



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

The Haven



The Haven, 2a, High Street, Llanelli, SA15 2RE



01554777726

Date(s) of inspection visit(s): 04/08/2025

Service Information:

Operated by:	TL Care Homes Limited Liability Partnership
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	28
Main language(s):	English
Promotion of Welsh language and culture:	The service provider 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:

The Haven is situated in a quiet, well-established residential part of Llanelli town. The Home is built on two floors and offers accommodation with care and support for 28 people.

People experience good well-being outcomes; they receive support to maintain their health and well-being and the service treats them with dignity and respect. There are effective systems to help keep people safe in an environment that meets their needs. We rate the quality of care and support as good, with families expressing positive feedback about the service. Personal plans give clear and detailed guidance to care staff, helping to ensure effective care. Reliable systems are in place for medication management, infection control, and the protection of people. We rate physical environment as good, being safe and designed to support the needs of people who live here. Staff enjoy working for the people they support and feel positive about the team. Care staff have appropriate training and recruitment practices are effective. Leadership and management of the service is rated good because the positive culture and strong teamwork makes sure people achieve good outcomes. There are effective quality assurance processes including regular visits from the Responsible Individual (RI) to ensure continuous development of the service.

Findings:



Well-being

Good

The service promotes people's physical and mental well-being. There is a homely atmosphere that gives people a sense of belonging. Care staff have a good understanding of people's needs. They encourage people to maintain a healthy, varied diet and act upon any health concerns. Safe medication systems ensure people consistently receive their prescribed medicines. Care staff have access to accurate, up to date guidance for meeting people's care and support needs. Records show people receive care in line with their personal plans. 'All About me' information records people's past, their likes, dislikes and preferences. Families of people told us they get on well with staff and commented "*The staff are absolutely brilliant*" and another commented "*Being here has taken so much weight off my shoulders.*"

People are treated with dignity and respect. They receive support to identify their well-being outcomes and care staff encourage them to use and build on their strengths. During our visit, we spoke with people who told us they are satisfied with the support they receive from The Haven and are supported with making day to day decisions. One person commented "*It's very good here, I've got a lot to be thankful for.*" We also observed people being supported in a warm and genuine way and people told us the care staff are kind and caring. The service enables people to achieve outcomes which they identify together with care staff.

People are protected from harm and neglect to a good standard. Care staff are aware of the procedures to follow if they have concerns about people they support. The provider ensures staff receive training in protecting adults at risk and has policies and procedures in place to support this. The service encourages people to express their concerns and preferences, reinforcing a positive culture where their involvement is highly valued. Personal plans and risk assessments are in place and reviewed regularly. Families told us they feel their relative is safe in the service. Care staff are recruited safely and there are systems in place to ensure the premises are secure to keep people safe.

People live in accommodation that supports their well-being. Bedrooms are comfortable and personalised, with sufficient communal areas available. The home is clean and well-maintained, with the correct checks and servicing in place for utilities and equipment. There is ongoing refurbishment. Throughout our inspection, there was a lovely relaxed, friendly atmosphere which was created by the care staff team and their positive interactions with people and visitors to the service.



Care & Support

Good

People receive a good standard of care at The Haven. We saw people are supported in a kind and patient manner, with care being calm and respectful. People and their families were complimentary about the service, telling us *"I'm very happy here"*, *"It's very good here"*, *"I wake up in the morning and I am happy"* and *"It's comfortable and homely and I couldn't wish for better."* The service carries out an assessment prior to a person moving to the home to ensure they can meet their needs and to consider the impact of other people already living there. Personal plans are person centred, reflect individual needs and give the information needed to support people well. Where possible, the service involves people and/or their relatives in developing their plan. Risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe.

People receive the quality of care and support they need to achieve their personal outcomes. They are well supported according to personal plans and risk assessments that reflect their needs. A sample of personal plans viewed contain detailed information regarding personal interests, likes and dislikes. We discussed with the manager the need to ensure the best possible outcomes identified in personal plans were accurately and consistently recorded. People told us and we saw that personal plans are developed following discussions with people and their family. Personal plans and risk assessments are accurate and regularly reviewed in consultation with people wherever possible. Referrals for advice and professional help regarding health services are sought as needed.

