Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Gwernllwyn Care Home

Gwernllwyn Care Home, Llandeilo Road Cross Hands, Llanelli, SA14 6RD

01269 845214

https://gwernllwyncarehome.co.uk/en/home/

The inspection visits for this service took place between 14/09/2026 and 15/09/2026

Service Information:

Operated by:	Gwernllwyn Leisure 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:	68
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, 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:

Gwernllwyn Care Home provides care and accommodation for up to 68 people. The home is situated in the village of Cross Hands, Carmarthenshire and is well placed within the local community, with good transport links and easy access to local amenities. The service supports older people, including those living with dementia. At the time of the inspection, the service was not supporting people with nursing care needs.

People experience good well-being outcomes because they are supported by kind and attentive care workers who know them well. People maintain important relationships, continue interests that are meaningful to them and are encouraged to have choice and control over their daily lives.

The care and support provided is good because people receive responsive and person-centred care from staff who understand their needs and preferences. Positive partnership working with relatives and healthcare professionals helps support people's health, safety and well-being.

People benefit from a good environment that is comfortable, welcoming and supports independence. The facilities available provide opportunities for social interaction, family involvement and meaningful engagement.

The service benefits from good leadership and management. Managers are approachable and supportive and demonstrate a commitment to continuous improvement. They are reflective in their approach and show a genuine commitment to considering people's experiences when developing and improving the service.

Findings:

Well-being — Good

People experience positive well-being because they are supported by care workers who know them well and understand their individual needs, preferences and routines. Care workers interact with people in a warm, respectful and reassuring manner and provide support at a pace that suits the individual. Throughout the inspection, people appeared relaxed and comfortable in the presence of care workers and regularly engaged in friendly conversation and shared humour.

People have choice and control over many aspects of their daily lives. They decide how they spend their time, where they eat their meals and how they receive support. People told us they are happy living at the service and spoke positively about care workers. Comments included, *"The staff couldn't do better," "It's been brilliant. All the staff have been so polite,"* and *"Staff are very friendly."* One person told us, *"I can have a laugh with the staff,"* whilst another said, *"Staff have time to chat to me."* This feedback reflects the positive relationships people have with those supporting them.

People are enabled to continue interests, routines and aspects of life that are important to them. We heard examples of people maintaining lifelong hobbies, including piano playing and writing, as well as being supported to practise their faith. Facilities such as the café, bowling alley and communal areas provide opportunities for social interaction, meaningful occupation and spending time with family and friends. These opportunities help people remain active and connected to their community within the service.

People feel safe and secure living at the service. Relatives consistently described care workers as caring, kind and knowledgeable, providing additional assurance that people receive support in a way that promotes their well-being. One relative told us, *"It's the little things that go a long way,"* whilst another described staff as *"friendly and kind."* People spoke positively about the support they receive and the relationships they have with care workers, contributing to a sense of comfort and belonging.

People are supported to maintain important relationships and remain connected to family, friends and their culture. Relatives told us they feel welcomed and involved in their loved one's care. The service promotes Welsh language and culture and supports people to communicate in their preferred language. One relative told us staff supported their Welsh-speaking family member to sit with other Welsh-speaking residents at mealtimes, helping them maintain meaningful social connections and converse in their language of choice.

Care & Support — Good

People receive care and support from care workers who know them well and understand their individual needs, preferences and routines. Throughout the inspection, we observed care workers providing support in a patient, respectful and compassionate manner. People spoke positively about the care they receive. One person told us, *"Food is lovely,"* whilst another said, *"I will insist I come here again."* People appeared comfortable seeking support and care workers responded promptly to requests for assistance.

People benefit from effective arrangements to assess, plan and review their care and support. People's needs, preferences and outcomes are regularly reviewed and care plans are updated when circumstances change. Care workers maintain detailed records and work collaboratively with families and healthcare professionals to help ensure people receive the right support at the right time. Healthcare professionals spoke positively about the service and provided assurance that staff respond appropriately to changing needs and seek professional advice when required.

