Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llwyndyrys Residential Home

Llwyndyrys Residential Home, Llechryd, Cardigan, SA43 2QP

01239682263

www.llwyndyryscarehome.co.uk

The inspection visit took place on 08/06/2026

Service Information:

Operated by:	Llwyndyrys Residential Home Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	26
Main language(s):	Welsh and 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	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Llwyndyrys is a care home set within extensive grounds in a rural area of Ceredigion. The service provides a warm, welcoming and homely environment, supported by a stable and experienced staff team. Large gardens and outdoor spaces enable people to spend time outside, take part in activities and enjoy their surroundings. The environment promotes independence, meaningful engagement and positive well-being.

People experience excellent well-being. They are treated with dignity and respect, and their choices shape daily life. Flexible, person-centred support enables individuals to maintain relationships, engage in activities and exercise control over their lives.

Care and support are of an excellent standard. Personal plans are detailed and individualised, reflecting people's histories and changing needs. High staffing levels support safe, personalised care and enable people to pursue their personal goals.

The environment is of an excellent standard. Spaces are safe, clean and accessible, with well-equipped rooms and inviting outdoor areas. Design and layout promote independence and offer both social and quiet spaces. Regular checks ensure continued quality and comfort.

Leadership and management are excellent. Clear oversight from the registered manager and Responsible Individual (RI), supported by robust quality assurance systems, promotes a positive culture and continuous improvement.

Findings:

Well-being — Excellent

People experience excellent well-being and have meaningful control over their daily lives. They make choices about how they spend their time, where they go within the home and whether they take part in activities or prefer quieter time. Staff are attentive and responsive, ensuring preferences are respected, supporting autonomy and dignity.

Interactions between people and staff are warm, respectful and unhurried. The atmosphere is relaxed, homely and inclusive, creating a strong sense of community. People feel valued, listened to and respected, contributing to positive emotional well-being. One family member told us, "*it really feels like a home, not a care home*", while another described it as a "*wonderful place*" where staff *"nurture their (people's) strengths".*

People benefit from a proactive wellbeing team who provide personalised activities reflecting interests, life histories and preferences. These include time in the gardens, walks, sensory sessions and themed events. Families are involved in celebrations, supporting shared experiences and relationships. This enables people to remain socially connected and maintain a sense of purpose. People are encouraged to take part in everyday routines such as assisting with laundry, washing dishes and setting tables. Opportunities reflect individual abilities and preferences, supporting independence, maintaining skills and strengthening belonging. People spoke positively about the service. One person described it as "*lovely*", while another said staff "*can't do enough for you*". Relatives confirmed people are happy and communication is open.

People are supported to maintain relationships, with flexible visiting arrangements and opportunities to express their views. Safeguarding systems are effective, with risks clearly managed to support independence and safety. The environment further supports well-being, with personalised bedrooms, comfortable communal areas and access to outdoor space.

Care & Support — Excellent

People receive care and support of an excellent standard, shaped around their needs, preferences and what matters to them. Feedback shows high levels of confidence in the service. One relative told us communication is "*great*" and that they are "*really happy*" with the staff who show "*compassion and understanding*".

Care reflects people's lives, routines and preferences. Personal plans provide a clear picture of each person, including their history and how they wish to be supported. Plans are regularly reviewed, ensuring changes are identified and responded to promptly. Digital systems support accurate, up-to-date information and consistent care delivery.

A dedicated wellbeing team works alongside care staff to support positive outcomes. Activities reflect individual interests, including gardening, outdoor time and daily routines. Records show how participation maintains skills, builds confidence and promotes independence. Staff know people well and provide care in a calm, respectful manner. People are supported at their own pace, with dignity maintained throughout. One person told us staff "*are kind and thoughtful*", and they are "*always calm…they deal with difficult situations really well*". A digital application enables regular communication with families, helping them stay involved.

