Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Plas y Dderwen Care Home

Cilddewi Park Johnstown, Carmarthen, SA31 3HP

01267221235

www.barchester.com

The inspection visits for this service took place between 08/06/2026 and 15/06/2026

Service Information:

Operated by:	Barchester Healthcare Homes Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	69
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

People who have made Plas y Dderwen their home receive an excellent standard of care. Everyone we spoke with and had feedback from, have high levels of confidence in the service and feel their decision to use it was the best one for the individuals involved.

Wellbeing is rated as excellent because of the relationships people, and those important to them, have with the whole staff team. This, together with the opportunities to do things that are important to them and that they enjoy, mean they are treated with dignity and respect and their voices are heard.

Care and support is excellent because the team is led by a highly effective manager who has set and embedded the values for the service. The team is well trained and motivated to offer people quality care in line with their individualised and person-centred plans.

The environment is excellent because the service is maintained to a very high standard with options for people to spend time in a range of areas both inside and in the garden areas. Due regard is shown to make sure the environment is safe and free of any hazards whilst remaining as homely as possible.

Leadership and management is rated as excellent because people have high levels of confidence in the service. The culture and values are practiced by a staff team who are committed to quality and seek ways to enhance people's lives further.

Findings:

Well-being — Excellent

The relationships people have with those caring for them is a special feature of this service. Interactions are warm, friendly and supportive. The values have been set by the manager who is very visible throughout the service. Relatives are very complimentary about the staff team and care workers are sensitive to the well-being of relatives offering them support and advice when necessary. One relative told us "*The care x was given was outstanding"* and another described the care as "*Spot on".* One person said "*It's lovely here"* and others spoke of how friendly and kind staff are, enjoying a bit of banter and good humour.

People are able to communicate in both English and Welsh. Menus are available bilingually and Welsh is spoken freely throughout the service.

People are protected from abuse and neglect because of the staff training, supervision and values which have been set for the service. Visitors are required to sign in to a visitor's book and must be allowed access by a member of staff meaning staff know who is in the service at all times.

People live healthily and receive the care and support they need from a team of experienced and motivated workers. The atmosphere in the service is calm and well organised. Care workers feel valued and supported by each other and describe the manager as "*Approachable", "Fair"* and "*Supportive"*.

There are many opportunities for people to engage in activities with the dedicated worker described as "*Outstanding".* Care workers understand the importance of meaningful engagement and support the activities worker to make sure as many people as want to are able to participate.

The provider prioritises people's well-being by making sure the accommodation meets their needs and enhances their quality of life. People appreciate the environment which is clean, light, free of hazards and well maintained.

Care & Support — Excellent

Personal plans are detailed and care workers find them helpful. A comprehensive personal profile helps inform and direct care, and some people have a cloud board in their rooms which contains brief information about the individual and how care is to be offered. Personal plans cover a range of needs including nutrition, mobility and mood. Records show a high level of engagement with care workers. There is a 'resident of the day' when the individual's personal plan is reviewed, there is a deep clean of their room, and they are assisted to do something special for the day. The electronic records system has alerts built in meaning if a task is not completed on time a senior member of the team is made aware and can rectify this.

People are protected from harm and abuse. Care workers know their responsibilities in relation to safeguarding and are confident about reporting any concern they may have. They are certain their manager would take the actions needed. Staff have training in safeguarding and there is an up-to-date policy for staff to refer to.

People's medication is safely managed. A check of stock balances showed the correct number of tablets were available. A nurse and senior care assistant is always on duty, meaning people's need for medication can readily be met, and some care workers have been trained in the administration of medication as well as witnessing the administration of controlled drugs. Medication is stored in locked cabinets inside locked rooms. Records show medication is administered as prescribed and the reasons for any 'as required' medication is clearly recorded. There were no gaps or omissions in the records.

The risk of infection is minimised because the provider promotes good hygiene practices. The environment is clean and there is a housekeeper on duty every day. Regular audits are carried out which show a high level of compliance with the standards set. There are adequate stocks of gloves and aprons. Hand sanitiser is available and the provider is going to improve the signage for this.

There is an understanding of the importance of good nutrition. People are encouraged to use the dining rooms which are lively and sociable times for people. Tables are nicely decorated with linen tablecloths and napkins. Show plates are used in some parts of the service meaning care workers take a sample meal to people to help them make an informed choice. Menus are also available in both Welsh and English. The catering team take pride in their work and recognise their important role in people's care and support. They have a good knowledge of people's likes and dislikes and special events and special diets are catered for. Meals are fortified using butter and cream and there is a focus on people remaining hydrated. They are generally satisfied with the quality of ingredients they have. Meals are made using fresh ingredients and there is minimal use of processed food. The lunchtime meal looked and smelt appetising and those individuals who require assistance were helped by care workers in a relaxed and friendly way. People and their visitors are highly complimentary about the food describing it as "*Lovely"* and *"Fantastic".* One relative commented on how much better an individual looked since being at the service and put this down, in part, to the good food they were getting.