Care is personalised and reflects what matters to people. Relatives told us staff take time to understand people's backgrounds, preferences and routines and involve them in discussions about their family member's care. One relative told us, *"They have asked me what she likes and doesn't like,"* demonstrating efforts to gather meaningful information to inform care planning. Relatives consistently told us they feel informed about their loved one's well-being and confident in the support provided.

People are protected by care workers who understand their responsibilities for safeguarding and promoting safety. Staff were able to explain how they would recognise and respond to concerns and demonstrated a good understanding of the support people require to remain safe and comfortable.

People also benefit from effective infection prevention and control arrangements. The home is clean and well maintained, and care workers demonstrate good hygiene practices. Medicines are managed safely and people receive their medicines as prescribed. Appropriate arrangements are in place for the storage, administration and monitoring of medicines.

Environment

Good

People benefit from an environment that promotes their well-being, independence and quality of life. The home provides a variety of communal and private spaces, enabling people to choose how and where they spend their time. People socialise with others, enjoy visits from family and friends, and spend time in quieter areas when they wish. Facilities including the café and bowling alley provide opportunities for people to maintain important relationships and take part in meaningful social activities within the home.

People live in comfortable surroundings that reflect their individual preferences and support their privacy and dignity. Bedrooms are personalised with photographs, furniture and personal possessions, helping people maintain a sense of identity and familiarity. Ensuite facilities and access to a range of lounges, dining areas and conservatories allow people to spend time in the areas they prefer and follow their own routines.

People and relatives speak positively about the environment. One person told us, *"It's beautifully clean,"* whilst others told us they were happy with their rooms and surroundings. Relatives described the home as welcoming and highlighted the value of the facilities available. The café was particularly valued as a space where people can spend meaningful time with family members away from the main living areas.

People benefit from an environment that is clean, safe and well maintained. Housekeeping arrangements support good infection prevention and control practices and contribute to a pleasant living environment. Outdoor areas are accessible and well maintained, providing opportunities for people to spend time outdoors and enjoy their surroundings. A well-equipped laundry and a kitchen with the highest food hygiene rating provide further assurance regarding the quality and safety of the environment.

Measures are in place to help ensure the environment remains safe for people living, working and visiting the home. Equipment is regularly serviced and maintained, and routine health and safety checks are completed. The service responds to recommendations from external agencies and continues to review environmental safety arrangements. Overall, people live in an environment that is safe, comfortable and supports positive outcomes for their well-being.

Leadership & Management — Good

People benefit from a service led by a visible and supportive management team. Staff spoke positively about the support they receive and described managers as approachable and accessible. Comments included, *"The manager is approachable,"* and *"I feel respected and valued."* Another care worker told us, *"I just love my job."* Staff feedback reflects a positive working culture where people feel valued and supported in their roles, helping to promote consistency of care for those living at the service.

Effective governance arrangements support the delivery of safe and person-centred care. The provider has established systems to monitor and review the quality of the service, including audits, quality reviews and oversight visits by the Responsible Individual. Managers use information from audits, incidents and feedback to evaluate the quality of care provided and maintain oversight of the service. These arrangements support a positive and reflective culture and help ensure people continue to receive safe, consistent and person-centred care.

Managers work collaboratively with external professionals to support good outcomes for people. Healthcare professionals spoke positively about the service and expressed confidence in staff's ability to recognise changes in people's needs and seek appropriate support when required. Additional training has been introduced to further develop staff knowledge and skills and support the delivery of good quality care.

People benefit from a workforce that is suitably trained, supported and knowledgeable. Staff receive regular supervision and training and told us they can seek advice and guidance when required. Care workers demonstrated a good understanding of people's needs, preferences and the importance of promoting their safety and well-being. Stable staffing arrangements help provide continuity of care and enable people to build positive relationships with those supporting them.

Robust recruitment processes help promote people's safety. Appropriate pre-employment checks are completed before staff begin working at the service, providing assurance that staff are suitable for their roles.

Leadership and management arrangements provide effective oversight of the service, support staff to carry out their roles effectively and help ensure people receive consistent, person-centred care.

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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