People's health needs are monitored effectively. Staff check eating, drinking, mobility and skin care, and respond promptly to concerns. Access to healthcare professionals is well managed, supporting positive outcomes. Medicines are managed safely through an electronic system, supporting accurate administration and oversight. Staff are trained and competent, with regular checks in place to ensure people are safeguarded.

Safeguarding procedures are clear, and risks are assessed and reviewed, balancing safety with independence. Staffing levels are sufficient to meet needs and enable participation in daily life. People receive safe, consistent and person-centred care.

Environment — Excellent

The environment is of an excellent standard and supports people to live comfortably and safely, while promoting independence. The home is well maintained, creating a relaxed and homely setting where people feel at ease. One relative commented, *"It's always clean and welcoming,"* reflecting the consistent upkeep and attention to detail. Thoughtful features throughout the home promote a strong sense of identity and belonging, including displays of photographs, a family tree and artwork created by people living at the service. These personal touches help create a familiar and inclusive environment.

Living spaces are arranged to support both social interaction and individual choice. Bedrooms are personalised with people's belongings, reflecting their identity and life experiences. Communal lounges are spacious, comfortable and well equipped, enabling people to spend time together or enjoy quieter areas. Dining spaces are organised to encourage a relaxed and sociable mealtime experience, supporting both nutrition and engagement.

The home benefits from extensive and well-maintained outdoor areas that are actively used as part of daily life. Accessible gardens with seating, a greenhouse and activity areas provide opportunities for people to spend time outdoors and take part in gardening and leisure activities. Interaction with resident animals, including chickens and cats, contributes to the homely atmosphere and provides enjoyment. We saw an 'Eisteddfod scarecrow' created by people living in the home, which demonstrated opportunities for creativity and reflected the service's involvement in the wider community. These features encourage activity and meaningful engagement.

The environment is regularly monitored to ensure it remains safe, clean and suitable for people's needs. Effective systems are in place for maintenance, health and safety, and infection control, with any issues addressed promptly. Safety measures, including secure access and fire systems, protect people while supporting freedom of movement within the home.

Adaptations and equipment are used effectively to support mobility. The layout enables people to move around confidently, reducing barriers and enabling choice in how they use the space. Ongoing investment, including the installation of solar panels, demonstrates a commitment to sustainability and continuous improvement.

Leadership & Management — Excellent

Leadership and management are of an excellent standard and provide clear direction, stability and a positive culture throughout the service. There is visible and effective leadership from the manager, supported by an engaged Responsible Individual (RI) who maintains regular oversight and involvement in the home. This ensures accountability and consistent monitoring of the quality of care provided.

Effective systems are in place to monitor, review and improve the service. Regular internal audits and checks are completed across key areas, including care planning, medication, health and safety, and the environment. Findings are used to drive improvements and sustain high standards, demonstrating a strong commitment to continuous improvement. Leadership is forward thinking, with attention given to sustainability and long-term development.

Feedback from people, families and staff is actively sought and used to shape how the service is delivered. Families told us they feel listened to and supported, and that communication is open and consistent. One relative described the management team as "*approachable*" and said, "*they really do care*", reflecting confidence in the leadership and overall service.

There is a cohesive and inclusive staff team with a good range of experience and backgrounds. The service promotes equality and diversity, including employing staff of different ages, contributing to a balanced and knowledgeable workforce. Staff told us they feel supported, with comments such as "*everyone has everyone's back*" and "*I feel valued*". This positive culture supports staff retention and continuity of care. Leadership actively recognises staff contributions. Initiatives such as "*employee of the month*", involving nominations from both colleagues and people living at the home, promote inclusion and appreciation. This supports staff morale and contributes to a positive environment for people using the service.

Staff receive regular supervision, training and opportunities for development, ensuring they are skilled and confident in their roles. A culture of learning and reflection supports ongoing improvement in practice. Staffing levels are well managed, with sufficient staff available to meet people's needs safely and consistently. Clear governance arrangements, including required reporting and RI oversight, ensure transparency and accountability. The service is well led, with effective leadership, a motivated workforce and systems that support consistently high-quality care and positive outcomes for people.

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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