



Pantanas Care Centre



Pantanas Care Centre, Pantanas, Treharris, CF46 5BN



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broadwaycare.wales

The inspection visits for this service took place between 19/06/2026 and 02/07/2026

Service Information:

Operated by:	PANTANAS CARE CENTRE LTD
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	30
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:

Pantanas Care Centre provides care and support to individuals over the age of 18 with general nursing, physical, mental health, and dementia needs. It is spread over 2 floors and set in its own private grounds in the small mining town of Treharris. It has good transport links to Cardiff and Merthyr and close to local amenities.

The service provides good care and support in a warm and friendly environment, that promotes good wellbeing outcomes for people living at the service. Staff know people well and interact in a kind and caring manner. Care files detail how people like their needs met and are reviewed regularly. People carry out activities and daily living tasks with the support of staff to ensure their physical and emotional well-being. The environment is good. The premises is safe and accessible and has suitable indoor and outdoor areas for people to use. Most staff feel well supported, happy, and confident in their roles. They receive regular supervision and a variety of training, and policies are in place to provide guidance. Quality Assurance systems are in place with regular internal and

external auditing and good oversight by the management team. The Responsible Individual (RI) visits the service regularly and speaks to people and staff.

Findings:



Well-being

Good

People are supported to have as much control as possible over their day-to day lives. The service carries out thorough pre-admission assessments to ensure it can meet people's needs, which are evident on people's care files. People and their representatives are involved in developing their care plans and identifying personal goals/outcomes. People can choose how they spend their time. Engagement with people give them the opportunity to discuss things within the home including meal options, re-decorating and refurbishment plans. An 'All About Me' tool is used to identify people's likes and dislikes including with food, interests and routines.

Documentation such as a statement of purpose and service user guide are available to people and provide information on the service, how to raise a complaint, and details of advocacy services. The management team responds to complaints and follows the provider's policies and procedures, although it has been noted there have been no formal complaints at the service since our last inspection. People's communication needs are considered in pre-assessments and communication plans are evident on people's care files. Staff receive mandatory and core training appropriate to the needs of the people they support. The service makes an effort to promote the Welsh language and cultural needs of people and is working towards providing the Welsh 'active offer'. Although there are currently no Welsh speaking residents at the service, we were told the care manager at the service is Welsh speaking and staff have been provided with information regarding Welsh language training provided by Social Care Wales (SCW). We were also told some information such as the complaints procedure is also available in Welsh.

People are well supported to engage in, and participate in activities, and are supported to maintain relationships with family and friends. An enthusiastic activities co-ordinator arranges a variety of daily activities with people and also provides a weekly hairdressing service. We observed people enjoying activities such as bingo, listening to music, colouring and having their nails painted. People also enjoyed spending time in the garden, and we saw warm, positive interactions between people and staff. There are no restrictions on family and friends visiting, and we saw people enjoying time with relatives during our inspection.

People are protected from abuse and neglect. Care staff are recruited in line with regulations to ensure they are suitable to work with vulnerable people. Care staff receive training appropriate to the needs of the people they support, and staff we spoke to understand and follow the Wales Safeguarding Procedures. There are effective mechanisms in place to ensure people can voice their concerns. Risk assessments highlight any areas of concern, and people's rights to liberty are protected and safeguarded. There are measures in place to ensure medication is safely stored and administered.

People live in accommodation that supports their well-being. Bedrooms are comfortable and personalised, with sufficient indoor and outdoor communal areas available for people to use. The home is clean, there is ongoing maintenance and repair, with the correct checks and servicing in place for utilities and equipment.



Care & Support

Good

People receive consistently good quality care and support which helps them achieve their personal outcomes. A detailed assessment is completed prior to a person being admitted to the care home to ensure the service can meet their needs. A detailed and clear personal plan is developed with the person and if appropriate, their representatives. Risk assessments consider risks to people's health and wellbeing and ways for keeping people safe. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty. We saw personal plans are evaluated regularly to ensure information recorded remains accurate. Records could more clearly demonstrate how people have been involved in reviews and the progress made toward meeting their personal outcomes.

