



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Pant-y-Cendy Hall



Carmarthen



01267281738

The inspection visit took place on 14/11/2025

Service Information:

Operated by:	Pant-y-Cendy 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:	3
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:

Pant-y-cendy Ltd is situated in a rural location on the outskirts of the village of Abernant in Carmarthenshire. It offers care for up to three people. The service's stated aims focus on supporting people who require differing levels of assistance, including people living with a diagnosis of mental illness. Pant-y-cendy is a residential home and does not provide nursing care.

During this inspection the rating awarded for Wellbeing is 'Good' as the care and support people receive is person centred and delivered by a team of knowledgeable, motivated and caring staff. The rating awarded for Care and Support is 'Good' as people are involved in the way the service is run, their opinions and suggestions are valued and they feel safe. Health and other external professionals are involved in people's care when needed. 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, who is also the manager. They lead a committed team of staff who have been recruited safely and feel well

supported.

Findings:



Well-being

Good

People receive a good standard of care and support which promotes their physical and mental well-being. Staff know people well and have access to up-to-date information about their care needs and preferences. Personal plans identify how people can achieve their individual goals. Care staff encourage people to make healthy choices and support them to attend health appointments and reviews. People receive their prescribed medicines to help them stay as healthy as possible. The home is maintained to a good standard of cleanliness, which helps minimise infection risks.

People have ample opportunities to remain active and positively occupied. Care staff work with people to plan their weeks ahead, taking into account their preferred leisure activities. People keep in touch with family and friends and enjoy celebrating special occasions. People experience a sense of responsibility by contributing to activities within the home and grounds, for example, feeding the dogs and chickens and ensuring they are safely put to bed at night.

People's views are valued. Care staff use effective communication methods to empower people to make their own decisions. People contribute to the development and review of their personal plans. They have a say in home improvements and are consulted routinely, in addition to during quality monitoring visits. The RI/manager is very open and responsive to feedback from others.

There are measures in place to promote people's safety and well-being. The home is kept in a good state of repair. People are familiar with staff, who are appropriately vetted and recruited. Staff complete safeguarding training and know how to report concerns regarding people's welfare. They described in detail the steps they would take if required and said they would have no hesitation in reporting any concerns they might have. Care records include clear strategies for managing risks to people's safety and well-being. Staff receive training to assist them in their roles.

People live in a personalised, homely environment, which includes facilities to support independent living. People have access to private and communal space where they can relax and socialise with others in comfort and spend time alone if they choose to. People's identity is reflected in the furnishings and décor, giving them a sense of belonging. There is an ongoing programme of repair and refurbishment in place and the home offers people an uplifting environment in which to live.



Care & Support

Good

People have choice and control over their day-to-day lives. Care staff are familiar with people's interests and what matters to them most. This information is highlighted within personal plans and incorporated into weekly planners. Care staff support people to follow their preferred routines and make decisions regarding their daily activity. People choose where to shop, what meals to eat and what in-house and community-based activities to take part in. People have designated one-to-one time with care staff, which they use to pursue their hobbies and visit places of interest.

The service provides opportunities for people to socialise and develop their skills and independence. Care staff encourage people to complete domestic tasks independently and support people with their cleaning and laundry duties. People are provided with opportunities to access the community, for example, to go shopping, visit cafes and take part in leisure and recreational interests and hobbies. People are supported to develop friendships and have formed very positive and rewarding relationships with care staff.

The service has a policy to support the safe management of medicines. We observed medication to be stored securely. Medication records show that people consistently receive their prescribed medicines. People receive appropriate support with their medication, and individualised risk assessments are in place to support people to complete medication tasks independently should this be appropriate. Care staff receive medication training to keep their knowledge and skills up to date. The manager regularly audits medication systems to ensure medicines are being handled safely.

The service develops detailed personal plans which outline the care and support people need to promote their physical and mental health. Each person has a health profile and action plan, and care staff support them to maintain healthy lifestyle goals. A variety of risk assessments also guide care staff in supporting people in the safest way, both within and outside the care home. Care records are regularly reviewed to ensure they remain relevant and accurate. Records confirm that care staff make prompt referrals to medical and social services where there are concerns about people's health and well-being. Care staff also support people to attend their health appointments and reviews.



Environment

Good

Pant-y-Cendy Hall is set in a rural location, on the outskirts of the village of Abernant, approximately 8 miles from the town of Carmarthen. The home is situated within extensive grounds, in which people spend significant time pursuing interests and activities, following appropriate risk assessment. People help to grow fruit and vegetables, care for animals such as chickens, horses and dogs as well as utilising the space for relaxing or participating in other activities. People's bedrooms are suitably furnished and decorated and are personalised to people's individual tastes and interests. Confidential information and medication is stored securely. Communal areas are clean, warm, and welcoming with furnishings and décor of a good standard. The kitchen is clean, homely and well maintained and can be accessed throughout the day and night. There are no set menus, people are supported to do their own shopping and prepare their own food.

The home is maintained to a good standard. An on-going programme of maintenance and repair ensures the environment, its facilities and equipment are safe. Utilities and fire safety equipment are regularly serviced and checked. A cleaning schedule is followed to maintain cleanliness and hygiene within the home.



Leadership & Management

Good

People have confidence in the management of the service. Staff described the manager as very approachable and open to new ideas. They are familiar with safeguarding and whistleblowing procedures and can discuss any concerns during their supervision meetings and appraisals. Care staff told us they “*really love the work*” and that they feel “*well cared for*” within the service. The quality of the service is monitored by the RI, who is also the manager. Although they work directly with people daily, and therefore know people extremely well, they conduct visits to formally assess standards. Quality of care reviews are completed. These help identify service improvements based on feedback from those living and working at the home and an analysis of key performance data.

Turnover within the staff team is low which provides stability to the service and contributes to the continuity of care people experience. Staffing rotas are designed around people’s support needs and planned activities. Worked rotas show that appropriate staffing levels are maintained to accommodate these. We observed people being informed about who is working each shift. People have developed extremely supportive relationships with care staff. Any staff absence is covered by the team, which further promotes continuity of care for people and ensures they benefit from a consistent approach to care.

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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