



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Glasallt Fawr Care Home



Glasallt Fawr, Llangadog, SA19 9AS



01550776200



www.glasallt-fawr.com

The inspection visit took place on 12/03/2026

Service Information:

Operated by:	Glasallt Fawr - Camphill Centre
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	29
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:

Glasallt Fawr is a pleasant and spacious 29 bed care home for adults with learning disabilities. It is situated rurally in Carmarthenshire.

Glasallt Fawr aims to encourage residents to develop independence, self-confidence, self-advocacy and social skills and each person is encouraged to contribute according to their ability and is, in turn, supported according to individual need.

People experience good well-being outcomes because they have choice and control over their day. They decide how to spend their time and benefit from positive, respectful relationships with care staff who know them well. The service offers wide ranging meaningful activities and opportunities within the 90 acres of farmland and in the wider local community, promoting social connection and emotional well-being.

Care staff are committed and provide compassionate care. Improvements are required in relation to care planning and risk management, as key documents are not always aligned and do not always consider current needs and outcomes.

People live in warm, clean accommodation that supports their well-being. Communal areas are homely and people enjoy personalised bedrooms that support identity and comfort.

Leadership and management is effective, supportive, and improvement-focused. Care staff feel valued and communication is positive.

Findings:



Well-being

Good

People experience good well-being outcomes because they exercise control over their day. They decide when to get up, how to dress and how to spend their time. They lead active and fulfilling lives supported by caring, motivated and dedicated care staff.

Care staff support people to maintain their physical, emotional, and social well-being. People are empowered to thrive, with many opportunities to maintain and explore their interests and develop new skills. People have regular opportunities to build and sustain relationships with others in the home and the wider community. Activities are vast, varied and meaningful, helping people reach their potential. We heard from people that they enjoyed helping on the farm, gardening, fitness classes and undertaking arts and crafts on site, volunteering in the community, playing musical instruments, swimming, rugby, going to the pub and going to church.

Staff show commitment, know people well, and treat them with dignity and respect. A family member told us, *“he is living his best life... they listen to him, they include me... he is having a great time”*. Another family member said they had *“transformed (person’s) life”*. The service demonstrates a commitment to upholding people’s rights and entitlements, there was evidence of person-centred decision-making, with individuals taking part in choices which impact their daily lives. Activity planners and house meeting minutes show that people are involved and given choice and control over their daily activities, such as meal choices, life skills tasks and engaging in chosen hobbies. A family member told us this is *“The best place”* for their loved one, where they enjoy engaging in meaningful activities and hobbies.

People enjoy nutritious, home-cooked meals and told us they have choice. Relatives and friends help many people personalise their rooms with photographs and meaningful belongings, which promotes identity and emotional well-being.

We heard from a family member that they feel included and *“are made to feel welcome at any time”*. This reflects strong relationships within the home. Friends and family are integral to the service, encouraged to visit freely and maintain regular contact. This approach promotes emotional wellbeing and positive relationships.

The service is working towards the Welsh Active Offer and celebrates Welsh holidays; they currently have some Welsh speaking staff should anyone wish to engage in Welsh. We saw warm, positive interactions between staff and people, including attentive listening and reassurance. Staff remained visible and available when people needed support. People told us they feel happy and safe in their home.

Leaders and care staff demonstrate a strong commitment to enhancing people's lives, wellbeing, and self-worth. The service promotes a proactive, strength-based, respectful, and inclusive culture that supports health and emotional wellbeing.



Care & Support

Good

People are supported by care staff who are kind, reliable and compassionate, know them well and treat them with dignity and respect. Warm, reassuring and respectful interactions were seen throughout the service, and people told us they feel listened to and supported. A range of verbal and non-verbal communication techniques are used depending on the needs of the individual. Relatives described positive communication with the team and expressed confidence in the care provided.

People and their relatives feel they receive the care they need and speak highly about the staff. They told us *“they treat everyone as individual”, “we feel very lucky (person) is there”, “they are wonderful” “I am very happy with the care, they know him”, “they love (person), and (person) loves them so need I say more”*. People and their relatives are actively involved in their reviews, which occur regularly, and documentation demonstrates that individual well-being is central to planning. A professional told us, *“They ensured the review was person centred by encouraging the individual to participate as much as possible”*. People can move between homes when their health needs change, promoting continuity and stability. The service works proactively with health professionals to ensure people stay as healthy as possible.

Systems are in place to protect people from harm. Care staff apply their training and skills to support people in the least restrictive ways and promote positive outcomes. Deprivation of Liberty (DoLS) applications are made when people lack the mental capacity to make specific decisions. This ensures the service upholds people's rights and freedoms. Care staff understand their safeguarding responsibilities and felt confident reporting any concerns to managers and were assured they would respond promptly. The service information guide provides people with a clear overview of what to expect in the home, including available support, daily routines, and how the service operates.

