



Ashley Court Care



Ashley Court Care, 70-74, New Road, Llanelli, SA15 3DR



01554750563



www.ashleycourtcare.com

The inspection visit took place on 11/02/2026

Service Information:

Operated by:	PREMIER 1 HEALTHCARE LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	47
Main language(s):	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 have excellent well-being in Ashley Court. Daily choice is promoted, and people feel listened to. A varied programme of activities, including regular community trips, is well established. Long-standing, familiar staff have built valued relationships with people and their relatives, and feedback from all parties is consistently positive.

People receive good care and support in the service. Personal plans are detailed, up to date and reviewed regularly, ensuring people's needs are accurately reflected. The service works effectively with external professionals, and their advice is consistently followed. This collaborative approach supports safe, person-centred care.

The environment is good. The home is welcoming and homely, with personalised and comfortable bedrooms. Refurbishment work, including improvements to the laundry room, is ongoing and equipment across the service is well maintained. The building's unusual layout provides a choice of larger and smaller communal areas, allowing people to select the spaces where they feel most comfortable.

Leadership and management is good. The manager and deputy are visible, approachable and well regarded by staff. Many care workers have been employed for several years, promoting continuity for people. Effective oversight systems support the smooth running of the service, and the Responsible Individual (RI) is routinely present and engaged in monitoring the quality of care.

Findings:



Well-being

Excellent

People enjoy exceptionally healthy, safe, and fulfilling lives, with meaningful control over their daily choices. Individuals are actively encouraged to decide what they would like to eat, how they wish to spend their time, and which activities they want to participate in. Their views are routinely sought, and relatives are encouraged to provide feedback that drives continuous improvement. Personal plans are comprehensive, person-centred and clearly outline how best to support each individual to achieve their personal outcomes. These plans are reviewed frequently and in detail, ensuring that changing needs are consistently and effectively met. The service has excellent working partnerships with other professionals to promote best outcomes for individuals in terms of their health and well-being. Feedback from professionals included *“All advice is taken on board and carried out as directed”* and *“They will approach for support with mental health care needs of individuals and also accept the support and care and treatment that is recommend”*.

People are safe and protected from abuse and neglect. Effective security measures are in place throughout the service, including a keypad entry system and a visitor sign-in book to monitor all arrivals and departures. External doors and internal stairwells are keypad-coded to minimise risks and maintain people’s safety. The service also benefits from a large, welcoming and secure outdoor garden, offering a safe space for people to enjoy fresh air and outdoor activities. A range of policies and procedures support the smooth running of the service; staff are recruited safely and receive appropriate safeguarding training. Authorisation is sought for individuals who lack capacity to make specific decisions about their care, support or accommodation.

People benefit from nurturing, safe relationships and enjoy an outstanding range of meaningful and stimulating activities. A wealth of varied opportunities is made available each day by an enthusiastic and dedicated activities team whose creativity and energy enrich daily life. Staff, many of whom have been working in the service a while, know people extremely well, are consistently praised for being *“approachable and caring”*, *“friendly and kind”* and *“excellent”*. We saw success stories of people living in the service who have rediscovered their love for music and gardening and saw hobbies being supported.

People live in accommodation that supports their well-being outcomes. The service is set over two floors with multiple communal seating areas where people can choose to spend their time. The service is homely, clean and well-maintained with good procedures and checks in place to maintain the environment and ensure it continues to meet the needs of people.



Care & Support

Good

People receive good quality care and support to achieve their personal outcomes. Personal plans provide care workers with clear guidance on peoples identified needs. Plans and risk assessments are well aligned, covering key areas such as nutrition, the environment, oral health, skin integrity and mobility, and they are reviewed regularly. Reviews contain detailed updates about each person, and daily records show that care needs are consistently met. Staff demonstrate a strong understanding of individuals' requirements. Personal plans could be further improved by better evidencing involvement from people and/or their representatives, and by including richer detail about what matters to individuals and their social history. During the inspection, we observed warm and genuine interactions between staff and people, reflecting caring and trusting relationships. Feedback from people was very positive, including: *"I love the staff they're very kind"*, *"It's a pleasure being here"* and *"The staff do really care and want the best for people"*.

People are protected from harm and abuse. Staff complete safeguarding training and demonstrate 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 and reviewed for people who lack capacity to make decisions about their health, care or accommodation. A safeguarding policy and additional supporting policies ensure the service operates as safely as possible.

