Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cartref Annwyl Fan Care Home

Cartref Annwyl-fan, Colonel Road, Betws, Ammanford, SA18 2HW

01269592447

www.carongroup.wales

The inspection visits for this service took place between 26/06/2026 and 02/07/2026

Service Information:

Operated by:	Cartref Annwyl (Ammanford) 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:	70
Main language(s):	Welsh and 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	Excellent
Care & Support	Good
Environment	Good
Leadership & Management	Excellent

Summary:

Cartref Annwyl Fan is a purpose-built home that can provide support for up to 70 adults. All of the individual's rooms and facilities are housed on one floor. It is situated in Betws, a small village on the outskirts of Ammanford which is just on the western edge of the Black Mountains.

The well-being outcomes of people is "Excellent" as people are exceptionally well supported to improve upon their physical, mental, and emotional health because of the exemplary support they receive from staff.

The care and support people receive is "Good" as experienced care staff deliver care in ways that support people to follow routines and structures that reflect their needs, wishes and preferences.

The environment of which people live is "Good" as the provider continues to invest and develop the environment around the changing needs of the people living at the home.

The leadership and management of the service is "Excellent" as people have high levels of confidence in the service because leaders promote a strong, positive culture that is supportive, inclusive and respectful.

Findings:

Well-being — Excellent

Outstanding care staff always treat people with dignity and respect, actively supporting them to identify their well-being outcomes. We saw people and their representatives are actively involved in decisions that affect them, ensuring their voices are respected and acted upon. People are part of a strong and sustained culture of openness with very much a partnership approach between care staff, people, representatives and external professionals. Managers and care staff listen attentively to people providing clear information to support them to make informed choices both in English and Welsh. We saw lovely interactions between care staff and people throughout the inspection, with lots of laughter, kindness and compassion. A well-established staff team know people well.

People are exceptionally well supported to improve upon their physical, mental, and emotional health because of the exemplary support they receive from care staff. We saw care staff actively encouraging people to make friends, share their hobbies, spend time together, and help each other. There is a dedicated and enthusiastic Wellbeing Officer who arranges, oversees and facilitates a wide range of both group and individual activities. This fosters happiness and health through exercise classes, music therapy, arts and crafts, quizzes, board games and individualised trips out in the wider community. We felt the Wellbeing Officer role is a large factor contributing to the success of the home. Comments from people include *“there are always lots of fun things to do”* and *“it’s never boring”.*

The culture throughout the service is extremely positive driven by the manager who is on the floor numerous times throughout the day. A “can do”, “open-door” culture operates within the service where feedback from staff, people, representatives and visiting professionals is welcomed.

People live in accommodation which enhances their quality of life. There are frequent opportunities for people to connect with family, friends and other loved ones. The Welsh language and culture are actively promoted in the service. We felt a real community spirit within the home with people sitting together eating lunch and breakfast, as well as engaging in activities. People who enjoyed quieter activities such as reading and listening to music had both the communal and private space to do so. The provider continues to invest significantly in the service for the benefit of people. Maintenance and health and safety procedures are extensive and effective to ensure the environment enhances people’s well-being.

Care & Support — Good

The provider gathers information from professionals and organisations already involved in people's care before deciding whether it can meet their needs. The manager or senior clinical staff complete comprehensive initial assessments before people move into the service and involve representatives where appropriate. Care staff use this information to develop detailed personal plans and risk assessments, which they record on an effective electronic care management system. Care staff maintain good ongoing communication with external health and social care professionals, which supports continuity of care.

Care staff deliver care in ways which support people to follow routines and structures that reflect their needs, wishes and preferences. The provider maintains good staffing levels, and staff know people very well. They build positive relationships with people and their relatives. People told us, *"Staff are wonderful"* and *"I would struggle without them".* A relative said, *"It's wonderful, best service around".* We saw care workers respond flexibly to people's needs and choices throughout the day.

