



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Briarswood Residential Home



67 Trosserch Road, Llangennech, Llanelli, SA14 8AX



01554820585

The inspection visit took place on 26/11/2025

Service Information:

Operated by:	Elizabeth Thomas
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:	6
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:

Briarswood Residential Home, located in Llangennech, Llanelli, provides accommodation for up to six adults in a two-storey property. The home delivers positive outcomes through effective oversight and high-quality care.

Well-being is rated as good, supported by a warm, welcoming atmosphere and staff who encourage independence through positive risk management. People engage in meaningful activities that enhance their overall well-being.

Care and support are also rated good, with personal plans implemented effectively to prevent health issues and promote positive outcomes. The environment is considered safe and supportive, maintained through regular health and safety checks and audits. Decoration and maintenance reflect people's preferences, fostering independence wherever possible.

Leadership and management are rated good due to good recruitment and vetting processes, alongside staff that ensure consistent quality care. The proprietor, who currently manages the service, maintains strong oversight and is actively involved in daily operations. Overall, Briarswood demonstrates a commitment to creating a safe, supportive, and engaging environment where people's needs and preferences are prioritised, and staff work collaboratively to deliver high

standards of care.

The proprietor is currently the appointed person who is responsible for the service and has good oversight in addition to being involved on a day-to-day basis.

Findings:



Well-being

Good

People who live long term and those who use Briarswood for short stays, live in accommodation which meets their needs. The provider prioritises people's well-being when evaluating whether the accommodation meets their needs. People are settled and have made it their home. They are supported to follow their interests and have their rights upheld. The atmosphere at Briarswood is calm and relaxed and staff know what is important to people and how to best support them.

People are treated with dignity and respect. People are listened to and have their voices heard and this was observed during our visit. People told us they make choices about day-to-day things as well as the more important things. We saw staff supporting people in a dignified and compassionate way. Staff respect people's privacy and ensured they knocked before entering someone's bedroom.

People are offered choices in daily activities and have opportunities to reach their potential and engage in meaningful activities, such as selecting meals, participating in education, engaging in hobbies, joining community activities, and volunteering. We observed people being supported to participate in activities such as shopping, going to a local café and participating in daily household chores. We saw care staff encouraging independence with people regarding their own health appointments.

People are supported to develop and sustain positive relationships within their community and with family, friends, and important people in their lives as far as possible. Relatives of people who use Briarswood told us their relative *"is always doing something and going somewhere"* and another commented *"they've (staff) got to know my relative and what they like to do for fun."* Briarswood is very much part of the local community with people being part of local clubs and groups. Staff support people to maintain contact with family members.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they always feel safe. There are effective mechanisms in place to ensure every voice is heard and respected. There are strong support systems to ensure any risks are promptly identified and addressed.



Care & Support

Good

Briarswood is a small, family-run service that provides good quality care. The provider carefully assesses each person's needs and personal outcomes, along with the impact on current service users, before agreeing to offer support. They are well supported according to personal plans and risk assessments which reflect their needs. A sample of personal plans viewed contain detailed information regarding personal interests, likes and dislikes. People told us they are happy with the care and support they receive from the small staff team. We observed kind and genuine interactions between care staff and people. People told us *"It's fantastic, I enjoy living here."* And *"The staff are very good to me, we get on, I like them very much."*

People are supported to maintain their physical and mental health, and emotional well-being. People are well supported to engage in and participate in various activities that foster happiness and health. We saw there are a range of activities chosen by people which are meaningful to them. People told us they enjoy taking part in a variety of activities.

People's medications are stored and administered safely in line with statutory and non-statutory guidance and the service provider's medication policy. There are safe procedures for accepting incoming, and returning, medication. Medication is consistently stored as required to ensure its efficacy and safety. Fully trained care workers administer people's medication, and their competency is checked on an annual basis. There is a medication policy in place which is reviewed regularly. We discussed with the manager strengthening audits to ensure consistency of practice and good standards are maintained.

Policy, procedure, and application of hygienic practices are in place to reduce risks of cross infection. Care workers demonstrate an understanding of infection control and the use of personal protective equipment (PPE). The service has sufficient stock available. There are effective oversight and auditing of infection control measures. Cleaning schedules are in place and are implemented in the service.



Environment

Good

On the day of the inspection, we found the home to be comfortable and relaxing. The service provider has identified areas of wear and tear around the home. People currently have access to a communal lounge, dining room, kitchen and their own private space in which to spend time alone, socialise or entertain visitors. However, there is limited suitable space currently for people to have private time with visitors or spend time alone other than their bedrooms. Bedrooms are personalised and people are supported to look after their room and ensure these are kept clean and as they like them. The manager told us the service has staff employed who undertake maintenance tasks around the property. The service is mostly clutter free.

The garden and outdoor areas are safe, attractive, and accessible to all people who use the service. People are supported and encouraged to get involved in maintaining and developing the garden area with tending to raised beds and growing produce. The front garden is home to domestic animals including rabbits, which are in a fenced off area. This is looked after by people who use the service. People are often supported to access outdoor space in the wider community such as local restaurants, café, and shops.

The service provider ensures the premises comply with current legislation and national guidance in relation to health and safety, fire safety, and environmental health. A fire risk assessment is in place and fire checks are carried out at the required frequency. The service provider identifies and mitigates risks to health and safety. There is a system in place for monitoring and auditing of health and safety. Regular servicing, maintenance, and immediate repairs of facilities ensures the safety and well-being of people using the service. Records show safety certificates for utilities such as gas, water and electricity are in place. The sample of bedrooms viewed had facilities and equipment which is suitable for the individuals and meets care plan requirements. People access the home through a securely locked door, and visitors must sign in and provide identification prior to entry.



Leadership & Management

Good

The proprietor is the manager, and the position of Responsible Individual is currently in the process of registering with the Regulator, Care Inspectorate Wales (CIW). There is good oversight of the service, and the manager is actively involved and present at the service often. A small but dedicated team work closely together to ensure the smooth running of the service. The manager covers a high number of shifts to ensure people continue to receive care and support from staff they know well. However, there has been increasing usage of temporary staff recently. The provider continues to be required to register the service to meet legal and regulatory requirements and has assured CIW this is being addressed.

The service provider has ensured there are systems for governance and oversight of the service in place. Systems for assessment, care planning, monitoring, and review to enable people to achieve their personal outcomes are established. The service is provided in line with the objectives of the Statement of Purpose (SOP) and Guide to the Service, which are regularly reviewed.

There are systems to monitor the quality of the service people receive. The service provider completes a quality-of-care review which we found to be good, but we discussed with the manager that this needs to be completed six monthly as required by regulation. Records show the manager gathers feedback from people who use the service and others to ascertain the satisfaction with the quality of the service. We saw evidence the manager has oversight of the service, and the service management team conduct a quality assurance system to ensure quality care is delivered.

Staff recruitment pre-employment checks are completed prior to employment commencing and supporting and developing staff with supervision, appraisal and training is in place. Care workers told us they feel valued and supported by the manager. The small team of staff safely support people and has been stable and consistent in recent times with an appropriate reliance on temporary staff to ensure people can achieve their outcomes.

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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