Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Erwhir Care Home

Erwhir Residential Home, 29-30, Longacre Road, Carmarthen, SA31 1HL

01267236504

The inspection visits for this service took place between 02/07/2026 and 30/07/2026

Service Information:

Operated by:	Towy Haven Care Homes Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	15
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	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Erwhir is a care home located in a quiet residential area of Carmarthen that provides good quality care. People experience positive well-being outcomes because they are supported by a caring and dedicated staff team who know them well. Staff develop warm and meaningful relationships with people and promote choice, dignity and independence. The atmosphere throughout the service is welcoming, relaxed and homely, helping people feel comfortable, valued and secure.

People benefit from good quality care and support which reflects their individual needs and preferences. Staff work well with health and social care professionals to support people's health, well-being and independence. People enjoy meaningful activities, social opportunities and time spent with others, which contributes positively to their well-being.

People live in a good environment that offers a choice of spaces in which to spend their time. Well-furnished communal areas provide opportunities for both social engagement and quiet relaxation, and bedrooms are personalised to reflect people's interests and preferences.

Leadership and management are good. Leaders demonstrate a reflective, open and transparent approach and continue to strengthen governance, auditing and oversight arrangements. Overall, people benefit from a service that promotes their well-being, safety and quality of life.

Findings:

Well-being — Good

People experience good well-being because staff support them to live lives filled with choice, meaningful relationships and a strong sense of belonging. Staff interact with people in a warm, respectful and kind manner. We observed positive and natural exchanges between staff and people living at the service, with staff offering reassurance, encouragement and support when needed. People appeared relaxed, settled and comfortable within the home, which gives assurance they feel safe and emotionally secure.

People are supported to exercise choice and control over their daily lives. We saw people moving freely around the home, choosing where they wished to spend time and who they wanted to be with. At lunchtime, people were offered clear options and supported to decide what they wanted to eat. Staff respect people's preferences and routines whilst encouraging people to do as much as they can for themselves, promoting dignity, independence and confidence.

There is a strong sense of community within the home. Positive relationships between people living at the service are evident and contribute to a family atmosphere. We observed people engaging naturally with one another, sharing conversations and offering encouragement and support. This demonstrated people were comfortable in each other's company and supported one another's well-being. People appeared to know one another well and enjoy spending time together, creating a genuine sense of belonging.

People enjoy opportunities to take part in meaningful activities and spend time outdoors. We observed people engaging in gardening activities and making use of outdoor spaces, which supported social interaction, enjoyment and emotional well-being. We also viewed photographs and social media updates which showed people taking part in seasonal celebrations, birthday events and activities throughout the year. These shared experiences support enjoyment, social connection and emotional well-being. Families can access social media updates, helping them remain connected to important moments in people's lives and providing reassurance about how they spend their time.

People spoke positively about life at Erwhir. One person told us, "*I'm happy here. Everyone is very friendly and we all get on well*." A representative told us, "*There is a real family feel here. People know each other well and staff genuinely care*."

Care & Support — Good

People receive good quality care and support from staff who know them well and understand their individual needs, preferences and routines. Staff provide care in a calm, compassionate and respectful manner, helping people feel comfortable and valued. We observed people approaching staff confidently for support, reassurance and conversation. Staff responded warmly and without delay, demonstrating positive and trusting relationships with people living at the home.

Staff have a good understanding of people's health and well-being needs and work effectively with health and social care professionals to promote positive outcomes. Records demonstrate staff seek advice and make appropriate referrals when people's needs change. People receive care that reflects their individual preferences and routines. We observed staff supporting people at their own pace and adapting their approach according to individual needs. At lunchtime, people were offered choices and supported to decide what they wanted to eat. Staff encouraged independence whilst remaining available to provide assistance when required. Mealtime experiences were relaxed and sociable, contributing positively to people's well-being.

Care records contained detailed information about people's needs, preferences, routines and desired outcomes, providing staff with clear guidance on how to deliver personalised care. The service has continued to strengthen care planning and monitoring systems, supporting consistency and helping staff deliver person-centred care. Leaders undertake regular audits and reviews of records as part of their quality assurance arrangements.

