



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Glangarnant Care Home



Glan Garnant, Neuadd Road, Ammanford, SA18 1UF



01269 826514



www.glangarnant.co.uk

The inspection visits for this service took place between 15/04/2026 and 20/04/2026

Service Information:

Operated by:	Arkash Management Consultants Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	42
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Glangarnant Care Home is located in a rural area of Garnant, near Ammanford. Its quiet location provides a sense of privacy and offers pleasant views of the surrounding countryside. Transport is required to access the amenities of Garnant village and Ammanford town centre.

People receive an excellent standard of care and support, enabling them to live happy and fulfilled lives. They take part in a wide range of meaningful activities and enjoy uplifting interactions with care staff. Care staff consistently support people in a way that makes them feel safe and valued as individuals. Regular outings ensure people stay connected with their community.

The environment is presented to a good overall standard and includes facilities to promote people's well-being. Works are carried out to address any safety concerns. There are also constant developments to improve the facilities and enhance the décor.

The service is exceptionally well run. The manager and senior team have instilled a positive and supportive culture, with staff being motivated by the same shared values. Staff benefit from high-quality training and support, enabling them to work confidently and deliver care to the highest standard. There are rigorous auditing systems in place to identify and address any practice concerns quickly. The Responsible Individual (RI) closely monitors the quality of the service and plays an active role in driving improvement.

Findings:



Well-being

Excellent

People experience excellent well-being at Glangarnant, where they feel truly happy, safe, respected and well cared for. People and their representatives spoke very highly about the quality of food, standard of care and overall experiences at the home, comparing it favourably to other care services. One person said, *"It's the best home!"*. Visitor feedback also includes:

- *"It's brilliant every time I visit Glangarnant"*
- *"There's nowhere else I'd rather XX be"*
- *"I'd come here in an instant myself"*
- *"When I first went up to see XX, I was amazed. I could see how happy XX is"*

People have ample opportunities to engage in meaningful activities. An activity coordinator delivers a monthly programme of activities, including pet therapy, pamper sessions, musical entertainment, and visits from the local school and church. Care staff also incorporate leisure activities into daily life, tailoring them to people's needs and interests. For example, the musical entertainment varies to reflect different tastes, social gatherings and individual outings are supported and themed areas, such as a bar, are created to reflect everyday experiences. This approach helps ensure people remain suitably occupied and stimulated. One person said, *"There's something every day of the week."* Outings take place weekly, with small groups of people making various trips to places of interest, such as the community centre, restaurants, shops and countryside. A relative expressed deep gratitude to care staff for arranging a special outing for their loved one.

People have strong bonds with care staff and take warmth and comfort from their relationships. We saw care staff spending quality time with people and empowering them to make choices and maintain independence. Conversations were heartfelt and flowed naturally, demonstrating that care staff understand who people are and how best to support them. People described them as *"gentle"* and *"very helpful"*. Visitors also said, *"We love the way they care for XX, they're always there"*, *"They can coax XX, I can't"* and *"They are considerate of me too"*. The service provides an active offer of the Welsh language, which helps people *"feel at home"*. A professional also commented, *"It is especially heartening to see many of the elderly residents able to converse fluently in Welsh with staff"*.

Glangarnant has a homely atmosphere, described as *"second to none, like family, so friendly"*. We observed people to be comfortable as they spent time in communal and private rooms. The décor includes dementia-friendly features, supporting people to recognise and connect with their surroundings. Indoor and outdoor areas are secure and properly maintained. The environment is continually improving to increase safety and enhance stimulation.



Care & Support

Excellent

People receive high-quality care that is tailored to their needs and wishes. The service carries out comprehensive assessments before people move in, ensuring the home can meet their specific requirements. These assessments are used to create personal plans that clearly describe what is important to people. Risk assessments support these plans and help staff understand how to provide safe care, promote health and well-being and support people to achieve their goals. We received very positive feedback about the standard of care and support people receive, with professionals acknowledging the service's ability to manage very complex needs quickly and effectively. One professional stated, *"I always find that the quality of care and support is excellent."*

People and their representatives are fully involved in planning and reviewing care. Personal plans are regularly discussed with individuals and, where appropriate, their families to ensure needs and expectations are met. One person said, *"They did ask me what I wanted"*. The staff team excels in providing a person-centred service. They are flexible and responsive, adapting support as people's needs change. This helps people overcome challenges, build confidence, and develop routines that promote their overall well-being. For example, one person told us care staff support them to exercise regularly throughout the day, which makes them feel alive. Another person's social connections have vastly improved due to spending regular quality time in communal areas and being supported to go on outings.

The service works collaboratively with relevant professionals to ensure people receive the best possible care. Changes to people's health are quickly referred to medical services and discussed in weekly multi-disciplinary team meetings involving the local pharmacist and nurse practitioner. Care records are of excellent quality, confirming that medical advice is followed promptly, tests are arranged when required and people's well-being is monitored appropriately. The manager and senior team carry out regular clinical audits to ensure timely action is taken where there are concerns about people's health. People receive effective support with their medication, which is regularly reviewed. Internal and external audits confirm that the systems and practices for managing medication are safe. The audit findings accurately reflect our observations at inspection.