Medication systems are safe. Medication is stored securely, MAR charts are completed, controlled drugs are properly recorded, and temperatures are monitored daily.

The service has assessment arrangements in place to ensure people's needs are assessed prior to moving into the home. This ensures people receive the right care and support, meeting people's needs safely and appropriately. Outcomes for people require improvement because care plans and risk assessments do not always reflect current needs and we expect the provider to make improvements. The provider has assured us they will further develop the personal plans, risk assessments and daily notes to ensure these consistently reflect any changes, people's specific needs and personal outcomes. We will follow up at the next inspection.



Environment

Good

People live in accommodation that meets their needs and benefits them emotionally and physically. They experience a secure, warm, comfortable, and homely environment which promotes their well-being. People can access the vast outdoor space and far-reaching views across the countryside.

People personalise their bedrooms according to their choices with meaningful items, photographs, items of furniture, soft furnishings, supporting identity and a person-centred environment. People showed pride in their rooms and the items that matter to them. The environment across the service is clean and tidy. Communal areas feel welcoming and well decorated. The dining areas are set up to support social interaction at mealtimes and the Responsible Individual (RI) and managers ensure the home remains in good repair.

People are supported to achieve their personal outcomes. People access a variety of communal and private spaces where they can spend time alone, socialise, or meet visitors. Staff respect people's choices about how and where they spend their day. People benefit from clean, uncluttered, and safe surroundings. The home provides ample accessible bathroom and toilet facilities that promote privacy and dignity. Laundry arrangements promote good hygiene and limit cross-contamination.

There is sufficient space for people to move freely, which supports independence and allows activities and recreation to take place. Corridors remain free from hazards, and all bedrooms we saw were tidy and well maintained. Substances harmful to health (COSHH) are stored safely. All visitors are required to sign in and out of the service.

The extensive 90-acre outdoor environment is a strength of the service, it includes an outdoor gym, walking routes, opportunities to participate in farming, gardening areas, swings and open spaces for events. A new arts and crafts building is being developed to enhance activity provision. A community hall is used for events, afternoon teas and gatherings. These areas are well used and contribute positively to people's well-being.

There are good arrangements in place to minimise risks to people's health and safety. There are a range of maintenance checks and audits undertaken. Testing and servicing of fire safety equipment is completed by an external agency within the required timescales. Personal Emergency Evacuation Plans (PEEPS) were not available on the day of inspection; however, we have had assurances these have now been completed.



Leadership & Management

Good

Leadership and management at the service demonstrate a strong commitment to providing safe, consistent, and person-centred care. This creates an environment in which people and care staff feel well supported. There is a positive culture throughout the service, and leaders are passionate, visible, approachable, and engaged in day-to-day operations. This presence helps ensure good communication, oversight, and an understanding of how the service is functioning. The passion of the leaders is reflected in the staff we spoke to during the inspection.

Quality assurance arrangements provide appropriate oversight and help leaders maintain an understanding of how the service is operating. The Responsible Individual (RI) takes time to talk to people living at the service and their relatives. Regular reviews, routine monitoring, and input from the Responsible Individual (RI) support a balanced view of what is working well and where further development may be helpful. Quality of care reviews draw on feedback from people, relatives, care staff, and professionals, contributing to informed decision-making and reflective practice.

People and their families speak highly of the management and staff including *“the door is always open, they invite (person) for coffee and cake in the office”* and *“everyone is approachable”*. People have information about the service in the form of a statement of purpose and information guide. These are not currently available in Welsh or in an easy read format.

Care staff are supported through regular supervision and access to training which provides them with the skills needed to carry out their roles. Care staff report feeling valued and supported, and they are encouraged to develop professionally, with opportunities for progression. A member of staff told us the *“managers are good, easy to talk to anytime”* and another said their manager was *“great support”*. Recruitment records show required checks are effective and support the safe employment of staff and they have a comprehensive induction including shadowing experienced workers

Policies and procedures are in place and reflect current legislation and guidance. Discussions with care staff demonstrate a good understanding of their responsibilities in relation to safeguarding and said they feel confident reporting concerns to the manager.

Overall, leadership and management are effective, supportive, and improvement-focused, contributing to positive outcomes for people and a confident, well-supported workforce. The provider's ongoing work to strengthen internal systems and documentation will support continued development of 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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People may not consistently receive care and support in line with their assessed needs, personal outcomes and preferences because personal plans and risk assessments lack sufficient detail, are not up to date, clear, or aligned.	12/03/26

CIW has not issued any Priority action notices following this inspection.

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