Overall, there are safe systems for medicines management in place. Medication Administration Records (MAR) are completed accurately, and medicines are securely stored in locked trolleys within a designated medication room. Temperature checks are routinely carried out to ensure medications are stored safely and prevented from spoiling. Senior staff who administer medication undertake competency assessments and receive relevant training. Medication errors are managed promptly and reported appropriately. Routine audits are in place to oversee the medication and ensure errors are minimised. Records of external health appointments are maintained, and advice from professionals is followed to support people's medical needs.

People's risk of infection is minimised. Care staff were seen using Personal Protective Equipment (PPE) appropriately, and adequate supplies are available throughout the service. Staff undertake multiple duties, including occasional domestic and laundry tasks, helping maintain a clean and safe environment. The laundry room is currently being extended, which will further strengthen infection control through improved separation of clean and dirty laundry. Once complete, there will be a dedicated entry point for soiled linen and a separate exit for clean items.



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. The service is warm, homely and brightly decorated throughout. On the ground floor, a communal dining area leads into a conservatory overlooking the large, enclosed courtyard garden. The well-maintained garden features a water fountain and provides a lovely space for residents to enjoy the gardening club during warmer months. Upstairs, residents have access to a smaller communal dining area. Lounges and seating areas are available on both floors. Several cosy, quiet spaces are available for people to have private conversations, and some quiet time should they wish. Bedrooms seen are comfortable and personalised with belongings that are important to people. There is an on-site hairdressing salon and a resident hairdresser who visits once a week. Communal bathing facilities are clean and appropriately equipped with accessible bathing aids to support people's safety and independence.

The service is safe and well-maintained. Security systems and a visitor logbook is in place to monitor movement in and out of the building. Internal doors are keypad locked to ensure restricted areas remain secure, reducing risk and promoting people's safety. The CCTV system in place for external areas, is regulated, clearly signed, and respectful of people's privacy and dignity. The service ensures people have sufficient and safe equipment to meet their needs with strong systems of monitoring and auditing of health and safety in place. Certificates for routine servicing of utilities such as gas and electricity are up to date. A recent fire risk assessment identified several urgent actions which was acted upon quickly and remedied by the provider to achieve compliance. All residents have up-to-date Personal Emergency Evacuation Plans (PEEPs) in place.

Some areas of the building are older and appear dated; however, these are being addressed through ongoing cyclical maintenance. The laundry area is currently undergoing refurbishment and enlarging. Effective maintenance systems are in place, with two maintenance staff responsible for monitoring and resolving issues as they arise. We observed refurbishment work taking place in vacant bedrooms to ensure they meet the required standards of safety and suitability before being occupied by new residents. We observed daily cleaning being undertaken to ensure the service is clean and hygienic. Storage of substances which have the potential to cause harm are stored in an appropriate locked cupboard which is organised and well stocked. We viewed the kitchen and food preparation areas and saw the ratings award 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. There is a highly regarded manager and deputy in post who manage and support staff in the service well. They conduct effective and regular audits within the service and are visible with a hands-on approach. We were told that engagement from the management team and professionals is very good with one professional saying; *The manager and deputy are amazing leaders and strong advocates for the residents*. The manager completes weekly feedback reports to the RI who compiles a monthly quality report to assess how the service is performing. The RI also visits the service as required to obtain feedback from people and care staff directly and oversee systems and documentation to ensure it is completed appropriately. Quality assurance questionnaires are also distributed to people, their families/ advocates and staff to obtain more feedback about the service and drive improvements. These are analysed and fed back through the monthly reports. The service operates in a transparent way and notifies CIW of any issues that arise. Policies and procedures in place are reviewed annually however dates of review should be detailed, some policies need updating to reflect up to date legislation. The service is being delivered in accordance with the statement of purpose which reflects the service well.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. We looked at several personnel files where information required to demonstrate safe recruitment is all in place. This includes up to date Disclosure and Barring checks (DBS), identification documents and employment references. Staff training records were viewed, and we saw good levels of training is undertaken by all staff in the service to ensure they have the necessary skills to perform their roles effectively. This training includes Manual handling, dementia awareness and first aid. Routine quarterly supervision sessions take place with care workers to support them in their roles. Staff development is captured during annual appraisals. Feedback from staff is very positive, comments include: *“Staff morale is good here, we’re like a family if anyone has a problem, we all support each other it’s a very nice atmosphere”* and *“I feel 100% supported they listen to me and my ideas.”*

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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