People’s physical health needs are met. The nurse on duty offers advice and support to all of the care workers and contributes to the care of people receiving both residential and nursing care. Care workers appreciated the knowledge and wisdom of the nurses. A district nurse visits as necessary and care workers, where possible, offer assistance to make sure people can attend routine or emergency medical appointments. Care workers know how to recognise if a person is at risk of developing pressure sores and they have the equipment they need to reduce the risk of this. A podiatrist and optician visit the service.

The importance of meaningful activities and engagement is understood. A well-regarded worker spends time with people both individually and in groups. There is a programme of activities and people are encouraged and assisted to take part. During the inspection some people were engaged in a chair exercise game and later a large group played a game of bingo, with some visitors joining in. Most people and care workers think the frequency of activities is about right but one relative feels activities on the weekends would be beneficial. Recent recruitment means this will be starting soon, Some people spend time away from the service doing things they have said are important to them, this includes going shopping and to a local agricultural market. People from the local area are invited in to entertain people and this includes singers, musicians and animal therapy. Records show significant efforts are made to find out what and who is important to the individual and this is clearly recorded. The impact and outcomes of activities are evaluated by the staff team.

Environment

Excellent

The provider demonstrates a strong commitment to making sure the building and all equipment and services are maintained to a good standard that meets people's needs. Accommodation is all on one level making it easier for people to mobilise throughout the service. The risk of trips and falls is reduced because hallways and other areas are free of clutter.

The service is divided up into three separate units, or communities, with each having its own lounge and dining areas. In addition, there are other areas for people to spend time either with visitors and others or on their own. The main reception is welcoming with tea and coffee making facilities for people and their visitors to use.

Standards of cleanliness throughout are of a very high standard. The housekeeping staff feel part of the team and take pride in their work, recognising their important contribution to people's overall care. There are some effective processes in place to make sure all areas are kept clean with staff having clear work schedules to follow as well as being responsive to any requests from people or the care team.

The service is very well maintained with repairs being completed in a timely way from a responsive maintenance team. There is an ongoing programme of refurbishment which includes redecoration and the replacement of carpets.

Pictures and other artwork are on the walls throughout the service. These are mainly of the local areas as well as photographs of outings and activities people have enjoyed. These help to start conversations and can trigger certain memories. Up to date photo boards help people identify different staff. Bedrooms are clean, comfortable, light and airy. Most have some ensuite facilities. Many are personalised with photographs ornaments and soft furnishings.

There are some outside areas for people to spend time when the weather permits. The large enclosed area with new furniture and hanging baskets help to enhance the area. New lights have been bought which will enhance this further. A smaller area is currently being developed which has a beach theme. Both of these areas are accessible to people whose mobility is reduced.

Effective governance arrangements ensure equipment and services are serviced and maintained appropriately.

Leadership & Management — Excellent

There are some effective and robust governance arrangements in place to monitor quality. Reports written by the Responsible Individual (RI) and managers are comprehensive and reflective, showing the views of people, those important to them and staff. Care workers, the rest of the team and people hold the manager in high regard, describing her as "*Amazing".* She is considered to be approachable and helpful.

A range of quality audits are completed including nutrition, infection control and medication. These show a high level of compliance with the standards set by the provider. Senior staff carry out visits at night and over the weekend to make sure standards are maintained at all times.

Residents and staff meetings take place, with people using the service having a voice. A "You said, We did" board shows how ideas and comments are acted upon.

Staff are appointed following a safe recruitment process. Files are easy to navigate and contain the information needed including references and safety vetting. There is a period of probation and a comprehensive induction for staff. They are registered with Social Care Wales, the workforce regulator. Training is a priority and this is provided by a dedicated trainer as well as more informal guidance and advice from experienced staff. Records show staff are trained in a range of areas including food safety, fire safety and choking. People, visitors and other visiting professionals find the staff team knowledgeable and skilled. Care workers have supervision where aspects of their work and well-being are discussed. They feel they get balanced feedback on their work to help them with their professional development. Some care workers are doing additional courses to help them in their professional development.

The provider recognises the efforts made by staff. This includes gifts given to the employee of the month. This is chosen by people, visitors and colleagues. Long service is recognised and efforts are made to redeploy staff to other areas where possible if this is requested. Staff present as motivated and dedicated to their work. Staff feel valued by their manager and the rest of the team.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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