



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Anedd



Heol Y Gaer, Llanybydder, SA40 9RX



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www.welcomecarehomes.com

The inspection visits for this service took place between 09/06/2026 and 12/06/2026

Service Information:

Operated by:	Wellcome Care Homes 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:	27
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:

Annedd is a small residential care home on the outskirts of Llanybydder, within walking distance of all shops and amenities in the town. It has a friendly and relaxed atmosphere and a homely feel.

People have good wellbeing outcomes and are treated with respect and compassion. People feel safe and have some choice and control over their day to day lives. They choose when to get up and go to bed and how they spend their day.

Care and support is good and people and their relatives are happy with the support they receive. Personal plans inform care staff of people's support needs and are person centred.

The environment is good, being well maintained and supporting the needs of people living at Annedd.

Overall, leadership and management is good. There are established systems in place to monitor the quality and safety of care and good monitoring systems support overall governance. Staff are safely recruited and feel supported and valued.

Findings:



Well-being

Good

We found people living at Annedd are generally supported to achieve positive well-being outcomes. We saw staff interact with people in a respectful, compassionate and person-centred manner. Staff were observed providing reassurance and emotional support where required, responding sensitively to people's needs, and promoting dignity through their interactions. These practices reflect a culture where people are treated with respect and kindness. People told us they feel safe and well supported. One person said, "*Mae pob un yn dda ma (everyone is good here). You're lovely girls!*" and another person told us "*The staff are brilliant, they are lovely, especially that one*". Feedback from relatives was consistently positive, with individuals describing the service as providing reassurance and improved quality of life for their family members. One relative said, "*Staff are brilliant, it's been a hard situation, but we have peace of mind now, we know they're safe here. They have also improved; they wouldn't take their medication before but now they're doing it*".

People are supported to make choices about their daily lives, including their meals and routines, and we observed staff offering alternatives and responding appropriately to individual preferences. Requests for assistance were responded to promptly, indicating people's immediate needs are being met in a timely manner. One person said, "*Staff are excellent, rushed off their feet. If I leave my cup there it will appear full again in a minute*".

Staff receive training in infection prevention and control and recognise its importance in safeguarding people. Robust oversight arrangements have been established, ensuring staff consistently follow current infection control guidance and staff use personal protective equipment (PPE) to minimise the risk of cross contamination.

We found people's communication needs are understood and supported. The service demonstrates a strong Welsh language ethos in practice, with many staff using Welsh when interacting with people, thereby promoting people's identity and preferences.

Some people expressed a desire for increased access to outdoor activity and meaningful occupation aligned with their personal interests and backgrounds. Providing these opportunities would further enhance well-being for people. There has been an increase in planned and ad hoc activities recently and the service is continually looking at developing this area.



Care & Support

Good

We found that people receive care and support which meets their assessed needs and promotes their safety. Care records demonstrate pre-admission assessments are completed and risks to people's health and well-being are identified and managed through appropriate risk assessments. There is evidence people have access to relevant health and social care professionals, with records indicating ongoing engagement with external services to support people's needs. One visiting health professional said, " *Communication is good, any queries they phone the hub and the manager will email if needed*".

Staff demonstrated appropriate knowledge of safeguarding procedures and their responsibilities to protect people from harm. Staff were able to describe the actions they would take if they had concerns and expressed confidence in management to respond appropriately. The service engages with safeguarding processes appropriately in response to concerns, demonstrating compliance with statutory safeguarding requirements.

Medication management systems are mostly effective. Arrangements are in place for the safe administration, recording and auditing of medicines and staff have received appropriate training.

Infection prevention and control measures are effective. The service is clean and hygienic, with appropriate supplies of personal protective equipment available. Staff demonstrated an understanding of infection control practices thus minimising the risk of infection to people. Kitchen facilities are well managed, and the service holds a food hygiene rating of five, indicating good standard in this area.

Personal plans are mostly up to date. some areas were identified where records could be further strengthened, particularly following the transition to a digital system and periods of unavoidable management absence. The service had already recognised these areas and is actively implementing improvements. We found that people using the service and their relatives are involved in planning and reviewing care and the provider is taking steps to ensure this is more consistently reflected within care records. These matters have been discussed with the Responsible Individual (RI) and manager, who have responded positively. Improvements have already been made, and we are confident the manager will continue to build on this progress to further enhance the quality and consistency of care documentation. This does not detract from the good quality of care and support people receive.



Environment

Good

We found the service provides an environment which is safe, clean and suitable for the needs of people living at the home. The premises are well maintained and provide sufficient space for people to move freely, including those using mobility aids. Communal areas are comfortable and appropriately furnished, and bedrooms are personalised in accordance with people's preferences, supporting a sense of identity and belonging.

There are ongoing improvements and updating to the general décor and furnishings and to keep the environment suitable for people's needs. A communal room which was not being utilised has now been changed into a non-alcoholic bar. It replicates a pub environment and has an outside seating area attached. Feedback received on this was very positive and is proving to be popular with people and their visitors.

Appropriate equipment is available to meet people's needs, including mobility aids and specialist equipment, which are regularly serviced and maintained. Systems are in place for the ongoing maintenance of the building and equipment, with evidence of routine checks and prompt responses to identified issues. Fire safety arrangements are robust, with regular servicing, checks and drills undertaken in line with requirements.

The building is secure and there are effective measures in place to protect people, including keypad entry systems and controlled access for visitors. A visitors' book is maintained in line with fire safety procedures, and identity checks are undertaken for all visitors prior to entry.

The environment is generally suitable and provides access to outdoor space. People are able to use the outdoor areas with staff support, and there are opportunities to spend time outside as part of daily routines. The service continues to encourage access to these spaces where practicable.



Leadership & Management

Good

People benefit from a service which is well managed, with established systems in place to monitor the quality and safety of care. The manager and Responsible Individual (RI) have governance arrangements, including audits, policies, procedures and oversight systems. Regular audits of medication, infection prevention and control, accidents and incidents and environmental checks support effective monitoring. Policies have been reviewed and updated and the statement of purpose accurately reflects the service provided. The service works constructively with external agencies and maintains positive partnerships with safeguarding and commissioning teams.

The manager demonstrates a reflective approach and a clear commitment to improvement. While some records, including personal plan reviews, supervision records and governance documentation, were not always fully up to date, improvement plans are in place and support from commissioning colleagues is being used effectively to help drive progress. Despite these regulatory shortfalls, we did not find evidence they are impacting on people's well-being. The manager demonstrates a good understanding of the service's strengths and areas for further development.

Staff speak positively about the management team and describe a supportive and approachable culture within the home. They told us managers listen to concerns and provide support when needed. Staff describe good teamwork and a family atmosphere, and we saw positive working relationships throughout the inspection. Staff demonstrated a commitment to providing good-quality care and support.

People are supported by a stable and experienced staff team, with low staff turnover promoting continuity of care. Staffing levels are sufficient to meet people's needs and recruitment records showed appropriate pre-employment checks had been completed. Staff receive induction and mandatory training, with plans in place to further develop skills through a train-the-trainer approach. While some supervision sessions and appraisals were overdue, these had been identified by the manager, who was taking action to strengthen oversight and support arrangements.

Overall, leadership and management arrangements support positive outcomes for people and demonstrate a commitment to continuous improvement.

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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