Staff demonstrate genuine commitment towards the people they support. One member of care staff told us, "*We know people really well here and try to support them in the way they want*." This reflects what we observed during the inspection, where staff consistently treated people with kindness, patience and respect. Staff also demonstrated a good understanding of safeguarding responsibilities and were able to explain how they would recognise, report and respond to concerns. This helps ensure people are supported by staff who understand their role in promoting safety and well-being.

Overall, people receive care and support from a dedicated staff team who are attentive, knowledgeable and responsive. Strong relationships, person-centred approaches and effective partnership working help people achieve positive outcomes and experience care that promotes their well-being, dignity and independence.

Environment — Good

People live in a welcoming, comfortable and well-maintained home that supports their safety, well-being and quality of life. Improvements to the environment enhance people's experiences and demonstrate the provider's commitment to maintaining and developing the service. The home has a warm and homely atmosphere where people appear relaxed and comfortable in their surroundings.

Bedrooms and communal areas are personalised with photographs, decorations and personal belongings that reflect people's lives, interests and experiences. Communal spaces are comfortable and well used, providing opportunities for people to socialise, relax and participate in activities. We observed people spending time together in communal areas, enjoying conversation and each other's company in a calm and inclusive environment.

People benefit from access to outdoor spaces that support their well-being and enjoyment. We observed people spending time in the garden, relaxing in outdoor seating areas and participating in gardening activities. Some people were planting sunflowers with support from staff and chatting about the garden. These opportunities encourage social interaction, meaningful occupation and access to fresh air. One person spoke positively about their surroundings and told us, "*I like sitting outside when the weather is nice. The garden is lovely*." Ongoing work within the garden demonstrates a continued commitment to enhancing outdoor experiences for people living at the home.

The provider continues to invest in the environment. We saw evidence of improvements to flooring throughout the home and refurbishment work underway within the kitchen area. Whilst some work remains ongoing, it is being managed appropriately and demonstrates leaders are committed to improving the environment for people living at the service. The planned improvements reflect identified needs and a commitment to continuous development.

People benefit from an environment that supports their safety. We reviewed environmental records and found appropriate systems in place to monitor and maintain the premises. Documentation relating to fire safety, electrical safety and other environmental checks was organised and readily available. This provides assurance that the environment is maintained safely and supports people's health, safety and well-being.

Overall, people experience positive outcomes because they live in a safe, comfortable and progressively improved environment. Ongoing investment in the home and grounds helps ensure the environment continues to support people's health, well-being, independence and enjoyment

Leadership & Management — Good

People benefit from a service that is led by a committed management team who promote a positive, caring and inclusive culture. Leaders are approachable, visible within the home and demonstrate an open, honest and reflective approach. They are transparent about areas for development and show a clear commitment to continuous improvement. This helps create a culture that focuses on achieving positive outcomes for people.

The service is well organised and governance arrangements support the quality and safety of care provided. We reviewed a range of records, including quality assurance systems, Responsible Individual monitoring records, maintenance documentation and environmental checks. Records demonstrated that leaders maintain oversight of environmental safety, maintenance requirements, audits and quality assurance activity. Actions identified through monitoring processes are tracked and reviewed to support continued improvement. Documentation was organised and readily available, demonstrating effective management arrangements and oversight of the service.

People benefit from leaders who continue to invest in and develop the service. Leaders demonstrated how audits, feedback and observations inform service development and future planning. This reflective approach supports continuous improvement and helps ensure developments are responsive to people's needs. We saw evidence that planned improvements are informed by ongoing monitoring and review processes.

Staff feel supported in their roles and contribute positively to the culture of the home. Staff spoke positively about recent developments within the service and described managers as supportive and approachable. Staff demonstrated a good understanding of their responsibilities, including safeguarding, professional boundaries and promoting people's well-being. This contributes to a positive working culture where staff feel confident to seek guidance, raise concerns and discuss practice openly.

Leaders continue to strengthen quality assurance arrangements. We saw evidence of regular audits of care records, medication systems and operational practices to support consistency and identify areas requiring further attention. We discussed the importance of maintaining these arrangements, including routine care plan checks and medication spot checks, to ensure standards remain consistent and any issues are identified promptly. This supports the continued delivery of safe and effective care.

Overall, people benefit from effective leadership and management. Leaders promote a positive culture, value feedback and demonstrate a commitment to sustaining improvement. Strong governance arrangements, effective oversight and a dedicated staff team help ensure people experience good quality care and support within a well-managed home.

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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