



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### Glyn Nest Trustee Company Limited



Glyn Nest Residential Home, Ebenezer Street, Newcastle Emlyn, SA38 9BW



01239 710950



[www.glynnest.co.uk](http://www.glynnest.co.uk)

The inspection visit took place on 13/02/2026 12 & 13 February 2026

### Service Information:

Operated by:	Glyn Nest Trustee Company Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	28
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

## Summary:

Glyn Nest Residential Home is situated in the market town of Newcastle Emlyn, with local shops and amenities within close range. The service offers long and short-term residential care to people above the age of 65.

People experience good well-being at Glyn Nest and report feeling safe, settled, and comfortable. The home has a relaxed, homely atmosphere and staff interact warmly and respectfully with individuals. People are confident in raising concerns and feel supported to maintain important relationships, with families describing the home as welcoming and inclusive. Welsh is spoken naturally throughout the service, supporting those who prefer to communicate in the language of their choice.

The care and support are person-centred and responsive. People are involved in developing their personal plans, ensuring their preferences and routines are reflected in daily care. Staff know individuals well and provide support which promotes dignity and choice. Personal plans and risk assessments are in place, though some are more detailed than others. There is a lively programme of activities which contributes positively to people's emotional well-being.

The environment is safe, comfortable, and conducive to people's well-being. The provider has plans to make improvements and is committed to maintaining a homely and inclusive setting.

The leadership and management are good and arrangements contribute to a well-run and person-centred service. Continued development of quality assurance processes will further strengthen governance and ensure the service continues to deliver positive outcomes for the people who live at Glyn Nest.

## Findings:



### Well-being

Good

People living at Glyn Nest experience positive well-being outcomes and express high levels of satisfaction with the care and support they receive. They told us they feel settled and content within the service and observations during the visit showed people engaging confidently and comfortably in daily routines.

People are actively involved in developing and reviewing their personal plans. They are encouraged to express their preferences and make informed choices about how they wish to be supported. This promotes autonomy and ensures care delivery reflects their personal outcomes, routines and interests. Evidence from care documentation and staff discussions demonstrates people's voices are central to decision-making.

Support provided by care staff is consistently person-centred. Interactions observed during the inspection were warm, respectful and delivered at a pace which suited each individual. Staff demonstrated a clear understanding of people's needs and communicated sensitively, always promoting dignity and respect. The atmosphere within the home was calm and welcoming, with people and staff frequently engaging in relaxed conversation, singing and shared humour. This contributes positively to people's emotional well-being and sense of belonging. One person told us, "*Dw I wrth fy modd, allech ddim cael unman gwell (I love it, you couldn't get anywhere better)*."

Family relationships are valued and maintained. Relatives are encouraged to visit at any time and families described the home as friendly, approachable and inclusive. One person said, "*There is always a cup of tea waiting for you*". This open approach helps people maintain important connections and supports their wider well-being.

The environment is described by people and relatives as "*homely*" and "*relaxed*." During the inspection, people appeared comfortable and at ease in communal areas, choosing where they wished to spend their time. This sense of familiarity supports emotional security and independence.

People told us they feel safe at Glyn Nest. They reported confidence in staff and an understanding of how to raise concerns should they need to. Staff receive regular safeguarding training and are aware of their responsibilities to report and respond to concerns. This ensures people are protected from harm and abuse and reinforces a culture of safety within the service.



People receive care and support which is person-centred and responsive to their individual needs. Staff know people well, supported by good staff continuity and staff are consistently described as patient, kind and attentive. Personal plans outline how individuals wish their care to be delivered, including preferences and daily routines. Where possible, people have completed a 'This Is Me' section, which provides valuable life history and personal interests to inform care delivery. We found some plans more detailed than others. The manager has provided assurance that they will review care documentation to provide more detail and consistency across records.

Care is provided in people's preferred language. Welsh is actively promoted within the service and many people, relatives and staff communicate naturally in Welsh. We observed numerous conversations taking place in Welsh and the service had recently celebrated Santes Dwynwen, supported by a wall display created by an individual. Some written information is available in Welsh and the manager plans to extend this to ensure the Welsh language active offer is fully embedded across all aspects of the service. A relative told us, "*That's what attracted us, a homely Welsh environment*".

