



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Cilymaenllwyd care home



Cilymaenllwyd Care Home, Pwll, Llanelli, SA15 4RB



01554 583032



www.cilymaenllwyd.com

The inspection visit took place on 18/02/2026

Service Information:

Operated by:	Barleybind Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	49
Main language(s):	Welsh and 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

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

People experience a very high level of well-being at Cilymaenllwyd care home. They are given meaningful choices each day and feel their views truly matter. A strong programme of activities, including frequent outings into the community, is firmly embedded. Long-serving staff, who know people well, have created warm and trusting relationships with people and their families, and feedback remains consistently complimentary.

Care and support within the service is of a good standard. Personal plans are comprehensive, current, and reviewed routinely to ensure they accurately reflect each person's needs. The service works closely with external professionals, and their guidance is reliably implemented. This joined-up approach underpins safe, person-centred care.

The environment is also good. The home is a repurposed stately home, and feels friendly and comfortable, with bedrooms personalised to suit peoples' tastes. Equipment and the premises are kept in good condition. The service offers a variety of communal spaces, enabling people to choose to spend time where they feel most at ease.

Leadership and management is good. The manager and deputy are visible, approachable, and held in high regard by the team. Effective oversight systems help ensure the home runs smoothly,

and the Responsible Individual (RI) actively monitors the quality of care provided.

Findings:



Well-being

Excellent

People lead happy, safe and fulfilling lives, with genuine influence over their day-to-day choices. They are supported to decide what they eat, how they spend their time, and which activities they wish to join. Their views and that of their relatives are regularly gathered, to inform ongoing improvements. Personal plans are detailed and person-centred, clearly outlining how best to help individuals achieve their outcomes. These are reviewed frequently to ensure they remain accurate as needs change. Strong partnerships with external professionals further support people's health and well-being, with positive comments received from those involved.

People are safe and protected from abuse and neglect. Strong security measures, including coded entry systems, visitor logs and internal safety features, help prevent unauthorised access and reduce risks. The home's remote location and large grounds provide a calm, scenic environment that people enjoy. Safe recruitment procedures ensure suitable staff are employed, and policies support effective safeguarding practice. Staff receive appropriate training, and individuals who lack capacity have the correct authorisations in place.

People have developed valued friendships with others and care staff in the service and can engage in many enjoyable activities and outings should they wish. We saw people having lovely chats with others and reminiscing together during the visit. During the afternoon a ukelele band entertained people and there were multiple smiles and shaking of maracas and tambourines in the room. There is a dedicated and enthusiastic activities coordinator in post who engages bilingually with people daily to encourage the use of the Welsh language in the service. There is a programme of activities that take place ranging from outings in the service's minibus for fish and chips and ice cream, trips for a pub lunch, and multiple inhouse activities such as entertainers, quizzes, dance, crafts and personalised poetry writing. Care staff have developed good skills and knowledge of how best to support people and encourage them to join in. This was emphasised in feedback received *"Happy residents daily with stimulating entertainment/activities for people"* and *"there's always lots going on here."*

People live in accommodation that supports their well-being outcomes. The service is set over three stories with various communal areas where people can choose to spend their time. There are good procedures in place to maintain the service and equipment. The service is clean and welcoming with beautiful views overlooking the Estuary.



Care & Support

Good

People receive good quality care and support to achieve their personal outcomes. We looked at four care files and found documentation well organised, written in the first person, and reflective of people's needs. Core documents—personal plans, risk assessments, daily monitoring, "This Is Me" profiles and local authority assessments—are in place. Plans cover all key areas such as hygiene, nutrition, mobility, sleep, mental health and activities of daily living, with clear needs, objectives and planned care. Consent records, including those for sensor-mat use, are consistently completed. Reviews are up to date, though greater involvement from individuals or representatives would strengthen person-centred practice. Care workers were observed engaging warmly and empathetically. Daily records show regular monitoring of nutrition, fluids, elimination and night checks, with only minor gaps. Weight monitoring is carried out monthly, increasing if required. Feedback from people and relatives was highly positive: "The staff here are 100% excellent", "The staff treat residents as part of their extended family" and "Management and staff provide a safe and caring environment".

