



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Caernewydd Farm



Caernewydd, Pembrey Road, Kidwelly, SA17 4TF



01554 401108



www.carewithoutcompromise.org.uk

The inspection visits for this service took place between 11/11/2025 and 20/11/2025

Service Information:

Operated by:	Care Without Compromise Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability
Registered places:	6
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Caernewydd Farm is a care home which is located a few miles away from Kidwelly town.

The ratings for environment and leadership & management are good. This is because people's home is comfortable and clean and has the advantage of having a lot of space both internally and externally with opportunities to look after the animals.

Leadership and management arrangements are robust. The Responsible Individual (RI) and the care team have a lot of confidence in the manager and finds them to be responsive and receptive to any ideas.

Care & support and well-being rated as excellent because of the relationships people have with the staff team. The high staffing levels mean care is individualised and responsive. Relatives have a high level of confidence in the service feeling the care offered is of a very high standard. Care

workers are appropriately trained and supervised and feel both valued and supported by their manager. They are motivated to offer people opportunities to enhance their quality of life.

Findings:



Well-being

Excellent

People live healthily and safely, with control over their lives. They are treated with dignity and respect by a team of staff who are motivated to help people achieve their goals and to live as healthily and meaningfully as possible. People's views are considered and this, together with the high staffing levels and the knowledge workers have means people get exceptional, individualised and person-centred care. They are encouraged to make choices and where possible, people have some responsibilities which include helping in their home and on the farm.

Care workers speak with enthusiasm about the progress some people have made which includes working both in and out of the home. We were also told about an individual who had gained enough skills and confidence to move onto more independent accommodation. Personal plans are both comprehensive and person centred. Care workers find them helpful and have time to read them. They are confident they have the information they need to offer good care and support.

People are safe and protected from abuse and neglect. Care workers have a good knowledge of their safeguarding responsibilities and confidence that their manager would take the steps necessary to make sure people are safeguarded.

The relationships people have with the staff team is excellent. One relative said, "*All the staff are wonderful... they just know how to manage X*" and another described the staff as "*lovely*". People appear very comfortable with the staff and one told us how fond they are of them. A care worker told us "*I love it*" when talking about their work. Another who moved to work in care after a long career in a different field said "*It's been a brilliant move. It's so rewarding*". These demonstrate a collaborative approach with everyone working together for the individuals' best interests.

People live in accommodation that meets their needs. They have a say in the decoration of their rooms and have ample space both inside and outside the house. Bedrooms are personalised and care workers are respectful of people's space and need for privacy.



People receive the quality of care and support they need to achieve their personal outcomes. Staffing levels are high because people have been assessed as needing one to one, or two to one support. This means they can do the things that are important to them at the times that suit them. Personal plans are detailed and used to inform and drive care. They contain helpful information which includes a pen portrait, what support is needed and how the person wants this to be offered. They also records people's wishes and goals and how to recognise if they are becoming unwell or distressed. The knowledge care workers have is evident in their interactions and relatives confirmed this with one describing the staff team as "*competent, kind and considerate*". One person agreed staff know them well; knowing what and who is important to them. We observed care workers talking with an individual in accordance with their personal plan which demonstrates further the excellent knowledge care workers have.

For some people the service is a home for life and for others it is a stepping stone to more independent living. To assist with this people, have some responsibilities for keeping their home clean and tidy and some spend time away from the service both working and spending social time in the local areas. One relative said how care workers "*come alongside*" individuals demonstrating a collaborative approach to care.

Specialist advice is sought as necessary and the service has their own psychologist to assist with care and support planning as well as offering specialist support and advice to care workers. People's physical health needs are met. Dental and opticians' appointments have been made for those who agree to attend.

There is an understanding of the importance of good nutrition. Some people help with meal preparation and most meals are made using fresh ingredients, with little reliance on processed food. Some people are trying to lose weight and menus are written to support this, with people being encouraged to make healthy choices.

People are protected from harm and abuse. Care workers have completed safeguarding training and there is a policy for them to follow. They know their responsibilities and feel confident to report any concerns they have. They are also confident the manager would take the actions necessary for any concerns raised.

People's medication is safely managed. There is very little use of PRN (as required) medication and records show medication is administered as prescribed. It is stored securely and care workers complete training before they administer any medication.

People's risk of infection is minimised because the provider promotes good hygiene practices. The service is clean and cleaning products are securely stored. An industrial washing machine ensures

washing can be laundered at a high temperature if necessary.



Environment

Good

People live in an environment that meets their needs. The service is on a working farm in a semi-rural location outside the town of Kidwelly. The atmosphere throughout the service is welcoming, friendly and calm. Bedrooms are personalised with items of furniture, photographs and soft furnishings. Some people have a lounge, bedroom and ensuite facilities. There are several communal lounge areas as well as a dining room meaning people can spend time either on their own or with others. Communal areas are light, bright and airy. Hallways are free of clutter and trip hazards. Standards of cleanliness are good. Some people have responsibilities for keeping parts of the service clean and tidy and do this either independently or with assistance from care workers.

There is an ongoing programme of maintenance and refurbishment. One of the bathrooms is due to be replaced and new flooring has been laid in parts of the home. The kitchen was refitted recently and is clean and well equipped with adequate storage and room to prepare meals. It has not yet been assessed by the Food Standards Agency, but quality checks are maintained including temperatures and cleaning schedules. Outside there is plenty of space for people to enjoy. As well as the garden, there is an area where vegetables are grown. People help look after the sheep in the field and there are outbuildings for them to work or spend time in.

People are safe from unauthorised visitors entering their home. Visitors have to ring a doorbell which is answered by staff and to sign into a visitors' book meaning care workers know who is in the premises at all times. Some people have been assessed as being at risk if they were to leave the service without staff, there are some measures in place to make sure external doors are kept secure.

There are some effective infection prevention and control measures in place. COSHH (Control of Substances Hazardous to Health) materials are stored correctly.



Leadership & Management

Good

The RI has very good oversight of the service. They are heavily invested in the service and has an extensive knowledge of the people who have made Caernewydd their home. The RI is supported by a manager who is well respected by the team, people and their relatives. The service is very responsive to ideas about how to improve quality.

There are some robust and effective governance arrangements in place with regular audits including health and safety and infection control. Records are kept showing fire equipment and water temperatures are regularly checked. The quality assurance report shows how quality is checked in an evidence based way. This shows the methodologies used as well as photographs to emphasise how person centred the approach is. The reports identify where practice is considered to be good and also where improvements are thought to be needed. The reports written by the RI show the views of people are sought as well as demonstrating a review of care records and the environment has been completed.

People are supported by staff with the necessary skills and training to meet their care and support needs. Training records show a high level of compliance with almost all care staff having completed mandatory training and just slightly less for the service specific training which includes positive behaviour management; diabetes and autism training. Care workers are satisfied with the quality of the training and feel it equips them with the knowledge and skills to effectively carry out their duties. Care workers are appropriately supervised. They get balanced feedback on their work to help them in their professional development. They find their managers approachable and responsive and can ask for advice and talk about any concerns or ideas they have in a timely way.

Recruitment and selection processes are robust. Staff files are well organised and easy to navigate. They contain the information needed, including employment history, references and photographic identification. Disclosure and Barring checks (DBS) are stored electronically and the manager is alerted when these need to be renewed. There are some opportunities for promotion and development within the service. A number of staff have been recognised for their contributions and skills by being promoted into more senior roles completing additional training.

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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