Risk assessments are in place and help guide staff in supporting people safely, however, some assessments require strengthening to ensure all identified risks are fully explored and regularly reviewed. Some individuals are subject to Deprivation of Liberty Safeguards (DoLS) and the limited restrictive practices observed were proportionate and compliant with legislation. The manager is proactively exploring improvements to the rear exit to balance people's freedom of movement with the need to keep more vulnerable individuals safe.

Medication arrangements are robust. Medicines are stored appropriately. Regular audits take place and staff administer medication safely and sensitively in line with organisational procedures. We observed lunchtime as a relaxed, sociable experience where people appeared comfortable, engaged and enjoying their meals.

Thorough pre-admission assessments are completed by the manager to ensure the service can meet each person's identified needs and to consider compatibility with existing residents. The home is lively and engaging, with people and their representatives describing it as, "*there is always lots going on*". During the inspection, a ukulele band performed, and spontaneous singing occurred between residents and staff, contributing positively to people's emotional well-being and sense of belonging.



## Environment

Good

The home is located within a town setting, offering people easy access to local shops, services, and community facilities. This supports individuals to maintain social connections and engage in familiar routines outside the home where appropriate. Internally, the environment is warm, welcoming, and homely. Communal areas are arranged to encourage interaction, with comfortable seating spaces where people can relax, spend time with visitors, or participate in group activities. People told us they feel at ease within the home and we observed individuals moving freely and confidently around the environment.

Bedrooms are personalised to a good standard with photographs, ornaments and personal belongings which are meaningful to people. This promotes a sense of identity and contributes positively to emotional well-being. Staff demonstrated awareness of the importance of maintaining a homely atmosphere and efforts have been made to ensure spaces reflect the interests and personalities of people receiving care and support.

Some areas of the home are showing signs of wear. The provider has already identified these areas and shared plans to repaint specific sections and replace or upgrade flooring where necessary. This demonstrates a proactive approach to environmental improvement. Although there is an outdoor area available for use in warmer weather, the space is currently limited in scope. There is potential for further development and the Responsible Individual (RI) is considering introducing raised beds or accessible planting areas would support people who enjoy gardening and promote meaningful occupation.

Robust health and safety arrangements are in place to ensure the building remains safe. An independent company undertakes regular environmental audits and maintenance checks. A recent fire safety report highlighted improvements required and we saw evidence the manager is in the process of sourcing suitable tradespeople to carry out this work. Firefighting equipment is serviced regularly and fire drills are completed in line with regulatory expectations.

The environment supports the needs of Welsh-speaking individuals and visitors, with bilingual signage displayed throughout the home. This aligns with the service's commitment to promoting the Welsh language and ensuring accessibility for people who prefer to communicate in Welsh.



## Leadership & Management

Good

There is strong, consistent oversight of the service, supported by effective and fair leadership. The RI carries out monitoring visits more frequently than required by legislation, demonstrating a clear commitment to maintaining high standards and ensuring ongoing compliance. Reports from these visits are thorough and evidence regular engagement with people, staff and assessment of the environment.

Feedback from individuals, relatives and staff is welcomed and encouraged through informal day-to-day conversations as well as questionnaires. Responses demonstrate people feel listened to and able to express their views freely. The RI reports reflect the feedback received and the provider has confirmed they are reviewing how audit outcomes and quality assurance information are analysed and presented so that the impact of actions taken is clearly evidenced. This will help demonstrate how ongoing improvements contribute to positive outcomes for people.

The manager is long-standing, experienced, and highly dedicated to the service. They told us, *"This is where my heart is,"* reflecting their genuine commitment to the well-being of the people who live at Glyn Nest. Staff told us they feel well supported and described the manager as approachable, knowledgeable and responsive. People and their representatives also expressed confidence any concerns raised are addressed promptly and appropriately. This creates a culture of openness, trust and accountability within the service.

People are supported by staff who have the necessary skills, qualifications and experience to meet their care and support needs safely and effectively. Recruitment processes are robust, with appropriate pre-employment checks completed prior to staff commencing in post. New staff complete a structured induction programme that equips them with the knowledge and confidence required for their role. Ongoing training is well established and staff receive regular supervision meetings that offer opportunities to reflect on practice, discuss what is working well and identify areas for development. Staff told us they feel valued and supported and we saw this positively influences the quality of care provided.

## 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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