



Llys Fechan Care Home



Cartref Llys Fechan, 48 Carmarthen Road, Cross Hands, Llanelli, SA14 6SU



01269 845502

The inspection visit took place on 01/04/2026

Service Information:

Operated by:	Neuadd fach Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	18
Main language(s):	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:

Llys Fechan Care Home is a welcoming and spacious 18 bed residential home for adults. It is situated in the village of Cross Hands, Carmarthenshire.

At this inspection we found that people experience good well-being outcomes because they have choice and control over their day. They decide how to spend their time and benefit from positive, respectful relationships with care staff who know them well. There is a sense of community and friendship within the service with people feeling happy and at home. Care and support is good, delivered by a kind, compassionate and dedicated care staff team. The environment is good and people benefit from a warm, welcoming and homely environment which promotes their well-being. Leadership and management is effective, supportive, and improvement-focused. Care staff feel valued and communication is positive.

Findings:



Well-being

Good

People experience good well-being outcomes because they exercise control over their day. They decide when to get up, how to dress and how to spend their time. Staff know people well and treat them with dignity and respect. A family member told us, *"It's their home"* and *"They know my mother well, anything she wants she gets"*. People told us *"We can talk to anyone, if we are down the staff bring us up"* reflecting positive relationships within the home.

People enjoy a range of nutritious, home-cooked meals, and told us they have choice, one person told us, *"The food is excellent"*. Family and friends are invited to join people for meals or snacks should they wish, helping maintain social connections and a homely atmosphere. Many people receive support from relatives and friends to personalise their rooms with photographs and meaningful belongings, promoting identity and emotional well-being.

People are supported to maintain their physical, emotional, and social well-being. They have opportunities to develop and sustain positive relationships with those they live with and the wider community. There is a sense of community and friendship within the service. Activities are varied and meaningful, supporting people to reach their potential. These include attending the National Botanical Gardens using an annual pass purchased by the service, bingo, arts and crafts, visits from local choirs, singers, school children, and regular visits from a therapy dog. These are activities people told us they enjoy. A designated salon area enables people to have their hair done if they wish.

Welsh language and culture are actively promoted. We heard people speaking in Welsh and English. Staff understand and respond to people's language preferences, and many people experience enhanced well-being because their linguistic needs are met. A family member told us, *"She can speak Welsh here which is her first language so that is really important"*.

We heard from family members that they feel included. A family member told us *"I feel very welcome. I can visit anytime I want"*. Friends and family are integral to the service, encouraged to visit freely and maintain regular contact. This approach promotes emotional wellbeing and positive relationships.

Leaders and care staff demonstrate a strong commitment to enhancing people's lives, wellbeing, and self-worth. The service promotes a proactive, strength-based, respectful, and inclusive culture that supports health and emotional wellbeing.



Care & Support

Good

People are supported by care staff who are kind, reliable, compassionate, know them well and treat them with dignity and respect. We saw warm, positive and fun interactions between care staff and people, including attentive listening and reassurance. People and their relatives feel they receive the care they need and speak highly about the care staff. Family members told us *“Llys Fechan is worth its weight in gold. They look after my mother so well”, “The staff are great. They have a bit of a laugh”,* and *“Staff are cheerful and have a sense of humour”,* demonstrating the welcoming, friendly and inclusive atmosphere. Staff were visible and available to support people when needed. People described feeling listened to, safe and happy in their home. One person said, *“I like it here, I want to stay”,* and another *“it’s great, if I can’t be at home this is the next best”*.

Relatives described positive communication with the team and expressed confidence in the level of care provided. Systems are in place to protect people from harm. Care staff apply their training and skills to support people in the least restrictive ways and promote positive outcomes. Deprivation of Liberty (DoLS) applications are made when people lack the mental capacity to make specific decisions. This ensures the service upholds people’s rights and freedoms. Care staff understand their safeguarding responsibilities and felt confident reporting any concerns to managers and were assured they would respond promptly. The service information guide provides people with a clear overview of what to expect in the home, including available support, daily routines, and how the service operates.

The service has assessment arrangements in place to ensure people’s needs are assessed prior to moving into the home. This ensures people receive the right care and support, meeting people’s needs safely and appropriately. Care staff demonstrate a good understanding of people’s routines, preferences, and communication needs, and documentation provides useful guidance to support consistent practice.

