



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Glanmorfa Care Home Ltd



52-54 Station Road, Kidwelly, SA17 4UR



01554890498



www.glanmorfa.care

Date(s) of inspection visit(s): The inspection visits for this service took place between 29/08/2025 and 26/09/2025

Service Information:

Operated by:	Glanmorfa Care Home Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	24
Main language(s):	Welsh and 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:

This is a residential care home located in Kidwelly, Carmarthenshire.

During this inspection Wellbeing is rated as 'Good' as people are involved a range of meaningful and beneficial activities, their views and suggestions are valued, and they feel safe.

Care and Support is rated as 'Good' as care staff understand the needs of individuals. There is appropriate involvement of a range of health, medical and other professionals in people's care when needed.

The Environment is rated as 'Good' as the service is safe, homely and well maintained with an ongoing refurbishment programme.

Leadership and Management is rated as 'Good' as there is effective oversight of the service by the Responsible Individual (RI). The dedicated manager leads a motivated, well-trained team of staff who value their support and leadership.

Findings:



Well-being

Good

People are safe and protected from abuse and neglect. People told us they feel confident in raising concerns; they told us *“I would speak to [manager] if I had a concern”* and *“I would speak to someone in charge”*. The manager records all concerns or complaints received and the actions taken to resolve these which are documented. A visiting family member told us *“I would speak to [RI] firstly or any of the staff and I know it would be dealt with. Issues I have raised in the past have always been dealt with”*. A copy of organisations complaints procedure is provided for people on admission. Managers and staff attend safeguarding training, are supported by policies and procedures and understand their responsibilities to report any concerns.

People have control over their day to day lives and are involved in making decisions which affect them. People get up and retire when they want to, choose from a variety of meal options and where they have their meal, this was seen during a lunchtime observation. People are involved in choosing activities they wish to participate in and contribute to the choices of the interior decoration and furnishings of the service. The individual and /or their representative are involved in care planning and reviews. Their views and suggestions are also sought during the visits conducted by the RI and through surveys. People are to be involved in naming the ‘wings’ where their bedrooms are located.

People live in accommodation which meets their needs. Communal areas have recently been redecorated and are clean and welcoming. People’s bedrooms are personalised according to their wishes, preferences and interests. Appropriate security and safety measures are in place. Furniture and fixtures are well maintained, and the service is clean and free from malodours.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Care plans are produced in conjunction with the person and / or their representative wherever possible but this needs to be better documented. Care plans provide a sense of the individual; however, further details are required to provide care workers with sufficient information about the persons care needs and how they prefer their care to be delivered. Care plans and associated risk assessments are reviewed and updated regularly.

There is good evidence to demonstrate a range of health and social care professionals are involved in people's care and support when required. This is well documented in care records. People are provided with a choice of meal options and a variety of hot and cold drinks. The service is part of the 'Gwen am Byth' scheme which provides valuable guidance, training and resources to care workers around oral health for vulnerable people.

People are offered choices in meaningful activities provided by an enthusiastic activity co-ordinator. People's individual interests are considered when activities are being developed. During the inspection people were enjoying preparing artwork for a bilingual display celebrating Autumn and a communal card game. Two people spoke enthusiastically about a forthcoming trip to a rally car and motorbike event. There is also a competition for staff to paint pumpkins which will be judged by the people living in the service.

The activity co-ordinator records "activity books" on each person and writes up after each activity what it meant to them, how they reacted and will also be including photographs of the person. These books can be read by relatives and will be given to them in the event of their passing as a memory of their loved one.

Staff demonstrate a good understanding of the people they provide care and support to and speak very positively about working in the service. One care worker told us *"I really enjoy getting to know the residents and what they used to do, their families, occupations"* and *"I love it here, the residents are everything"*.

People are protected from harm and abuse. The manager, deputy and staff team attend a range of safeguarding training and are clear on their roles and responsibilities in reporting any concerns and keeping people safe. Staff practice is supported by policies and procedures which are accessible and regularly reviewed. The service submits safeguarding referrals where necessary, participating in and learning from safeguarding processes and outcomes to improve the service.



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. There are communal lounges and a dining room for people to choose where to socialise and have their meals. There are a number of 'wings' within the service where people's bedrooms are located. At the time of the inspection redecoration of communal areas had just been completed so signage, pictures and artwork within communal spaces are to be returned and displayed. In addition, people are going to be consulted about naming their 'wing'. This will help support people orientate themselves to their bedrooms, communal bathrooms and toilets.

People's bedrooms are well decorated, clean and personalised with items of interest and importance to the individual including photographs, pictures, furniture and ornaments. Ten bedrooms are en-suite. There is also a self-contained studio flat. Communal bathrooms and toilets are clean; however, the white toilet furniture (including seats and handrails) does not fully support people using these facilities who may have difficulties with their eyesight. This has been discussed with the manager and RI.

The service is kept clean by a small team of cleaners. Each cleaner has their own trolley for carrying their cleaning products with them whilst working. Cleaning materials are stored in a locked cupboard in the sluice. The sluice flooring has been replaced, and an additional door has been installed so there is now a clear 'in' and 'out' process for laundry.

There are effective security and health and safety measures in place including all visitors having to sign in and out of the service in addition to identifying themselves. There are window locks in place where required. Emergency exits are clearly signed and in the main free from hazards and obstructions. We did note a number of coats hanging by a stair lift and fire door, this has been discussed with the manager and RI and we have suggested they speak to the Fire Safety Officer for professional advice. Moving and handling and firefighting equipment are regularly serviced.

As a consequence of the work undertaken since the last inspection the Areas for Improvement have been addressed.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has organisational arrangements, governance and oversight of the service. The RI regularly visits the service and completes quarterly reports and six-monthly Quality of Care reports. The RI regularly speaks with people and their representatives, and this is well documented in their quarterly reports. CIW has received copies of these. There are a range of quality audits undertaken by the RI, manager. The information obtained from the audits are used to help improve the service. The RI works closely with the manager and is readily available for support and direction whenever required. The manager and RI have a professional and supportive relationship. The service operates within its Statement of Purpose and notifies CIW of reportable issues in a timely manner.

The manager, deputy manager and RI are respected by staff who feel well supported by them. The deputy manager speaks enthusiastically about working in the service and their passion for the work. They feel well supported by the manager and RI. Staff also spoke positively about working in the service telling us *"Its lovely here, I really like helping, all the staff are really good."*

[Manager and Deputy] are both are very accessible and helpful, they both listen if I have any concerns" and *"It's a friendly home and the staff are very helpful"*. Feedback from a healthcare professional as part of the Quality-of-Care review praised the staff and managers for their knowledge, empathy and professionalism.

People are supported by staff with the necessary skills, and qualifications to meet people's care and support needs. Care workers undergo an appropriate recruitment process with all required checks and clearances in place prior to them commencing employment in the service. Following their recruitment, care workers receive an induction which is complimented by an ongoing training and development programme. Core and specific training are completed, and this is corroborated by staff and reading the staff training matrix. Staff are supported by accessible policies and procedures which are regularly reviewed. Care workers use safe moving and handling practices and are clear about their responsibilities around reporting any safeguarding concerns.

As a consequence of the work undertaken since the last inspection the Areas for Improvement have been addressed.

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

This report is also available in Welsh

Welsh Government © Crown copyright 2025.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk You must reproduce our material accurately and not use it in a misleading context.