People are protected from harm and abuse. Risk assessments, including manual handling and falls assessments, are in place and generally appropriate to people's needs, some additional assessments would strengthen this especially around skin integrity and nutrition support. Staff complete safeguarding training and those spoken with demonstrated a good understanding of the procedures to follow if they have concerns about the people they support. Deprivation of Liberty Safeguards (DoLS) authorisations are in place for people who lack capacity to make decisions about their health, care or accommodation. The provider has multiple policies and procedures in place to support the smooth running of the service. There are good procedures in place to minimise the risk of cross infection in the service. Care staff use Personal Protective Equipment (PPE) appropriately with a good stock available to them.

Overall, medicines are managed safely. Medication is stored securely, with a locked room and a trolley used only during rounds. Temperature checks are completed three times daily with no gaps. MAR charts are accurately maintained. Weekly audits are completed by the deputy manager and reviewed monthly. Controlled drugs were counted with no discrepancies. Medication ordering follows the monthly MAR cycle, and a returns book records medicines sent back to the pharmacy. The service arranges routine GP visits every three weeks, and health appointment records show professional advice is followed. Visiting professionals confirmed: "They keep in touch regularly and pass on concerns".



Environment

Good

People live in accommodation that supports their well-being outcomes. The home is set within its own grounds and was formerly a stately house, offering attractive views over the Burry Estuary. The property spans three floors, with most communal areas located on the ground floor and bedrooms situated on the upper levels. A large first-floor landing with seating becomes a social hub on hairdresser days, supported by an on-site hairdressing room. The service feels warm, comfortable and homely. Bedrooms are personalised with people's own belongings, and the environment is bright, airy and increasingly energy-efficient, including the use of sensor lighting in corridors. Multiple lounges and a spacious dining room allow people choice in how they spend their time. Key facilities such as the kitchen, laundry and the management office are also located on the ground floor. The surrounding gardens sweep around the home, with photos showing residents sitting at the front during warmer months to enjoy the scenic views. Communal bathrooms are clean, accessible and equipped with appropriate bathing and showering facilities to support safety.

A fire safety inspection was conducted on the day of the inspection which identified several areas needing urgent improvement to ensure compliance with fire safety regulations and protect residents and staff. This includes updating personal evacuation plans and increasing the frequency of fire drills and more. The service has been transparent with these findings and we were assured that the necessary actions will be taken as required, this will be followed up at the next inspection.

People live in a service that is well maintained. Maintenance personnel are employed to maintain the building both internally and externally. We saw routine checks are conducted in the service to ensure it remains safe for people and certificates in place to evidence routine servicing of utilities, i.e. electricity and gas are up to date. There is a dedicated domestic team who maintain the cleanliness of the service and designated laundry staff in place. Chemicals hazardous to health are stored appropriately. The Kitchen is clean and was last inspected in September 2025 and awarded a rating of 5 by the Food Standards Agency, indicating very good standards of food hygiene, safety and cleanliness.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and good-quality care. Cilymaenllwyd has a relatively small staff team, however feedback suggests a very strong team ethic and good staff morale. There is a committed manager in post who is respected by the care team and approachable. They oversee the service effectively and feedback information to the RI when needed to ensure consistency in good quality of care is maintained. The manager knows the people and staff in the service well and is visible. The RI visits the service periodically to dip sample documents, oversee the management and obtain feedback from people to drive improvements. Following these visits an action plan is written to be completed by the next visit. This ensures that issues detected are rectified and the quality of care delivered to people remain consistent. Surveys are also distributed to people, their families/advocates and staff to understand their views of the service and ways it can improve. The provider has multiple policies and procedures in place which have been reviewed recently. Some policies need updating to reflect up to date legislation. The service continues to be delivered as described in the statement of purpose.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. Three personnel files were viewed, and we found the required information for safe recruitment in place. This includes background checks though references and Disclosure and Barring checks (DBS) which are renewed as required, identification documents are also in place.

We saw the manager conducts routine quarterly supervision with all staff and conducts annual appraisals with them to monitor their development in their roles. The manager confirmed that should they be on leave for a length of time, these will still be conducted by other senior staff members. We viewed the staff training matrix and saw certificates in personnel files to support the completed courses, good levels of training were seen especially in mandatory modules such as manual handling, first aid and the role of the care worker. Care staff confirmed they feel supported in their roles and have the necessary knowledge and skills to perform them effectively. Feedback included *“Training is good, management is very supportive, it’s a very good place to work”*, *“Good working atmosphere and motivating management”* and *“team are friendly and welcoming, and all give 100% in their job roles”*.

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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