



### Spa Residential Home Ltd



Spa Residential Home, Temple Street, Llandrindod Wells, LD1 5HG



01597822020



[www.sparesidentialhome.co.uk](http://www.sparesidentialhome.co.uk)

The inspection visits for this service took place between 11/02/2026 and 19/02/2026

### Service Information:

|                                          |                                                                                                                              |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Operated by:                             | Spa Residential Home Ltd                                                                                                     |
| Care Type:                               | Care Home Service<br>Adults Without Nursing                                                                                  |
| Provision for:                           | Care home for adults - with personal care, Provision for mental health                                                       |
| Registered places:                       | 40                                                                                                                           |
| Main language(s):                        | English                                                                                                                      |
| Promotion of Welsh language and culture: | The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service. |

## Ratings:



**Well-being**

**Good**



**Care & Support**

**Good**



**Environment**

**Good**



**Leadership & Management**

**Good**

## Summary:

Spa Residential Home is a residential care home for adults, within short level walking distance of Llandrindod town centre. The service provides care and support for people 50 years of age and over.

Wellbeing outcomes people experience are good because warm, kind and attentive staff ensure people exercise choice and control over their daily lives. People have regular opportunities to build and sustain relationships with others in the home and the local community.

The care and support people receive is good as people experience dignified, respectful care and support in an environment of which they enjoy living. Care planning documentation has significantly improved, now being person-centred consistently setting out people's goals, preferences and daily routines.

The environment is good as people live in accommodation that meets their needs and benefits them both emotionally and physically. They experience a welcoming, safe, warm, and homely environment which promotes their well-being.

The leadership and management is good as the oversight and governance arrangements have improved impacting positively on the culture within the service. Policies and procedures are now appropriate and proportionate to people's needs and training and support to staff has significantly improved.

## Findings:



### Well-being

Good

People living at the service are treated with dignity and respect by care staff who are kind, warm and attentive in their approach. People experience good outcomes because they exercise choice and control over their day. They decide when to get up, how to dress, and how to spend their time. Staff show commitment to people, know people well, and treat them with kindness.

We saw warm, positive interactions between staff and people, including attentive listening and reassurance. Staff remained visible and available when people needed support. People told us they feel happy and safe in their home. One person said, *“everyone is kind and friendly”*. A family member told us that the staff are *“always very patient, kind and helpful”*.

People enjoy nutritious, home-cooked meals and told us they enjoy the food and have choice of meals available. People are provided with a secure environment where they feel safe. Visitors must ring a bell to gain entry and asked to sign in and out. People live in surroundings which are clean and comfortable. People’s rooms reflect individuality with photographs, possessions and keepsakes on display, which promotes their identity and emotional well-being. Memory boxes were present outside of some of the bedrooms further promoting sense of identity and belonging.

Staff support people to maintain their physical, emotional, and social well-being. People have regular opportunities to build and sustain relationships with others in the home and the local community. Staff support people to maintain meaningful relationships with family, friends, and those important to them, visitors are encouraged which contributes positively to emotional well-being. In house activities were enjoyed by people who like to be involved. These were flexible on what people liked to do on the day. Others preferred their own company of which staff spent time with them on an individual basis. Such activities help people to reach their full potential; however, it would be beneficial if this was more structured and varied, including accessing facilities in the community. The service has assured us an activity planner is something they are working on.

The service is working towards the Welsh Active Offer, bilingual signs are used in the service, and the statement of purpose and information guide are being made available in Welsh. The service celebrates Welsh holidays, sporting events and history, they also cook traditional Welsh meals.



## Care & Support

Good

People's personal plans clearly describe how staff support them to achieve their well-being outcomes. The management team has strengthened the quality of assessments, personal plans and risk assessments. Staff now use person-centred and outcome-focused approaches, and plans consistently set out people's goals, preferences and daily routines. These documents provide clear guidance, so staff understand how to meet people's needs.

People contribute to reviews of their personal plans, along with relatives or representatives where appropriate. The management team continues to improve how they capture and celebrate people's achievements and progress.

