



Cefn Manor



Cefn Manor, Llanelli, SA15 4RT



01269862146

Date(s) of inspection visit(s):

15/05/2025, 30/04/2025, 12/05/2025

Service Information:

Operated by:	Era Living Solutions Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	12
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

Good

Summary:

Cefn Manor is located within 180 acres of farmland near Five Roads in Carmarthenshire. It is made up of three houses and an apartment accommodating up to 12 people. The service provides care and support to adults living with complex needs.

The rating awarded for Well-being is good as people involved in decisions about them, are treated with dignity and respect and are protected from harm and abuse where this is possible. Care and Support is 'Good' as the person, their representative and professionals are involved in their care.

The rating awarded for the Environment is 'Good' as the service is well maintained, safe and homely. The rating awarded for Leadership and Management is 'Good' as there is effective oversight of the service by the RI and the manager leads a motivated, well trained team of staff who respect their leadership.

Findings:



Well-being

Good

People have control over their day to day lives and are involved in making decisions which affect them. People's views and suggestions are gathered by the manager during individual and group meetings. Minutes from these meetings clearly demonstrate people are consulted about the internal environment, activities and meals. Actions taken by the manager from the meetings are well documented. People offer their opinions and suggestions during the RIs visits to the service. People spoken with confirmed they had the meals they liked and there were always choices available to them including where they have their meal. Individuals are actively involved in their care planning and reviews. People attend activities and events which are important to them including hobbies, interests and religious beliefs.

People's communication needs are suitably met. People are supported to communicate in a range of accessible and inclusive ways. These are clearly documented in care records, understood by staff and observed during the inspection visits.

People are treated with dignity and respect. Throughout the period of the inspection visits staff interacted with people in a friendly, kind and respectful manner. People are afforded space when needed, are listened to and offered choices to support and inform them.

People are safe and protected from abuse and neglect where this is possible. People told us they feel safe and are able to raise concerns; they told us *"I know I can discuss any concerns", "I feel safe here" I will speak to staff if I am concerned about something*". This is also echoed by professionals involved with the service. The manager has an open door policy and some people choose to visit their office to speak directly to her with any concerns they have.

People live in accommodation which meets their needs. Individual choices around décor, furnishings and their personal spaces are respected. People are provided with a peaceful and tranquil environment both internally and externally given it's rural location.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Care records are produced and reviewed in conjunction with the person, health professionals and their representative wherever possible. Plans are detailed and provide a sense of the individual, their care needs and how the person chooses to have their care provided. Care plans and associated risk assessments are reviewed and updated regularly. Care and support is person centred and geared around their needs, wishes and aspirations. Staff go over and above to support people, particularly when they are experiencing difficult personal situations.

There is strong evidence to demonstrate a range of health and social care professionals are involved in people's care and support when required. This is well documented in care records. In addition, professionals speak highly of the service; they told us *"I feel [X] is being well supported by knowledgeable staff", "it's evident that [Y] has had many good years at Cefn manor and considers it his home. staff clearly know him very well" and [Z] is always clean and tidy and his care is second to none, he has been at Cefn manor for some time which is an incredible achievement. I am incredibly thankful that this placement exists for my patient, who does not ever wish to move on"*.

Care workers demonstrate a good understanding of the people they provide care and support to and speak very positively about working in the service. One care worker told us *"I never feel I don't want to come to work, it really is a great place to work, the residents make it so rewarding"*.

People are protected from harm and abuse. The manager and staff attend a range of safeguarding training and are clear on their roles and responsibilities in reporting any concerns and keeping people safe. Care workers have a good understanding of the vulnerability of the people they support and are aware of the visual, verbal and non-verbal communication used by individuals to indicate how they are feeling. Staff practice is supported by policies and procedures which are accessible and regularly reviewed. The service submits safeguarding referrals where necessary, participating in and learning from safeguarding processes and outcomes to improve the service.



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. There are three houses and an apartment within the service. All are well built, decorated and furnished to a high standard and according to the needs of the individuals living in them.

People have access to a variety of different private and communal spaces and their needs and preferences are taken into consideration. There is a games room for all to enjoy. People choose the décor of their bedrooms and contribute to decisions around décor and furnishings in the communal areas. This is documented in house meeting minutes. People's bedrooms are personalised according to their preferences and requirements. One person showed us her bedroom and explained that the walls had been repainted in a colour of their choice. They said, *"it's much more homely in this colour, I didn't like the other colour"*. People are able to move to a different house or the apartment if they choose to. Plans are afoot for one person to move from the apartment to one of the houses as they feel 'safer' there. In addition, another person is possibly looking to move into the apartment as they want to live more independently.

Regular servicing, maintenance and repairs to facilities ensures the safety and well-being of the people living in the service. The manager and staff confirmed with us that any maintenance issues are dealt with in a timely manner. There are a range of environmental audits and checks undertaken. There are effective security and health and safety measures in place including all visitors having to sign in and out of the service in addition to identifying themselves. There are window locks in place where required, emergency exits are free from obstructions and clearly signed. Cleaning fluids are safely locked away when not in use and firefighting equipment are regularly serviced.

People have access to vast open safe spaces. With it's rural location, Cefn manor offers people the peace, tranquillity and views of living in the countryside. One person told us *"I really like it here; I have lovely views from my bedroom window. It's so much better for me, it's really peaceful, except the noise of the geese!"* One health professional commented, *"Cefn Manor is situated in an ideal location, which allows residents to visit the town, but is able to return to a quite tranquil setting with supportive and approachable staff. The properties are always clean and tidy with a lovely atmosphere"*.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight of the service. The RI visits the service regularly and completes detailed quarterly reports. Quality of Care reports are produced six monthly and CIW has received copies of these. There are a range of quality audits undertaken by the RI and manager. The information obtained from the audits are used to help improve the service. The RI works closely with the manager and is readily available for support and direction whenever required. The manager speaks highly of the RI and the professional and supportive relationship they have developed. The service operates within its Statement of Purpose and notifies CIW of reportable issues in a timely manner.

The manager and RI are respected by care workers who feel well supported by both. Care workers we spoke with told us *"We feel very well supported by the manager, RI and seniors. [RI] even mows the lawns!", [manager] and [RI] are really good, they are there for us. We can call them any time and they help"* and *"I am very happy in my role. I am well supported by [manager] and [RI]. The RI visits very regularly and always speaks to staff and residents"*. People and health and social care professionals speak positively about the management of the service. They told us; *"all the staff are really good, they are helpful and kind"*, *"the staff are resilient, the communication is very good, very good collaborative working, direct, open and adaptable staff. A really good service"* and *"I am very happy with the management and care and support to my two clients. Staff and managers go over and beyond to support them. There is very good communication between the service and us, we "talk" together. I have no concerns about this service"*.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Care workers undergo a thorough recruitment process with all required checks and clearances in place prior to them commencing employment in the service. Following their recruitment, care workers receive a good induction which is complimented by an ongoing training and development programme. Care workers speak positively about the training and the regular one-to-one supervision and support they receive. This is corroborated by the staff records we have read. All staff spoken with are clear about their responsibilities in reporting any concerns they have about the safety of the people living in the service.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Welsh Government © Crown copyright 2025.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.