



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Llanfair Grange



Llanfair Hill, Llandovery, SA20 0YF



01550720495

The inspection visits for this service took place between 14/10/2025 and 29/10/2025

Service Information:

Operated by:	Parkmore Healthcare Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	34
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Llanfair Grange is a residential care home located in Llandovery, Carmarthenshire.

Wellbeing is rated as 'Good' as people are involved in a range of meaningful and beneficial activities, their views and suggestions are valued and they feel safe.

Care and Support is rated as 'Good' as the person and /or their representative are involved in their care. Health, medical and other external professionals are involved in people's care when needed.

The Environment is rated as 'Good' as the service is well maintained, safe and homely.

Leadership and Management is rated as 'Good' as there is oversight of the service by the Responsible Individual (RI) and the manager leads a motivated, well trained team of staff which value their support and leadership.

Findings:



Well-being

Good

People are safe and protected from abuse and neglect. People told us they feel confident in raising concerns; they told us *“I would have no problems raising a concern if I had one”* and *“I would speak to [manager] or one of the carers with any issues”*. A copy of the services complaints procedure is provided for people on admission. One relative told us *“I have every confidence that if I had a concern, it would be looked into by [manager]”*. The manager and staff attend safeguarding training and are clear on their roles in reporting any concerns. Their practice is supported by policies and procedures.

People have control over their day to day lives and are involved in making decisions which affect them. People get up and retire when they want to, choose from a variety of meal options and where they have their meal, this was seen during a lunchtime observation. People are involved in choosing activities and the interior decoration and furnishings of the service. Their views and suggestions are also sought during the visits conducted by the RI and through surveys.

People participate in a range of meaningful and beneficial activities. The provider has invested in a minibus to offer people a more varied range of activities outside of the service. People told us there are *“plenty of things going on for us to do”* and this is corroborated by the number of photographs of people participating in a range of activities displayed throughout communal areas.

People live in accommodation which meets their needs. Communal areas have been redecorated and are clean and welcoming. People’s bedrooms are personalised according to their wishes, preferences and interests. Appropriate security and safety measures are in place. Furniture and fixtures are well maintained, and the service is clean and free from malodours.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Care plans are produced in conjunction with the person and / or their representative wherever possible and provide a sense of the individual. However, further details are required to provide care workers with sufficient information about the persons care needs and how they prefer their care delivered. Care plans and associated risk assessments are reviewed and updated regularly. People and visitors speak highly of the care staff, they told us, *"I am very happy in the home, the carers are lovely, and the food is good too"* and *"the carers are wonderful to my relative and to us when we visit"*.

There is good evidence to demonstrate a range of health and social care professionals are involved in people's care and support when required. This is well documented in care records. People are provided with a choice of meal options and a variety of hot and cold drinks. People told us they enjoy their meals, one person said *"I have just had lunch, beef casserole, it was very nice"*. The service is part of the 'Gwen am Byth' scheme which provides valuable guidance, training and resources to care workers around oral health for vulnerable people. A visiting health professional spoke positively about the service and told us *"Staff are always welcoming and supportive of the residents and follow up any actions required from an appointment. I enjoy coming to the home"*.

Staff demonstrate a good understanding of the needs of the people they provide care and support to and speak very positively about working in the service. Care workers told us, *"I really enjoy getting to know the residents and what they used to do, their families, occupations"* and *"it feels like a family here"*.

People are protected from harm and abuse. The manager and staff attend a range of safeguarding training and are clear on their roles and responsibilities in reporting any concerns and keeping people safe. Staff practice is supported by policies and procedures which are accessible and regularly reviewed. The service submits safeguarding referrals where necessary, participating in and learning from safeguarding processes and outcomes to improve the service.



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. In addition to a large communal lounge there are also smaller quieter rooms available for people to use and to meet their visitors. We saw two people and their families enjoying birthday celebrations in different communal areas of the service. The décor has been improved since the last inspection and communal corridors feel light and welcoming. Furnishings and fabrics are in a good condition, clean and contribute to making a homely and welcoming environment for people to enjoy. New curtains, flooring and seating have been purchased which contribute to the homely feel of the service. Pictures, artwork and bilingual signage displayed in corridors can help people orientate around communal areas and to their bedrooms.

People's bedrooms are well decorated, clean and personalised with items of interest and importance to the individual including photographs, pictures, furniture and ornaments. Bedrooms are not en-suite.

Communal bathrooms have been made to feel more welcoming with plants, illustration transfers and pictures. Communal toilets are clean; however, the white toilet furniture (including seats and handrails) does not fully support people using these facilities who may have difficulties with their eyesight. This has been discussed with the manager and the RI. As a consequence, coloured toilet furniture has been purchased and installed.

All internal communal areas are accessible as are the communal gardens which are welcoming with a number of seating areas for people to socialise with family and friends in warm weather.

There are effective security and health and safety measures in place including all visitors having to sign in and out of the service in addition to identifying themselves. There are a range of environmental audits and checks undertaken. There are window locks in place where required, emergency exits are free from obstructions and clearly signed. Cleaning fluids are safely locked away when not in use. Moving and handling and firefighting equipment are regularly serviced.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has appropriate organisational arrangements, governance and oversight of the service. The RI visits the service regularly and completes quarterly reports and six-monthly Quality of Care reviews. CIW has received copies of these. There are a range of audits undertaken by the RI and manager. The information obtained from the audits are used to help improve the service. The RI works closely with the manager and is readily available for support and direction whenever required. The manager and RI have a professional and supportive relationship. The service operates within its Statement of Purpose and notifies CIW of reportable issues in a timely manner.

The manager, deputy managers and RI are respected by staff who feel well supported by them. Care workers told us *“This is such a nice place to work in as the atmosphere is relaxed, and everyone seems very happy here. I enjoy going into work and feel well supported by the manager who is easy to talk to”* and *“I greatly enjoy the job, it’s very satisfying. I feel very well supported by [manager] and [RI]”*

People are supported by staff with the necessary expertise, skills, and qualifications to meet people’s care and support needs. Care workers undergo a good recruitment process with all required checks and clearances in place prior to them commencing employment in the service. Following their recruitment, care workers receive an induction which is complimented by an ongoing training, development and qualification programme. Core and specific training are completed, and this is corroborated by the staff we spoke with and reading the staff training matrix. Staff are supported by accessible policies and procedures which are regularly reviewed. Care workers use safe moving and handling practices and are clear about their responsibilities around reporting any safeguarding concerns.

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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