



Waungron Mansion Residential Care Home



Waungron Mansion, Whitland, SA34 0QX



01994240232



Waungron Care Home

The inspection visits for this service took place between 20/11/2025 and 03/12/2025

Service Information:

Operated by:	Joanne Bain
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	15
Main language(s):	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

Requires Improvement

Summary:

Waungron is a residential care home located a mile out of the farming town of Whitland.

The ratings for well-being, care & support and environment are good because of the person-centred care where people are valued and respected by a team of motivated and kind staff. The service is clean, comfortable and homely.

The leadership and Management of the service is rated as requiring improvement. This is because the quality assurance processes lack rigor. Whilst the Responsible Individual and Manager is very visible in the service and has a good knowledge of the people living there, they are not fulfilling their regulatory responsibilities fully.

Findings:



Well-being

Good

People live healthily and safely with some control over their lives. Care workers understand they are working in the individual's home and respect all that goes with this, including when the person wishes to get up, go to bed, where to spend their time and meal choices.

There are some opportunities for people to engage in group activities and people spoken with said the balance of activities and time to relax is about right. People's independence is encouraged with some choosing to spend time away from the service.

Well-being is enhanced because people can receive a service in both Welsh and English. Some signage and notices are bilingual and Welsh is freely spoken throughout the service. People are able to have their personal plans in Welsh if requested and the provider is to reaffirm with people that this is an option available to them. Personal plans note the individual's preferred language.

People are safe and protected from abuse and neglect. Care workers have a good knowledge of their safeguarding responsibilities and also confidence that their manager would take the steps necessary to make sure people are safeguarded. The front door is kept locked and visitors are required to sign into a visitor's book, so staff know who is in the premises at all times.

The relationships people have with those who care for them is good. There is a lot of laughter and people speak very fondly about the staff. One said, "*we are extremely lucky with the staff*" and another described them as "*great*". People feel the staff know them well, this includes what and who is important to them and their likes and dislikes. The staff team are friendly and motivated. They feel valued and supported by the managers and maintain the values of person-centred care and support which have been set by the managers.

The physical environment contributes to people's well-being. The service is clean and comfortable. Parts are a bit tired, but the overall environment is comfortable and homely.



Care & Support

Good

People receive the care and support they need to achieve their outcomes. Most people who have made Waun Gron their home were able to visit the service before moving in to make sure it was the right place for them. Care workers know people well and everyone is valued and respected. Some people have a high level of independence and spend time away from the service visiting the local town.

There are some opportunities for people to do things they enjoy. Some people like to knit, making things for the local special care baby unit as well as the staff and their family. During the inspection there was some lively singing and also a group activity. People feel the balance between activities and time to relax is about right.

The atmosphere in the service is calm and friendly with a lot of laughter and good humour.

There is a plan to review the care and support plans. Currently people have personal plans for a range of areas including nutrition, medication and communication. They are reviewed regularly. Daily records are comprehensive and give a clear picture of how people spend their time as well as the care and support offered. The revised personal plans will be more person centred and focus more on the areas of need and the support people require to have these needs met.

People's physical health needs are met. Weight is monitored monthly and records looked at show most people's weight has remained relatively stable over time. The local district nurse visits regularly and the service appreciates the timely and helpful support they get from the local GP practice. Care workers know how to recognise if a person is at risk of skin pressure damage. They have enough pressure relieving equipment.

There is an understanding of the importance of good nutrition. Most meals are made using fresh ingredients and there is little reliance on processed foods. The catering team know people's likes and dislikes and accommodate these accordingly. People are wholly satisfied with the quality of meals with one describing them as "*excellent*". There is a good focus on helping people remain well hydrated with jugs of water and squash available and tea and coffee offered throughout the day.

People are protected from harm and abuse. Care workers have completed safeguarding training and know their responsibilities. They feel confident to report any concerns they have. They are also confident the manager would take the actions necessary for any concerns raised.

The risk of infection is minimised because of the good hygiene practices. There is a dedicated housekeeper and care workers have some responsibilities for making sure the service is clean. People are highly appreciative of the cleanliness throughout the service.



Environment

Good

People live in an environment that meets their needs. The property is a large, detached manor house which retains some original features. There are many large windows which means rooms are light, bright and airy. It is a mile from the town of Whitland.

There are two lounges and a dining room where people can spend time in the company of others if they choose. Bedrooms are personalised with items of furniture, photographs and ornaments.

Some bedrooms have ensuite facilities and there are additional bathrooms and toilets throughout the service. Some have been redecorated; some are being redecorated and there are plans to upgrade the rest.

Standards of cleanliness are good throughout the service. There are dedicated housekeeping staff, and in their absence, care workers are happy to carry out some housekeeping duties to make sure the environment is clean, safe and welcoming. Some areas are tired and worn but this does not detract from how homely and comfortable the service is.

One person was particularly complimentary about the laundry service, describing it as “*fantastic*”.

The kitchen has just been awarded a score of four by the Food Standards Agency. This is a ‘good’ rating. Most of the remedial work required has been completed. The kitchen appears clean and the equipment is in good working order. Food cupboards are well stocked and the cook is satisfied with the quality of ingredients provided.

Many Christmas decorations adorned the service. People have contributed to making the decorations and were enjoying the Christmas music. This is not just contributing positively to people’s well-being but also helps orientate people whose memory may be fading.

There is some outside space for people to enjoy spending time when the weather permits. There is a large summer house which was being transformed into a Santa’s Grotto in preparation for community Christmas party. The long driveway was decorated with Christmas figures. The service enjoys views over the countryside which can be especially enjoyed from the summer house.



Leadership & Management

Requires Improvement

The RI is also the manager and she has good oversight of the service. She is ably supported by two deputies who take on a number of managerial responsibilities throughout the service.

People are supported by staff who have the necessary skills and training to meet their care and support needs. Records show care workers complete training in a range of areas including moving & handling; dementia care; first aid and fire safety. Care workers feel they have the training and skills needed to safely and effectively carry out their duties.

Care workers feel valued and have supervision. Records show a range of areas are covered as part of supervision including a record of observation of how the staff member shows respect and how they engage with individuals. However, the records do not contain a record of any discussions about how the individual staff member was feeling nor any discussion about their performance and any development needs. The provider has already identified this and has a clear plan to make sure supervision records contain a record of reflective practice as well as a discussion about any training needs.

Recruitment and selection processes are safe. Some staff have been employed for many years, and newer staff compliment the experience of established team members. Staff files contain the information needed including references and evidence of security checks. They are organised and easy to navigate. Personal information is stored securely.

Records show a range of checks are carried out. These include emergency lighting, fire doors, the lift and moving & handling equipment. However, records are not stored in a logical way to make monitoring easy and effective. The manager is aware of the need to be more organised and there are plans in place to address this.

The overall governance and quality assurance monitoring processes lack rigor. No comprehensive Quality of Care report has been written. This was identified as an Area for Improvement at the last inspection and this has not been achieved. The manager has provided assurances this will be addressed with the delegation of some duties. There does not appear to be any adverse impact on people living and working at the service but the provider is not fully meeting their regulatory responsibilities. This will be followed up at the next inspection.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People using the service are not put under significant risk by the non compliance as the provider regularly visits the service and speaks to staff and people living in the home. She is very aware of issues within the service and liaises constantly with her two deputy managers.	17/10/24

CIW has not issued any Priority action notices following this inspection.

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