



WAM Care Homes Ltd.



Ty Mair Care Home, 12 Pen Y Gaer Cottages, Llanelli, SA14 8AG



01554754711



www.tymair.co.uk

The inspection visits for this service took place between 20/01/2026 and 12/02/2026

Service Information:

Operated by:	WAM Care Homes Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	82
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Ty Mair is a nursing home on the outskirts of Llanelli.

Well-being is rated as good because people receive a service that is person centred and enables them to live as well as possible. People have developed positive relationships with staff at the service.

Care and support is rated as good because people receive care and support from a team of friendly care workers. Care workers are guided by individualised personal plans that enable them to meet people's needs.

The environment is rated as good because people are safe and comfortable throughout the home. The provider is working on actions to improve the building to positively impact people's well-being.

Leadership and management is rated as good because the provider has good oversight of the service. The service has been working closely with associated health and social care professionals to ensure people receive good quality.

Findings:



Well-being

Good

People are treated with dignity and respect by the team of friendly care workers. We saw many positive and encouraging interactions between people who live and work at the service during the inspection. When discussing outcomes, representatives told us, *“Change in him has been phenomenal”* and *“Staff attentive to everybody, go out of their way to learn about people, very respectful”*.

People have as much control as possible over their day-to-day lives. They are supported to be involved in decisions that affect them, ensuring that their voices are heard. We saw examples of people’s words recorded in their personal plans. Representatives are also involved in the service people receive,

People enjoy taking part in activities, there is unrestricted visiting for family and friends. People are supported to maintain existing relationships with family, friends and important people in their lives as far as possible. This is facilitated by staff who respect these relationships and the importance they hold in people’s lives.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe. The service encourages feedback from people and their representatives to ensure every voice is heard. There are support systems to ensure any risks are identified and addressed by the provider.

The provider is improving its overall communication with everybody involved in the service with regular newsletters and the introduction of the ‘Ty Mair Gazette’. These online documents encourage people and their representatives to take photos and share positive stories.

The provider is in the process of updating the décor of the building to ensure it supports people to achieve positive outcomes. The manager is also working with the health authority to ensure high standards are maintained.



Care & Support

Good

People are very happy with the care and support they receive. We observed many caring and compassionate interactions throughout the inspection. Representatives are positive about the care offered and relationships people have with staff. They told us. *“Staff are attentive to everybody, go out of their way to learn about people, very respectful”* and *“The staff are lovely and really do care”* and *“Staff are marvellous with her, nothing’s too much trouble, she has a laugh with them”*.

The provider gathers information from professionals and others already involved in people’s care and support. They talk to people themselves about their needs and preferences where possible. The information gathered fully informs the decision about whether they can provide a service to people.

Personal plans outline how staff should support people to achieve their health and well-being outcomes. The manager has audited personal plans, identified actions and is working closely with partner agencies to improve the detail and quality of their personal plans. These plans are being transferred onto an electronic system.

People's well-being and safety is prioritised by the service by identifying and managing potential risks. People experience care and support that is dignified and respectful, they have meaningful interactions with staff, friends and family. People are supported to attend and participate in activities related to health promotion. We saw photographs of parties, schools visiting the home, singers attending, day trips and people doing day to day activities they enjoy. A representative told us, *“She’s always busy, she loves it. She enjoys bingo, baking and is able to go out quite often”*.

Senior staff are working with partner agencies to develop procedures in line with current national guidance. This approach will improve the way the service assesses, manages and prevents the risk of infection, with clear roles and responsibilities.



Environment

Good

People are comfortable and relaxed throughout the home. Management are in the middle of upgrading the building and have further plans to improve the décor. People have access to different communal and private spaces in which to spend time alone, socialise or entertain their visitors. Communal spaces meet the needs of people and provide opportunities for private meetings, activities, and recreation. A representative told us, *“It’s like your own home, ‘cwtchy’. I like the way that everyone is in the lounge, they can get their own coffees, it feels like everyone is part of the home”*.

People's views and needs are considered when maintaining the building and we were told about people choosing the colour scheme for the re-located activity room. Individual rooms are personalised and people decorate them with items of their own furniture, ornaments and equipment. They are also improving external aspects of the service by replacing the roof and have plans to make the grounds more accessible.

The service is working with a health and safety specialist consultant to manage risks to people; staff are familiar with the strategies and apply them. Regular servicing, maintenance and repairs to equipment ensures the safety and well-being of people using the service.

The service is working with associated health specialists to ensure people are protected as much as possible from the risk of infection. The domestic team ensure the premises and equipment are kept clean and hygienic. Information about the risk of infection is shared appropriately, including with, people using the service, visitors and external agencies.

The provider ensures security arrangements are in place to protect people without compromising their rights and dignity. This includes protecting personal property and providing appropriate access to and from the premises.



Leadership & Management

Good

The provider oversees the quality of the service through a variety of different audit processes. Information gathered from both internal and external checks guides quality review reports and improvement plans.

The Responsible Individual (RI) visits the service regularly. Feedback from people and staff is encouraged by them to support assessing the quality of the service and to consider any improvements.

The provider has introduced a new team of senior staff (Clinical Lead, Health and Safety Manager and Training Director) to support the manager. The manager has a plan to ensure care workers have regular one-on-one supervision sessions at least quarterly and an annual review. Care workers told us the manager and senior staff are accessible and very supportive. Associated health and social care professionals are working closely with the manager to improve the service. A representative told us, *“The Nurses, manager and all staff are easy to talk to”*.

The provider has an effective selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. The service has an effective induction and are developing a support system to prepare new staff for the role.

Care workers, demonstrate a positive approach to protecting people and keeping them safe. Staff have good communication with their managers and report concerns if needed. The provider is improving their systems to ensure safeguarding issues are responded to promptly and appropriately reported to the relevant bodies.

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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