



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Blaenmarlais Care Home



Blaenmarlais Cottage, Redstone Road, Narberth, SA67 7ES



01834860326



blaenmarlaiscarehome.com

The inspection visit took place on 06/07/2026

Service Information:

Operated by:	Blaenmarlais Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	22
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

Excellent



Leadership & Management

Good

Summary:

Blaenmarlais Care Home is a traditional Welsh country house set within approximately two and a half acres of mature walled gardens and grounds on the outskirts of Narberth. The service provides residential care for up to twenty-two people. Local amenities, including shops, restaurants, leisure facilities, places of worship and public transport links, are easily accessible.

People experience good well-being outcomes and maintain control over many aspects of their daily lives. Care staff treat people with dignity and respect and encourage them to make choices about their care and support.

The service provides good care and support. Care staff meet people's physical health needs effectively. Personal plans focus on people's physical, mental and emotional well-being and provide clear guidance to care staff.

The environment is excellent and is an area of strength. The service maintains a clean, comfortable and welcoming environment and continues to invest in high-quality refurbishment and maintenance. People benefit from a range of communal and private spaces, and bedrooms reflect individual preferences and interests.

Leadership and management are effective. The provider has established governance

arrangements which support the delivery of good-quality care. An experienced manager leads the service, with oversight from a visible and accessible Responsible Individual (RI).

Findings:



Well-being

Good

People live in accommodation which supports their well-being, independence and quality of life. Care staff maintain a warm, welcoming and well-maintained environment. People have access to spacious communal areas, private bedrooms and secure gardens where they can relax and socialise.

People exercise choice and control over their daily routines. They decide when to get up, retire to bed and how they spend their day. The home provides a variety of spaces where people can socialise or spend time alone if they prefer.

Care staff support people to remain active and engaged. An activities co-ordinator organises a range of meaningful activities, including music sessions, film nights and social events. One person told us, *"We have singing and dancing and I like to use my pedals [exercise machine] to exercise my legs in the lounge area daily; there's a few of us that use them."*

Care staff build positive relationships with people and treat them with care, kindness and respect. Recruitment processes are robust and include appropriate pre-employment checks. One person told us, *"It is great, they look after me."*

People maintain relationships with those important to them. Family members and friends can visit freely and staff create a welcoming atmosphere. During the inspection, we observed positive interactions between care staff and people living at the home. People socialised comfortably with care staff and each other throughout the day.

The environment makes a significant contribution to people's well-being. Bedrooms are personalised and reflect individual preferences. The service remains exceptionally clean, homely and well maintained.



Care & Support

Good

Care staff develop and maintain personalised care plans and risk assessments to provide clear information about people's needs, preferences and outcomes. Records demonstrate care staff regularly review well-being goals and care and support objectives.

Care staff know people well and deliver care in a respectful and person-centred manner. A visiting healthcare professional told us, *"They know the residents well."*

Personal plans focus on physical health, mental health and emotional well-being. Care staff involve people and, where appropriate, their relatives or representatives in care planning and reviews. We reviewed a sample of personal plans and found they generally contained detailed information and clear guidance for care staff. Records also evidenced regular reviews when needs changed.

Care staff support people to access healthcare services promptly. Healthcare professionals spoke positively about the service, with one describing it as *"One of the best homes we go to."* Care staff make referrals when required and work collaboratively with relatives and professionals to make sure people attend appointments.

Medication management arrangements are effective. Care staff administer medicines safely and in accordance with current guidance and best practice. Trained care staff demonstrated confidence in managing medicines and completed accurate medication administration records. We found no gaps in the records reviewed and saw no evidence of recent medication errors.

The service stores medicines securely in a designated medication room and monitors storage conditions appropriately. Policies and procedures support safe medication management and care staff receive regular medication training.

The provider has implemented effective infection prevention and control measures. Care staff maintain the environment to a high standard of cleanliness and have access to sufficient personal protective equipment. They understand and follow the service's infection control procedures.

People receive a nutritious and varied diet. Catering staff prepare most meals using fresh ingredients and offer choices at mealtimes. The service accommodates specialist dietary requirements. Care staff understand the importance of promoting hydration. One person told us, *"Very nice, always plenty of choice."*



Environment

Excellent

The environment is a significant strength of the service. People live in a clean, comfortable and well-maintained home that has benefited from ongoing refurbishment and investment. The home occupies a spacious country house with a sympathetic extension and extensive mature gardens.

The environment reflects people's needs and preferences and supports their independence. Outdoor areas include seating and a greenhouse, providing opportunities for relaxation and meaningful activity.

Care staff respect people's privacy and dignity. Bedrooms include en-suite facilities and provide sufficient space for people to spend time alone or with visitors.

People can choose to spend time in a range of communal and private areas. The home includes several lounges, a first-floor snug, a library and a dining room. High-quality furnishings and attention to detail create a comfortable and homely atmosphere throughout the service.

Visitors receive a warm welcome from care staff who know people well. People move freely around the home and access both indoor and outdoor areas safely.

Standards of cleanliness are excellent. Housekeeping staff demonstrate pride in their work. One person commented, *"Lovely, they are always doing something to the place."*

Care staff maintain high standards of hygiene and follow infection prevention and control procedures. These arrangements reduce the risk of cross-contamination.

The provider has established robust environmental monitoring systems. They complete routine health and safety checks in accordance with regulatory requirements. Records demonstrate regular monitoring of water temperatures, call systems, emergency lighting, window restrictors and other aspects of environmental safety. Prompt action is taken when issues arise.

The provider implements an effective maintenance programme. Contractors service equipment, including hoists and slings, within required timescales. Fire safety arrangements are well managed. Care staff complete regular fire alarm tests and fire drills, maintain fire-fighting equipment appropriately and follow a current fire risk assessment. Personal Emergency Evacuation Plans (PEEPs) are available for all people living at the service.

The kitchen has achieved a Food Standards Agency rating of five. Catering staff have suitable equipment and maintain well-stocked food storage areas.

Overall, the environment provides a safe, attractive and comfortable setting which promotes people's dignity, independence and well-being.

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Leadership & Management

Good

The provider has established effective leadership, governance and oversight arrangements supporting positive outcomes for people. An experienced manager leads the service and receives support from a skilled team of senior care workers and care staff.

The provider seeks and values the views of people, their relatives and staff. Quality assurance reports demonstrate consultation and engagement with stakeholders. People told us they feel involved in the running of the home and believe care staff listen to their views.

The Responsible Individual is visible, approachable and well known to people, relatives, staff and visiting professionals. Care staff described both the RI and manager as supportive and committed to continuous improvement. One member of staff told us, *"I love working here."*

Quality monitoring systems operate effectively. Internal and external audits demonstrate high levels of compliance and satisfaction. Care staff and people living at the service feel confident raising concerns, suggestions and ideas and told us managers respond appropriately and in a timely manner.

Recruitment procedures are robust and support safe staffing arrangements. The provider completes appropriate checks before staff commence employment and maintains organised staff files containing the required information. Staff remain subject to ongoing suitability checks and hold appropriate professional registrations.

Care staff receive training to support their roles and responsibilities, including medication management and oral healthcare. They complete an induction programme and work alongside experienced colleagues before undertaking their duties independently. Care staff are registered with Social Care Wales, or have applications in progress where newly recruited.

Managers provide care staff with regular supervision and annual appraisals, helping them to reflect on practice and develop their skills. Overall, leadership arrangements support the delivery of good-quality care and promote continuous improvement across 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.

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