



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Victoria House Care Home



Church Street, Llangadog, SA19 9AA



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www.elidyrct.com

Date(s) of inspection visit(s):

16/05/2025, 08/05/2025

Service Information:

Operated by:	Elidyr Communities Trust
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	10
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

Victoria House provides support for up to ten adults with mild to moderate learning disabilities. People are supported to be as independent as possible through skill building, voluntary work and a range of recreational activities. The home promotes a strong community presence and people are involved in a range of community events and activities.

People's well-being outcomes are good. They are supported by care staff who are warm, kind and respectful. Care staff enjoy spending time with people engaging in a range of meaningful activities. Family members are positive about the service and feel their loved ones are safe.

Care and support is good. Personal plans and risk assessments provide guidance to care staff on how to support people to achieve good well-being outcomes. People's health needs are supported and specialist services such as Occupational Therapy (OT), Speech and Language Therapy (SALT) and Epilepsy support are available.

Environment is good and is suitable in meeting people's needs. A clear action plan has been developed by the service to ensure the environment is well maintained and promotes people's

safety.

Leadership and management is good. There is thorough oversight from the Responsible Individual (RI) and governance systems are in place to ensure effective care and support is delivered.

Findings:



Well-being

Good

People at the service are listened to and are supported to be as independent as possible. They engage in leisure activities which are important to them and make choices in all aspects of their day to day lives. People have a strong sense of community presence and engage in voluntary work, weaving sessions and support local sports clubs.

People told us they like living at the service and enjoy spending time with care staff. One person told us “*(Name of care staff) is my favourite, they can come on holiday with me.*” Family members spoke positively about the service and told us, they felt their loved ones are safe and receive good care and support. Family members told us; “*It’s as good as it gets, and they see it as their home*” and “*Care staff are excellent and know her well.*” People receive support to spend time with those most important to them and the home organises events for family members and the local community.

People receive support to live healthy lifestyles and have choices of balanced meals. They shop for wholesome foods and support businesses in the local area. Recreational activities such as hydrotherapy, beach walks and cycling are encouraged, and a gym is available within the home if people wish to use. A monthly newsletter provides information and photographs of people’s achievements, holiday celebrations and engagement in voluntary work.

Monthly meetings are carried out and provide a platform for people to express their views and wishes on how the service is delivered. The Welsh language is promoted within the service and Welsh words and their meaning are discussed during monthly meetings. The service is able to provide a service in Welsh in-line with the ‘Welsh Active Offer more than just words’ framework if a person requests.

Care staff are knowledgeable of the people they are supporting and have a good understanding on how to achieve their well-being outcomes. We saw kind and respectful interactions with people and in communication methods suitable to their needs and understanding. We saw care staff laughing with and chatting to people in a positive and friendly way. People told us they feel safe and can speak to care staff if they have any concerns. Care staff understand their responsibilities when raising safeguarding concerns and report in-line with current national guidance.



People receive information about the service and the opportunities available to them. A guide has been visually formatted for people's needs and understanding and provides information for advocacy services, how to raise a concern and safeguarding procedures.

The service provider gathers a range of information from people, professionals and families during the assessment process and ensure they can meet people's desired outcomes. Personal plans are strength-based and personalised to each person. They provide clear guidance to care staff on how to support people with their daily routines and support them to achieve good well-being outcomes. People are involved in the review and development of their plans and ensure their routines, beliefs and preferences are included. A skills programme is provided which is tailored to supporting people with developing their independent living skills.

People are encouraged to take positive risks when engaging in a range of activities. Assessments are undertaken and provide care staff with guidance on how to keep people safe and support them to maintain a positive sense of well-being. Daily routines are documented by care staff and include details of people's personal care routines, leisure activities and independent living skills. A system is in place for reporting incidents and oversight is provided by the manager.

People receive support with their health needs and registered with local health services. People are supported to attend appointments, including any specialist health needs such as Epilepsy, SALT and OT. Health profiles are kept under regular review and provide information on how to support people with their medical needs.

Care staff receive suitable training in the administration of medication. Systems are in place to consistently store medication and ensure its efficacy and safety. Recording, monitoring and ordering systems are in place and ensure medication is managed safely. People are supported to be independent with their medication and provisions are in place to support people who self-administrate.

Some people have received assessments for Deprivation of Liberty and Safeguarding (DOLS) to ensure their rights are being upheld. However, on the day of inspection, many people had not received appropriate assessments. The service provider has since made referrals to the relevant local authorities and ensure people's liberties are being maintained.



Environment

Good

The home is divided into two dwellings which are suitable to meet people's needs. People's bedrooms are personalised to their own taste and photographs of family members provide rooms with a homely feel. The communal lounge in the main house is well decorated and has colourful artwork, plants and good quality furniture where people can go and spend time. Musical instruments are available, and the service provider organises lessons for those who want to learn and play. Equipment such as handles are located throughout the property to assist people with their mobility needs and a lift has been installed to allow people to access the upstairs area.

The kitchen area provides suitable equipment for people to make meals. Fridges and cupboards are well stocked with a range of healthy foods and items are labelled once opened. The dining room provides a spacious area with plenty of seating for people to sit down and have a meal together. On the day of inspection, people and care staff sat together to eat a communal meal which promoted an inclusive environment and sense of belonging. The service provider achieved a maximum score of five with the Food Standards Agency for good hygiene practices.

People have access to a large outdoor garden with a pond, sheds and good quality seating to spend times on nicer days. There is a courtyard available which is well kept and provides a holistic space for people to socialise with care staff and peers.

Fire safety checks are carried routinely, and equipment is serviced regularly. Fire risk assessment is regularly updated, and people have Personal Emergency and Evacuation Plan's (PEEP's) in place which provide guidance to care staff on how to support during an emergency.

There are maintenance systems in place which identify servicing and repairs. The service provider has a thorough action plan to address any outstanding maintenance issues which ensure the safety of the people living at the service.



Leadership & Management

Good

The service provider has governance systems in place and the RI has a good understanding of the service and how it operates. Visits are undertaken regularly, and the RI spends time consulting with people, family members, and care staff as part of reviewing the quality of care in the home. Analysis of systems and processes such as safeguarding, complaints and staffing are undertaken, and actions are identified to improve the delivery of the service. Information from visits and internal systems are reviewed every six months within a quality of care report and focus on developing key areas of the service which improve well-being outcomes for people.

Care staff feel supported by the manager and RI and records indicate they receive regular supervision and appraisals. They are committed to providing a good care and support to people and told us; *"It's a Fantastic place to work, I love it here"* and *"Victoria house is unique it gives freedom of choice to people living at the service"*. Care staff receive training to carry out their roles effectively and have a good level of compliance. All care staff have a qualification relevant to their role and all are registered with Social Care Wales (SCW) the workforce regulator. Rotas are managed effectively by senior members of staff and management. The levels of support provided are consistent and ensure people get to do the things most important to them.

Team meetings are held monthly with senior members of care staff and minutes demonstrate good conversations on how to improve the service for people. An e-mail is sent out biweekly to care staff which provide them with recent updates and tasks to ensure the smooth running of the service.

There is a core staff team made up of permanent care staff and volunteers from overseas. A robust induction process is provided for new starters which ensures they have the right skills for their roles and responsibilities. We saw effective recruitment and vetting checks for care staff and volunteers, and Disclosure Barring Service (DBS) checks are renewed in a timely way.

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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