Staff work effectively as a team to maintain a clean and hygienic environment. This helps to reduce the risk of cross-contamination and infection. The service has four infection control champions to promote high standards in daily practice. All staff complete infection control training, which is refreshed annually. Staff apply their learning to practice by adhering to correct infection control procedures. Standards are formally assessed through monthly infection control and hand hygiene audits, and information is well organised so staff can easily access up-to-date guidance. Where needed, environmental improvements are made to strengthen infection control measures. For example, floor surfaces are replaced to promote more effective cleaning and disinfection. The service increased its food hygiene rating to 5 (very good) in June 2025.



Environment

Good

The environment has some stimulating and engaging features. Communal areas have been thoughtfully decorated, with impressive murals adding interest to corridor walls. Sensory resources are also available, including a light-up bubble machine, interactive sensory board and textured sequin wall art. Information about meals and activities is clearly displayed using both pictures and words, helping people to understand information and make choices. People can also orientate to their surroundings as signs include images plus Welsh and English text. There is a homely feel to the environment, with many photographs of residents and staff on display. A Welsh-themed noticeboard features commonly used words and phrases and further promotes a sense of identity.

The home benefits from continuous improvement. The flooring has been replaced in one of the lounge-diners and there are plans to do this in the second lounge-diner. Bedroom carpets are also being replaced gradually. A specialist, accessible bath has been installed, giving people the option to have a bath or shower. The bathroom is designed as a spa, creating a space where people can relax and bathe in comfort. Garden paths have been levelled, making it easier for people to safely access the patio. The RI assesses environmental standards during visits and reviews, ensuring the facilities are upgraded as necessary.

People regularly spend time outdoors. The attractive garden has some fruit trees and designated areas for growing herbs and flowers. Ornaments and water features also add further interest and stimulation. Shortly following the inspection, the manager advised that a farm-themed display has been introduced, which people have responded positively to. There is plenty of seating available, allowing people to relax and enjoy the outdoors with family and friends. People reflected fondly on the outdoor events they have attended, which include garden parties with live music.

The service has effective measures in place to promote people's health and safety. The home is secure, with restricted access to hazardous areas. Chemicals, equipment and other items are also stored safely. We saw that people have access to the safety equipment they need, which we found to be working correctly. Legal authorisation is in place where people face restrictions or require close observation. Records show that utilities and equipment are safe and well maintained. A maintenance officer has recently been appointed and will take on the routine health and safety checks currently being carried out by other staff. Repairs are either completed in-house or by external contractors. Monthly audits help ensure systems and procedures remain safe. Staff regularly practise fire drills and can easily access up-to-date personal emergency evacuation plans. Fire doors are currently being replaced, as recommended following an inspection by the fire authority. This work is progressing well, with the manager providing regular updates to the fire officer.



The service has exemplary leadership and management. The manager has successfully embedded a positive and supportive working culture across the staff team, ensuring people's safety and well-being are consistently prioritised. Both the manager and senior team are highly respected and trusted to run the home with due diligence. They demonstrate a strong commitment to shaping the service around people's needs and preferences and consistently respond to feedback and requests in a positive and proactive manner. Feedback we received includes *"The manager is pleasant; very approachable"*, *"Always tries to find solutions if there are any issues"*, *"They adapt to you"* and *"Anything they can do to make things better, they will"*.

The RI is a regular visitor to the home and maintains clear oversight of service standards. This involves gathering feedback about people's experiences through formal visits and reviews. Where improvements are identified, clear actions are set and closely monitored to ensure they are progressed in a timely fashion. There are robust systems of audit in place which help ensure the highest standards of practice are maintained. The management team acts upon recommendations from internal and external audits and inspections, to drive up standards.

The service has highly organised administration systems to support day-to-day operations. Key information is available in the reception area, including a statement of purpose that accurately reflects what people can expect from the service. There are clear processes in place for handling complaints and recording compliments. We observed numerous written compliments and glowing online reviews from families and professionals, thanking the staff team for their unwavering support and dedication. One review says, *'Staff go above and beyond to make residents and families cared for, listened to and involved...'* The service was also recognised in the Top 20 Care Home Awards Wales 2026; an achievement the team is very proud of.

Staff have the right skills to meet people's wide-ranging needs. Robust recruitment checks are in place to ensure staff are suitable for their roles. The management team supports care staff to register with Social Care Wales and to complete recognised care qualifications. Staff are also required to complete a rolling programme of mandatory and specialist training, which promotes their ongoing professional development. Records show that staff attend regular team meetings where practice expectations are clearly communicated. We saw that staff work in line with the home's policies and procedures, which are easy to access. Staff receive meaningful supervision and feel part of a close-knit team that shares updates about people's health and well-being effectively. This strong team ethos contributes to a calm and welcoming atmosphere. Staff also feel valued for their contributions, with important milestones being recognised. Staff told us, *"I'm attached to the place"* and *"The best thing is flexibility... we get time for our personal life too."*

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

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