Infection control is well-managed, with appropriate measures in place to reduce risks. The manager conducts regular audits to identify and address any issues. Staff receive relevant training and have access to ample personal protective equipment (PPE). An infection control policy guides staff on how to manage outbreaks and protect people. Care staff follow thorough cleaning routines, and laundry processes are designed to minimise infection risks. The service disposes of clinical waste safely and correctly. A recent audit undertaken by the senior infection control nurse was very positive.

Medication is administered safely in line with the prescribers' instructions. Medication administration record (MAR) charts contain all required information and are completed correctly with signatures when medication has been administered. Controlled drugs are also appropriately stored and recorded. We saw evidence care staff receive training on the administration of medication to ensure they remain sufficiently skilled. The completion of routine medication audits ensures practice remains safe and effective. Records show regular contact with health and social care professionals when needed. We spoke with a visiting health professional who told us they have no concerns regarding the care and support provided at The Haven.



Environment

Good

The Haven is comfortable, generally well-maintained and decorated in a homely and welcoming style. On the day of the inspection, we found the home to be a calm and relaxing environment. There are communal areas which are well used. We saw people relaxing, eating their meals and engaging with others. People were at ease with each other and staff and were relaxed and happy. Comments from people include *"I have a lovely room"* and *"I can't complain at all."* We saw people who are able choosing where to spend their time and seen going from their rooms to communal areas as they wish. There is a hair dressing room for people to enjoy having their hair done away from the living area of the home. We saw people sitting in the dining room and lounge on the ground floor and sitting in the comfort of their bedrooms which were personalised to their tastes.

Security arrangements are in place to protect people. The home is secure to prevent unauthorised access. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises.

The service demonstrates a commitment to ensuring the premises and any equipment is maintained and serviced to a good standard. We saw there is routine servicing of utilities such as electricity and gas which is carried out by external contractors. Specialist equipment such as lifts, and manual handling equipment is serviced in line with the manufacturer's recommendations. Effective and efficient fire procedures, testing and training are in place to protect people. Records confirmed fire alarm tests take place regularly and an up-to-date fire risk assessment is in place. Every individual living at the home has a personal emergency evacuation plan specific to their support needs and staff undertake routine fire drills. Hygiene and cleanliness standards are good. Staff follow a cleaning schedule to ensure the service remains clean and tidy. Laundry facilities are suitable for the size of the home and there is a plentiful supply of cleaning products which are stored in accordance with Control of Substances Hazardous to Health recommendations.



Leadership & Management

Good

The service has governance and oversight arrangements in place to support its day-to-day operations. A new manager and senior team have been employed since the previous inspection and significant improvements have been made in all aspects of how the home is run. The manager undertakes several weekly and monthly audits of all aspects of the service to monitor practices. The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the statement of purpose in a transparent way. A written guide is available for people in the service, containing practical information about the service, and the support provided. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. The manager has an 'open door' approach and is very approachable, this was confirmed by the staff we spoke with. A local authority care manager told us *"I would like to offer heartfelt praise for the remarkable transformation of The Haven since its change in management. The improvements in both the environment and the standard of care have been truly impressive, and the positive impact on residents' quality of life is evident in every interaction."*

Care staff recruitment pre-employment checks are completed prior to employment commencing. This includes Disclosure and Barring Service, and identity checks along with references to confirm applicants are suitable to work with people at risk. Care staff are registered with Social Care Wales (SCW) the work force regulator. New care staff receive an induction including shadowing more experienced staff and this was confirmed by care staff we spoke with. Care staff have the knowledge, competency, skills and qualifications to provide the levels of care and support required to enable people to achieve their personal outcomes.

There is good support and development for care staff with supervision, appraisal and training in place. Care staff told us they feel valued and supported by the manager, one said *"She's done an amazing job with the paperwork, everything is up to date."* There are enough care staff on duty to safely support and care for people. Records show the team in place has a mixture of experienced and new care staff available, and this was seen during our inspection. Care staff we spoke with describe management as helpful and supportive. One said, *"They are very supportive, they explain things well, I've learnt a lot from them."* This was reflected in records we saw and compliments from people and their families.

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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