for people require improvement because personal plans do not always contain details of people's life history, and we expect the provider to make improvements. Representatives of people using the service told us they felt their loved ones were understood and known by care workers and service management.

People, relevant representatives and professionals are encouraged to contribute to the regular review of personal plans, and plans are updated as changes in needs or preferences occur. Care workers regularly review support approaches in collaboration with people and relevant professionals. Care is delivered in a way which promotes the development of routine and structures for people, in line with their needs and preferences.

People are referred for appropriate care and treatment at the right time and recommendations for care and treatment by other professionals are carried out as directed.

People are kept safe by a robust approach to safeguarding. People feel secure, knowing staff understand and act in accordance with their safeguarding responsibilities.

People receive their medication as prescribed and in accordance with the service provider's medication policy. Medication management systems are safe, medication records are complete, storage arrangements are robust and the overall administration of medication is effective.



Environment

Good

People personalise their rooms with their own furniture, belongings and pictures. People's rooms reflect their interests and what is important to them. There is a large lounge and dining room, giving people space to interact with each other, their visitors and staff. A further lounge and conservatory area offers alternative communal spaces for people to socialise, relax and participate in activities.

People live in a warm, comfortable and welcoming environment which is clean, tidy and well maintained. The communal bathrooms and toilet facilities are clean and well maintained.

To the rear of the service, accessible via the conservatory, is an enclosed garden area for residents to enjoy in the pleasant weather.

We found window restrictors absent from most windows in the service. This was discussed with the deputy manager and rectified by the time of our second visit. Access to the boiler cupboard presented a risk to residents, this was discussed with the deputy manager and action was taken immediately.

People are supported in a safe environment. The service provider ensures environmental risks to people's health and safety are actively identified and managed. Personal Emergency Evacuation Plans (PEEP's) are in place, describing how people will be evacuated in the event of an emergency or a fire.

Systems are in place for regular maintenance and the upkeep of facilities ensures the safety and well-being of people using the service. Service staff ensure the service is kept clean and hygienic. The kitchen has been awarded a score of five by the Food Standards Agency. This is the highest possible score and suggests standards of cleanliness and hygiene within the kitchen are very good.

Fire safety checks are undertaken and health and safety audits are completed regularly. We saw up to date safety certification is in place for equipment.



Leadership & Management

Requires Improvement

There is a positive and compassionate culture at Garnant House, a representative of one of the residents told us, "*There is a lovely warm friendly atmosphere.*"

There are effective quality monitoring systems, including audits of care and support provided. There are regular visits to the service by leaders, who encourage feedback from people and staff. Feedback from people and staff is used to support evaluating care quality. This information is used to drive continuous improvements in the service.

The manager and care workers know the people who use the service well and people are comfortable and relaxed in their company. Staff have confidence in the manager, we were told, "*They are amazing, they are very supportive and understanding.*" Care workers have trust in each other and feel well supported. A member of staff told us, "*We all work as a team. We are a happy family.*" People using the service trust and value the care workers, a representative of someone using the service told us about the staff team, "*I can't praise them enough here.*"

The provider supports staff development, care workers complete mandatory training and induction, and have a positive attitude to professional development. Care workers receive regular supervision and are positive about the support received during supervision.

Care workers are well supported by the service provider, through effective induction and continuous training provision relevant to the needs of people they support. The manager of the service monitors staff qualifications and training. Training compliance is adequate, with most staff have completed a majority of training required for their role.

The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service, and they are understood and implemented by care workers. Policies and procedures are reviewed regularly to ensure they align with current legislation and national guidance.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained care workers to deliver quality care and support.

Outcomes for people require improvement because the provider does not have a strict selection and vetting processes for hiring staff and we expect the provider to make improvements. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Personal plans contain insufficient information to ensure that staff always understand people's needs and outcomes. People's past life in not always reflected in plans. People can not be sure that staff are safely recruited because background checks and staff documentation are not complete.	04/06/25

CIW has not issued any Priority action notices following this inspection.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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