Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Carlton House Residential Care Home

Carlton House Residential Care Home, Llanon, SY23 5HZ

07815481149

CARLTON HOUSE RESIDENTIAL CARE HOME

The inspection visit took place on 08/10/2026

Service Information:

Operated by:	CARLTON HOUSE RESIDENTIAL CARE HOME
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people living with dementia, Care and support for people requiring short-breaks or respite care, Care and support for people with mental health needs
Registered places:	16
Main language(s):	Welsh
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:

Carlton House Residential Care Home is a privately owned care home situated in the coastal village of Llanon, Ceredigion, with views over Cardigan Bay. The home operates with a core mission to provide person-centred care in a warm, dignified, and 'home from home' environment.

Well-being is good because people have positive relationships with familiar staff who treat them with kindness and respect. They have opportunities to enjoy activities, maintain family and community connections, and use their preferred language. People's choices and individual preferences are recognised.

Care and support is good because staff understand people's needs and provide support guided by assessments and personal plans. People can access health professionals, enjoy freshly prepared meals and receive support with their medicines.

The environment is good because people live in a comfortable, welcoming home with personalised bedrooms. Refurbishment and improved bathroom facilities enhance their surroundings. Accessible

outdoor spaces help people enjoy being outside, while equipment and maintenance checks support their mobility and safety.

Leadership and management is good because people benefit from an approachable manager and a stable staffing team. Staff receive training and developmental support, and the provider invests in the home.

Findings:

Well-being — Good

People are supported by familiar care staff who understand their needs and preferences. A stable team, supported by clear planning documentation, helps care staff provide consistent care tailored to each person. We saw people approaching staff freely and enjoying kind, respectful conversations. People and their relatives spoke positively about the care and the welcome they receive. One person described their experience as "*Bendigedig",* meaning they feel blessed by living at Carlton House. A relative described the home as a "*home from home".*

People have regular opportunities to spend time doing things they enjoy with a designated activities coordinator vising the home. We saw people joining in with singing and seated movement sessions, and staff described outings, shopping and support to attend important social occasions. Visits from local groups help people maintain connections beyond the home. These include Côr Camddwr, who sing at the home, and children from the local primary school, providing opportunities for people to enjoy music and spend time with different generations.

People's Welsh language and cultural preferences are recognised in daily life. The service makes an Active offer of the Welsh language, enabling people to use the language without having to request it. We heard Welsh spoken throughout the inspection, including in conversations with people, families and care staff, and while singing. We also saw care staff adapting their communication to help people understand and to contribute in conversations. People are encouraged to speak about their well-being and any concerns they may have. Knowing who they can turn to for help supports people to feel safe.

People can maintain relationships with people that matter to them. Relatives described flexible visiting arrangements and an approachable team. Meetings give people and families opportunities to share their views, and they know who to speak to if they have concerns. People's rooms reflect their individual tastes, and staff describe supporting choices about everyday routines. One person told us, "*I can't say enough good things about this place".*

Care & Support — Good

People receive support from care staff who know their routines, preferences and care needs. Assessments, personal plans and risk assessments guide care staff in providing individual care. People, their representatives, care staff and relevant professionals are involved in planning the care and support being provided. The manager reviews personal plans monthly to ensure they reflect people's current care and support needs.

People are supported to access advice and treatment from health professionals and attend health and social appointments. A visiting professional described care staff as responsive to guidance and willing to seek advice. We saw evidence of community nursing and dietary involvement where needed, together with oral personal plans. Families told us about the care and support provided to their relatives, including the purchase of specialist equipment to meet the needs of individuals and promote comfort.

People enjoy fresh meals prepared each day by catering staff who understand their dietary needs and preferences. During lunch, people spent time together while the cook sought their views about future meals. Care staff described offering favourite foods as well as opportunities to try different dishes. People spoke positively about both the quality and quantity of food; one told us, 'the food's great, all home cooked'.

Arrangements are in place for secure storage, administration and recording of medicines. These include stock checks, temperature monitoring and the return of unused medication. Senior care staff administer medicines; the deputy manager completes monthly medicine audits and additional medication spot checks are being incorporated into practice. These checks will help identify concerns and maintain oversight of medicines management.

Staff have received safeguarding training and were able to discuss their responsibilities. Concerns are well managed. The provider is aware of the need to notify the local authority, safeguarding team and Care Inspectorate Wales in accordance with Regulations.

Environment

Good

People live in a comfortable home with welcoming shared spaces and bedrooms personalised to their tastes. We saw refreshed decoration, flooring and carpets, as well as improved bathroom facilities. People can bring belongings and choose bedding to make their rooms their own. Communal areas provide places to enjoy meals, spend time together and welcome visitors. Care and maintenance staff help keep the home clean, comfortable and suitable for people's needs.

People benefit from improvements to the outdoor space, including wheelchair access, slip-resistant flooring and raised planting areas. These features will make it easier for people with differing mobility to enjoy being outside in the future.

Equipment is available to support people's mobility, safety and independence. A dedicated maintenance team keeps records of checks and repairs, maintaining the building to a good standard. We saw servicing and maintenance records, water monitoring, electrical checks and emergency lighting tests. Security arrangements protect people by respecting their privacy, dignity and rights.

Fire safety arrangements include equipment checks, practice evacuations and individual personal emergency evacuation plans are in place. We reviewed records showing staff regularly practice evacuations to help them respond effectively in an event of a fire.

Staff demonstrated infection prevention and control practices, including the use of personal protective equipment. Training, policies and procedures support staff to reduce the risk of infection within the home.

Leadership & Management — Good

People receive care from an established team who have developed positive relationships with them over time. Leaders promote an approachable, supportive culture, and we observed friendly exchanges between the manager and people living at the home. Care staff said they could seek advice and obtain additional help when needed. Managers described covering absences, including overnight, and arranging staffing to meet people's needs and preferences. One staff member told us, *"This is my second family".* A visiting professional also described the management team as *"approachable and responsive".*

Care staff spoke positively about the support and learning available to them. Training combines online and face-to-face sessions and covers areas relevant to people's needs. One care staff member said, *"The training covers everything we need".* Staff meetings provide opportunities to discuss practice, including medicines and handover. Care staff are registered with Social Care Wales and have opportunities to develop their skills through professional qualifications.

Recruitment records include identity checks, references, criminal record checks and professional registration information. Checks are undertaken before new care staff start work, providing assurances that staff are safely recruited. Induction includes working alongside experienced colleagues so new care staff can learn about people and their routines before taking on their responsibilities. These arrangements support care staff to develop the knowledge needed for their roles.

The Responsible Individual(RI) visits the home, and managers use audits and reviews to monitor the quality of care and support. People benefit from staff who know them well and leaders who are accessible to people, families and professionals. The provider's investment in the home and support for care staff development demonstrate a commitment to improving people's care and day-to-day experiences.

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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