Care staff use strengths-based personal plans to support people to achieve their well-being outcomes. Personal plans are clear, informative and outcome focused. They identify risks and explain how staff should manage them. Care staff review plans monthly and involve people and their representatives in this process. Plans consistently include people's preferences, routines, health needs and personal histories. Where people can contribute, staff encourage them to take part in regular reviews alongside relevant representatives. The electronic care management system helps staff access and update information effectively.

Care staff actively promote people's health and well-being. They make timely referrals for care and treatment when people need additional support. Care staff support people to attend and participate in health appointments with external professionals, including district nurses, GPs and dentists. People take part in a wide range of individual and group health and well-being activities, which the Wellbeing Officer arranges and oversees. The provider supports people to eat a nutritious and balanced diet through a varied range of home-cooked meals. Staff manage medicines safely and ensure people receive their medication as prescribed, in line with national guidance and the provider's medication policy.

Environment

Good

People's care and support needs are considered in the design and layout of the service. The service is a single storey building with wide corridors which make good access to all areas for people to get about. The provider is investing in the service with recent significant upgrades to several rooms and fire safety arrangements. They are also installing solar panels to the roof of the service and plan to upgrade some of the external areas in the coming months.

The service is actively working to improve the environment for people living with dementia. We saw colour coded handrails and bedroom doors which included memory boxes to assist people living with dementia to orientate around the home. The provider is looking to further develop a dementia friendly environment in areas such as bathing/ wet rooms as well as extending its Welsh language offer through more bi-lingual signage.

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation. We saw bedrooms were very clean, well-presented and reflected the likes of people. People told us, *"I love living here"* and *"I have a number of friends here".* The home has a real sense of community with people sitting together and with relatives. A relative said *"It's such a lovely community here".* There are a good range of communal areas throughout the building with quality furnishings. This includes lounges, dining areas, library and smaller TV/ music rooms. There are also quieter spaces for people to relax and meet friends and family. Communal areas held artwork and paintings which generated interest.

The service provider actively predicts and manages risks to people. There are clear individual and environmental risk assessments in place, supported and informed by regular audits carried out by the manager and Responsible Individual (RI). There are two on-site experienced and well organised maintenance officers working at the home. We saw regular servicing, maintenance and immediate repairs of facilities ensuring the safety and well-being of people using the service. Fire safety arrangements are thorough and closely monitored with further works planned. Security arrangements are appropriate protecting people without compromising their rights, privacy, and dignity.

Leadership & Management — Excellent

People can have high levels of confidence in the service because leaders promote a strong, positive culture that is supportive, inclusive and respectful. Leaders act as visible role models and promote an open culture where care staff place people at the centre of the service. Care staff demonstrated a positive "can do" approach, and the service benefits from a stable staff team with low turnover. The RI and senior managers visit the service regularly. Staff and people living at the service know them well.

The manager supports the delivery of care and makes themselves available to relatives and visiting professionals. Relatives told us, *"The manager and staff are wonderful"* and *"Absolutely excellent service".* Professionals told us, *"Communication is very good"* and they *"really enjoy coming here".* Leaders use robust quality assurance systems, including detailed audits of care and support completed by the RI. The provider gathers feedback from people, staff and visiting professionals and uses this information to drive continuous improvement.

People feel confident raising concerns, knowing their input is welcomed as there is a highly positive culture of openness and transparency throughout the service. Leaders are easily accessible and well known to people, relatives and staff. We saw an open-door policy where people, representatives and visiting professionals feel confident any worries or concerns are welcomed and responded to in a spirit of partnership. There is a clear complaints policy which is very accessible to people, as well as good evidence of any areas of dissatisfaction have been addressed. The service ensures all compliments are recorded, recognised and celebrated as a team.

People achieve positive outcomes because the provider ensures enough skilled, supported and knowledgeable staff work in the service. The provider follows clear recruitment and induction processes. Staff receive effective induction, ongoing training and support that reflect the needs of the people they support. Staff meet with their line manager for one-to-one supervision at least quarterly and receive an annual review. These arrangements help staff reflect on their practice, receive feedback and identify any further training needs.

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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