Daily notes are recorded and provide an overview of people’s wellbeing and day-to-day experiences. They capture relevant information about well-being, routines, and any changes that may require follow-up, helping care staff maintain continuity and monitor ongoing needs. The provider continues to strengthen personal plans and daily notes to ensure they reflect people’s specific needs and personal outcomes more consistently. Medication systems are safe. Medication is stored securely, MAR charts are completed, controlled drugs are properly recorded, and temperatures are monitored daily.

People’s health needs are identified and responded to in a timely way, with evidence of good communication between care staff, families, and external professionals. A professional told us, *“Staff are always welcoming, helpful and friendly”* and *“communication is always good”*. The service

works proactively with health professionals to ensure people stay as healthy as possible.

Overall, people receive effective, person-centred, and consistent care, and the provider is actively strengthening care planning processes to further support positive outcomes.



Environment

Good

People live in accommodation that meets their needs and benefits them emotionally and physically. People benefit from a warm, comfortable, and homely environment where they feel safe, which promotes their well-being. A family member told us, *"It's their home which is a real positive"* and another stated *"The home is always clean, it's welcoming"*, reflecting the positive culture within the service. All visitors are required to sign in and out of the service. Bedrooms are personalised according to people's preferences, with photographs, soft furnishings and personal items that help maintain identity and promote a person-centred approach. People benefit from clean, uncluttered, and safe surroundings. Corridors were free from hazards, and all bedrooms we saw were clean and tidy. The dining area is bright and airy, supporting social interaction at mealtimes. Care staff respect people's choices about how and where they spend their day. People have access to two different communal lounges and private spaces where they can spend time alone, socialise or meet visitors. There is sufficient space for people to move freely, which supports independence and allows activities and recreation to take place. The RI (Responsible Individual) and manager ensure the home remains in good repair.

The home provides ample accessible bathroom and toilet facilities that promote privacy and dignity. Laundry arrangements promote good hygiene and limit cross-contamination. The kitchen was spacious, clean and organised, with appropriate checks in place. The service has achieved a food hygiene rating of 5 (Very Good), demonstrating strong infection control and food safety practices. Substances harmful to health (COSHH) are stored safely.

There is ample, well-maintained equipment to meet people's needs, including a lift to support safe movement around the home. Records show equipment is routinely serviced and maintained, and regular health and safety checks help ensure a safe environment.

A secure garden to the rear of the property can be accessed, offering an outdoor area where people can spend time safely, one person said, *"its lovely outside when the weather is nicer"*. This additional space supports people's well-being.



Leadership & Management

Good

Leadership and management at the service demonstrate a commitment to providing safe, consistent, and person-centred care. This creates an environment in which people and care staff feel well supported. There is a positive culture throughout the service, and leaders are visible, passionate, approachable, and engaged in day-to-day operations. This presence helps ensure good communication, effective oversight, and a clear understanding of how the service is functioning. The passion of the leaders is reflected in the staff we spoke to during the inspection.

Quality assurance arrangements provide appropriate oversight and help leaders maintain an understanding of how the service is operating. Regular reviews, routine monitoring, and input from the Responsible Individual (RI) support a balanced view of what is working well and where further development may be helpful. Quality of care reviews draw on feedback from people, relatives, care staff, and professionals, contributing to informed decision-making and reflective practice.

Staff told us the RI is visible, visits regularly and maintains strong relationships with people and staff, ensuring clear oversight of quality and daily practice. Family members echoed this reassurance, describing communication with the manager as *“really good”* and *“fantastic, she’s down to earth, welcoming”* expressing confidence and strong trust in the leadership team. They feel fully reassured that their relatives are safe, well cared for and supported by care staff and managers who know them well.

The service benefits from a stable and experienced staff team, with many care staff having worked at the home for an extended period. The service does not use agency staff, creating continuity and emotional security for people. This continuity helps ensure people receive consistent care from care staff who know them well. Care staff are supported through regular supervision, appraisals, and access to training which provides them with the skills needed to carry out their roles. Care staff report feeling valued and supported. One staff member said *“(manager) is always there and available”* and another *“she’s great, so supportive”*.

Recruitment and vetting processes are effective and support the safe employment of care staff. Leaders maintain safe staffing levels and manage rotas effectively to always ensure appropriate coverage.

Overall, leadership and management are effective, supportive, and improvement-focused, contributing to positive outcomes for people and a confident, well-supported workforce. The provider’s ongoing work to strengthen internal systems and documentation will support continued development of the service.

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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