



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Stradey Park House



61 New Road, Llanelli, SA15 3DP



01554755725

The inspection visit took place on 11/03/2026

Service Information:

Operated by:	STRADEY PARK CARE HOMES LTD
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:	8
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:

Stradey Park Care Home is a large Victorian detached property situated in a pleasant residential area, surrounded by park lands and within easy walking distance of Llanelli town centre.

Wellbeing is good. People have good outcomes. Care staff provide reassurance to people.

Care and support are good. Personal care plans are good. Care planning information is strength based and outlines how care staff should support people.

The environment is good. Some areas of the home are showing signs of wear. However, the provider has already identified these areas and shared plans to repaint specific sections and replace or upgrade fixtures and fittings where necessary.

Leadership and management are good. The service provider has strict selection and vetting processes that make sure all staff are qualified and trustworthy. Care staff personnel files contain

the appropriate information to make sure they are safe and fit to work at the service.

Findings:



Well-being

Good

People's well-being outcomes are good. They are treated with dignity and respect and are supported to identify their personal outcomes. People are encouraged to continue to use and build on their strengths and have control over their day-to-day lives. They understand their rights and entitlements. We observed kind and compassionate interactions from care staff during the inspection. Care staff provided reassurance and support in a timely and dignified manner. One resident told us, " *It's really nice- they look after me.*"

People are supported to maintain their physical, mental health and emotional well-being. Personal plans are strength based and individualised focussing on people's physical and mental health and emotional well-being. Risk assessments are detailed, providing clear guidance for care staff to follow. We found staff were caring, respectful and receive good training in areas such as falls prevention, medication and maintaining good hydration and nutrition.

We saw the service has established strong links with health and social care professionals, drawing on their expertise when needed.

Care staff know their responsibilities in relation to safeguarding and deprivation of liberty safeguards (DOLS) and have had training in these areas. All the care staff we spoke with know the actions they are required to take if they suspect a person is at risk of abuse, harm or neglect and are confident the service manager would take the actions necessary to safeguard people. Care staff are well trained being fully aware of their safeguarding responsibilities. There is an informative safeguarding policy.

People have as much control over their day-to-day lives as possible. The building is well maintained and designed to support people to be as safe and as independent as possible. People can do things that matter to them, using the different spaces available to do things they enjoy, for example chatting with each other, watching TV, doing activities or spending quiet time alone. One person told us, "*I like watching tv and listening to music.*"

People are well supported to engage in various activities fostering happiness and health. These include visiting the theatre, walks in the countryside and local beaches, shopping and meals out.



Care & Support

Good

Care staff are skilled, well trained and confident in meeting a wide range of needs, including those with complex health conditions. The provider offers specialist training to ensure care staff can deliver safe, effective support for people requiring more advanced levels of care. People and their representatives told us they have strong confidence in both the care staff team and the service management. They spoke highly of the support provided and expressed that the service brings significant value to people. One person told us, *“If I had worries, I would talk to the staff.”*

Personal plans are good and clearly reflect people’s interests, preferences and routines. Regular reviews are carried out to make sure plans remain up to date and responsive to people’s needs. They are reflective of support being provided. Care planning information is strength based and outlines how care staff should support people.

Care is delivered in a way that promotes independence, maintains familiar routines and supports people to enjoy meaningful experiences. People have access to a nutritious and balanced diet, with meals tailored to their needs and choices. Safeguarding arrangements are robust. These make sure people are protected from harm and abuse. Concerns about safety are listened to and acted upon promptly.

People receive medication in a safe, person-centred way considering choice, individuality and best practice guidelines. There are good clear medication management policies and procedures in place. We saw staff are confident in managing and administering medication. There is thorough and regular medication training for designated staff and no evidence of any recent mistakes or people missing medication.

Medication rooms are kept locked when not in use. The rooms are clear of clutter and over stock and good procedures are in place to make sure medication is stored at optimum conditions. We looked at medication administration records (MAR) and found all medication is documented correctly. No gaps were visible in the records viewed.



Environment

Good

Some areas of the home are showing signs of wear. The provider has already identified these areas and shared plans to repaint specific sections and replace or upgrade fixtures and fittings where necessary. This demonstrates a proactive approach to environmental improvement. Although there is an outdoor area available for use in warmer weather, the space is currently limited in scope. This outside seating area gives people the opportunity to enjoy warmer weather. The provider also arranges trips to nearby places of interest and beauty in the community, enabling people to benefit from spending time outside in nature.

Lifting equipment is regularly checked and serviced to ensure safe use. Records confirm routine testing of utilities. Substances hazardous to health are stored safely and securely. Water safety checks, including legionella risk assessments, are completed. Fire drills are completed. Personal emergency evacuation plans (PEEPs) are in place and provide clear guidance for safe evacuation during emergencies. The service provider makes sure the premises comply with current legislation and national guidance related to health and safety and environmental health.

People's individual rooms make sure their dignity and privacy is maintained and they are encouraged to decorate and personalise their room according to their interests and preferences. Some of the downstairs bedrooms would benefit from updating and there are plans to do this. Bathrooms are clean and hygienic and support the needs of people. We saw specialist equipment in some of the bathrooms.

Security arrangements are in place to protect people. Overall, people experience a good-quality environment that supports their comfort, safety and wellbeing, with clear plans for ongoing improvements to maintain high standards.



Leadership & Management

Good

Care staff told us leaders, including the service manager and responsible individual (RI), are visible, accessible and actively involved in daily operations. Their presence contributes to a supportive, respectful workplace culture. Care staff describe leaders as approachable, fair and committed to delivering positive change. Audit activity is robust and good across all aspects of service delivery. There is clear evidence of passion and commitment to improving people's experiences and management engages positively with the care staff team.

The service provider has strict selection and vetting processes that make sure all staff are qualified and trustworthy. Care staff personnel files contain the appropriate information to make sure they are safe and fit to work at the service. Disclosure and barring service (DBS) checks are in place and current. Most care staff are registered with Social Care Wales, the workforce regulator, with the remaining in the process of registering. Care staff undergo routine and regular checks to make sure they remain suitably fit to work in the service and are registered with professional bodies. New care staff complete an effective induction programme which includes training and shadowing experienced colleagues. There are sufficient numbers of care staff and a stable team with several having been in position for many years. One person told us, *"The staff are really good to me."*

The provider maintains strong financial planning, monitoring and control systems, supported by clear audit trails. Policies and procedures are appropriate and proportionate to the needs of people using the service. Care staff are knowledgeable and understand safeguarding procedures and their responsibilities to protect people from harm. They receive training in whistleblowing and feel confident raising concerns. The provider supports leadership development at all levels, promoting shared responsibility, professional growth and a positive learning culture. Care staff are familiar with the complaints policy and statutory notifications are submitted as required. Leaders remain accountable for the actions and behaviours of care staff.

The usage of CCTV and its policy within the home is currently being reviewed to make sure people's right to privacy is fully considered.

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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