People experience dignified, respectful care. Throughout the inspection, we saw warm and meaningful interactions between staff and people. A dedicated Activity Coordinator works four days a week and supports both group and individual activities. Staffing levels are now stable. Several staff have worked at the service for many years, creating continuity and familiarity for people. Staff have time to spend with people, whether doing activities or chatting. One staff member told us, *"We always have time for people."* People described staff as *"Wonderful"* and *"Like family."* Relatives also spoke positively, saying there are *"Always several care workers on hand"* and the *"Level of care seems to be very good."*

Staff understand how to keep people safe from harm and abuse. A new operational manager has introduced systems to identify, discuss and address concerns promptly. Staff attend regular reflective meetings where they learn from incidents and share good practice. The management team will continue reinforcing key policies such as safeguarding and whistleblowing through future meetings and supervision. Staff complete and update environmental and personal risk assessments. The management team carries out regular health, safety and care-delivery audits. Staff have the training and skills they need to support people in the least restrictive ways and to promote positive outcomes.

Medication is managed safely and effectively. Staff receive appropriate training and demonstrate confidence and professionalism when administering medicines. People receive their medication as prescribed and in line with national guidelines and the service's medication policy. Staff complete regular reviews, and we saw robust "as required" and covert medication protocols in place. The provider also checks staff competency before they administer medication.



## **Environment**

**Good**

People live in accommodation that meets their needs and benefits them emotionally and physically. They experience a welcoming, secure, warm, and homely environment which promotes their well-being. People personalise their bedrooms to reflect their interests and what is important to them with meaningful items, photographs, and soft furnishings, supporting identity and a person-centred environment.

People access a variety of communal lounge areas and dining areas where they can spend time alone, socialise, or meet visitors. Staff respect people's choices about how and where they spend their day and eat their meals. During our inspection, we observed most people spending time in the different communal areas. Some people chose to stay in their bedrooms with staff regularly checking on them. People benefit from clean, uncluttered, and safe surroundings. Corridors remain free from hazards, and all bedrooms we saw were tidy and well maintained. There is sufficient space for people to move freely, which supports independence and allows activities and recreation to take place.

The home provides accessible bathrooms and toilet facilities which promote privacy and dignity. Wet rooms enhance independence for people able to manage aspects of personal care. Equipment is ample and well maintained, including a lift and handrails that support safe movement around the home.

Measures are in place to identify and mitigate risks to health and safety, and records show regular service, maintenance and repair of equipment and facilities to ensure good outcomes for people. Regular environmental audits seen identified issues which are in the process of being addressed, including re decoration of bedrooms. The kitchen is clean, and organised, with appropriate checks in place. The service has achieved a food-hygiene rating of 5 (Very Good), reflecting strong infection-control and food-safety practices. We observed staff using appropriate Personal Protective Equipment (PPE) which was readily available throughout the service.

A secure garden at the rear of the property can be accessed easily, offering an outdoor space where people can spend time and undertake gardening activities should they wish. This provides additional space that supports people's well-being.



## Leadership & Management

Good

Leaders are accountable for their actions, behaviours and the performance of their staff. Communication has improved significantly following changes to the management team. Regular individual and group supervision sessions now support staff, and reflection and continuous learning are key themes. Staff told us communication and support have “*greatly improved*,” describing the change in management as positive. During the inspection, the operational manager and responsible individual (RI) were consistently accessible to staff.

The service provider’s oversight and governance arrangements promote a positive, compassionate culture. The RI visits the service several times a week and is accessible to staff, relatives and people living in the home. Effective quality monitoring systems are in place, including detailed three- and six-monthly quality-of-care reports based on feedback from people, relatives, staff and visiting professionals. Actions and improvements are recorded and followed through, although these would further benefit from clearer evidence of the outcomes people achieve. The operational manager supports the RI with robust monitoring, ensuring regular oversight of care, support and medication practices.

Policies and procedures are appropriate and proportionate to people’s needs. Key policies have been reviewed and require only minor updates. These are discussed and reinforced during team and supervision meetings. The statement of purpose and service guide accurately describe the service and are available in Welsh.

People achieve their personal outcomes because the provider ensures there are enough suitably qualified, trained and supported staff. Staffing levels were appropriate throughout the inspection. The provider operates strict recruitment and vetting procedures, and staff undergo regular checks to ensure they remain fit for their roles. Training has improved and is better recorded. Staff receive one-to-one supervision at least quarterly, and annual appraisals are in place. Communication within the service and with external professionals continues to strengthen.

## 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.**

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