People are supported by skilled staff who have a very good understanding of their individual needs and preferences. We saw care staff and the management team have very positive relationships with the people they support and their families. It is clear they know the people they support well and are familiar with their needs and preferences. People are supported with their dietary requirements and staff also receive training around nutrition and food hygiene. The four week menu is varied and nutritious and alternatives are offered. It was evident the kitchen staff know people well, their likes and dislikes, and people with alternative diets. Positive feedback from people included *"I like it here," "lovely" and "very friendly"*. One relative said of the staff *"anything you ask of them they bend over backwards"* and another said *"they're attentive, very caring, nothing is too much."*

People are supported to maintain their health and wellbeing and have good access to health and social care professionals such as social workers, tissue viability nurses (TVN) and dieticians. Other professionals who visit the service such as Local Authority contract monitoring officers and Local Health Board nurse assessors speak positively about the care and support people receive. People are supported with their medication if required, in accordance with national guidelines and service policy. Medication management procedures are robust, and there are no records of any medication incidents or errors. There is a medication policy aligned with best practice guidance and nursing staff receive training on the administration of medication to ensure they remain sufficiently skilled. Routine internal and external medication audits ensure practice remains safe and effective. A medication file put together by the service provides useful information to staff such as different types of medication, what they are used for and possible side effects.



Environment

Good

People live in a safe, comfortable environment that supports their well-being and independence. The service operates from accommodation arranged over two floors, with a lift that enables people to access all areas easily. The home feels warm and welcoming, with lounge and dining areas that provide space for communal activities as well as opportunities for privacy when people want time alone. Drinks and snacks are available to people and visitors in the communal areas. Bedrooms are spacious and comfortable, and care staff encourage people to personalise their rooms, which helps create a sense of belonging. The outdoor space is accessible to people, with a patio area and seating. There is a raised grassed area with vegetables and flowers growing that people are encouraged and supported to maintain.

The kitchen facilities are suitable for the service and have achieved a Food Hygiene Rating of 5, which demonstrates very good standards. Care staff maintain cleanliness through a daily cleaning schedule and efficient laundry systems, ensuring the home is fresh and pleasant. Safety procedures are robust: window restrictors are fitted in bedrooms and bathrooms, fire exits are clear and unobstructed, and substances hazardous to health are securely stored. There is an intercom entry system in place, visitors sign in and out, and CCTV covering the external and communal areas in the home, ensures the service remains safe and secure.

There are plans for ongoing maintenance and refurbishment, including converting the bathroom on the first floor into a wet room. Maintenance records confirm routine testing of utilities such as electrical items and water systems. Auditing and servicing of equipment are up to date, and fire safety checks and drills are completed regularly. Personal emergency evacuation plans are in place, so care staff know the level of support each person needs in an emergency.



Leadership & Management

Good

The core management team provide effective oversight of the service, led by a Registered Manager and a Care Manager who are at the service regularly. Governance arrangements are robust, with regular auditing and quality assurance processes in place. The service has clear policies and procedures in place, including complaints, whistleblowing, medication, safeguarding and infection control. These provide care staff with practical guidance. These arrangements promote transparency, accountability, and a safe environment for people living in the home.

The service's Statement of Purpose and Service User Guide clearly set out how people will be supported, providing transparency and reassurance for families. Recruitment is robust with all pre-employment checks undertaken. Care staff are suitably experienced and receive a comprehensive induction and training programme, which equips them with the knowledge and skills to meet people's needs effectively. Care and Nursing staff are registered with the workforce regulator Social Care Wales and the Nursing and Midwifery Council, as appropriate. The service benefits from a permanent team and does not usually rely on agency staff, promoting continuity of care and strong relationships. The management team is responding to staff concerns felt to be linked to changes to the provider's sponsorship licence and has developed contingency plans to support workforce stability.

Care staff receive regular supervision and most told us they feel well supported. One staff member said, *"very friendly, lovely atmosphere"* and described the management team as *"very supportive"*. Another said, *"all like a family, everyone gets on"*. Management are approachable and maintain open communication. Most staff, families, and professionals told us they feel able to raise any concerns with the management team.

The service has good governance, auditing, and quality assurance arrangements which help identify what works well and where improvements are needed. The Responsible Individual (RI) has good oversight of the service. They undertake the regulatory required three-monthly consultations with people and staff, and complete six-monthly quality of care reviews. The service gathers the views of people, their representatives, and care staff more generally as part of their auditing processes. Policies and procedures, such as for whistleblowing, medication, and safeguarding, are in place. They give guidance to care staff, for example telling them what to do if they need to raise a concern via the whistleblowing procedures. The provider has completed the annual return and this has been promptly received by CIW, as required.

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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