



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Tir Einon



Llwynhendy, Llanelli, SA14 9DF



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The inspection visits for this service took place between 08/01/2026 and 30/01/2026

Service Information:

Operated by:	Carmarthenshire County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability
Registered places:	8
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

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Tir Einon is a small care home on the outskirts of Llanelli town that offers short stays for people.

Well-being is rated as excellent because people receive a service that is highly person centred, that creatively enables them to achieve and exceed their well-being outcomes. People have developed excellent relationships with the familiar and knowledgeable staff.

Care and support is rated as excellent because people receive a high-quality service from a team of passionate and skilful staff. Care workers are guided by highly informative individualised personal plans that enable them to meet people's needs.

The environment is rated as good because people are well supported to be comfortable and relaxed throughout the home.

Leadership and management is rated as excellent because the provider has thorough oversight of the service. The outstanding leadership at the service has created an extremely positive culture that ensures people receive excellent quality care.

Findings:



Well-being

Excellent

People are treated with dignity and respect. They are supported to identify their health and well-being outcomes, while also being encouraged to use and build on their strengths. Support workers are well- equipped to meet people's needs; one told us, *"It's great when you get feedback from people or their family to say how much they've enjoyed their time at Tir Einon"*

People have as much control as possible over their day-to-day lives and are actively involved in decisions that affect them, ensuring their voices are respected and acted upon. When using the service people are supported to live well and achieve self-directed outcomes. People maintain and improve upon their physical, mental and emotional health. A representative told us, *"He is so much more independent since going there"*.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe. The provider has mechanisms in place to ensure every voice is heard and respected. There are highly effective support systems in place to ensure any risks are promptly identified and addressed. A representative told us, *"He has such a good connection with the staff and that rapport is so reassuring. It's a breeze to get him there"*.

People enjoy fulfilling and rewarding experiences delivered in thoughtful and creative ways. This includes community events that promote social connections and activities that enhance personal well-being. A representative told us, *"It's good there, she really enjoys going, she has a lot of fun"*.

People are encouraged to spend time together and there are opportunities for people to maintain existing relationships and make new friends. People are supported to remain active members of their local communities and use of local facilities. A support worker said, *"I love taking people out into town and supporting them to do things they enjoy"*.

People live in accommodation that supports them to achieve positive outcomes. The layout and decoration of the setting and quality of the furnishings and fixtures meets people's needs.



People are very happy with the care and support they receive when using the service. We observed skilful and friendly interactions during the inspection. A representative of a person who lives at the service told us, *"The staff are phenomenal, they go above and beyond"*.

People experience excellent care and support because the provider comprehensively assesses their needs before offering a service. The provider gathers highly detailed information from other professionals, organisations and representatives already involved in people's care, to inform their decision on whether they can provide a service.

People experience an exceptionally personalised and creative approach to evaluating, planning and delivering high-quality care and support. People and/or their representatives are involved in their service, one said, *"We've been brainstorming together to do the best for him"*. The provider consistently excels at empowering people to identify and achieve new health and well-being outcomes that may not have previously been considered. This is documented in a progress report called 'all the small things'.

People's well-being and safety is prioritised by the service by identifying and managing potential risks. People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. This is reflected in people's individual plans.

People are offered choices in daily activities and engage in meaningful pastimes, such as selecting meals, participating in stimulating activities, engaging in hobbies and accessing the local community. Communication is a standout aspect of the service with a variety of accessible systems, including sign language, picture exchange and bilingual signage. When discussing a specific communication method used at the service, a support worker told us, *"I love doing intensive interaction with people and love watching their response"*.

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. Audits are completed before and after each stay to ensure consistency of practice and good standards are maintained.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. Food hygiene practices are good. There is an effective approach to assessing, managing and preventing the risk of infection, with clear roles and responsibilities in line with current national guidance.



Environment

Good

People's views and needs are carefully considered when designing and maintaining the environment. The service is accessed by people for short periods of time and the provider ensures the building is vibrant, homely and welcoming.

People have access to communal and private spaces in which to spend time alone or socialise. Flexible communal areas meet people's needs, promote independence, provide opportunities for private meetings, activities and relaxation. Bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety and accessibility.

Garden areas are well designed, safe, accessible and welcoming, allowing people to go outside independently. There is a variety of adapted equipment for people to use; the provider has worked with the local arts society to create a bright and stimulating space.

Safety is a key consideration of the building. The provider ensures people can easily navigate the premises with the support of accessible communication tools. The service actively manages risks to people, staff are familiar with the strategies and apply them consistently.

Regular servicing, maintenance and immediate repairs to equipment ensures the safety and well-being of people using the service. Security arrangements are in place to protect people without compromising their rights, privacy, and dignity.



Staff at all levels ensure there is a person-centred ethos at the service. The provider oversees the quality of care through detailed and effective audit processes. Information gathered from both internal and external audits guides quality review reports and improvement plans.

The Responsible Individual (RI) is well known by everyone involved in the service and they visit regularly. Feedback from people and staff is actively encouraged by them to support assessing the service and to inform them on any necessary quality improvements. People provide open feedback about their experiences of the service and discuss the things that are important to them. A support worker said, *"[RI] visits regularly and always talks with us to see how things are going. She's very approachable"*.

The manager has created a positive culture that enables people to live as well as possible and exceed their well-being outcomes. People use the service for short breaks and make the most of their stays. Support workers told us, *"It's great here, everyone is an individual and we support them that way"* and *"We try and make their stay like a holiday so they have a good time"*.

People, their representatives and support workers have confidence in the manager and can raise any concerns they have with them. People and their representatives provide feedback after every visit to ensure they are satisfied and to identify any future improvements. Representatives told us, *"It's so reassuring when he say's I'm off on holiday"* and *"She really looks forward to going"*.

Support workers have regular one-on-one supervision sessions with their manager at least quarterly and an annual review to provide feedback and identify any training needs. Support workers told us the manager is always available and extremely supportive, they said, *"[Manager] is always accessible"* and *"[Manager] and seniors are fantastic, so supportive"*.

The service provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. All staff undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. Support workers are positive about the many professional development opportunities they receive and the positive impact it has on people. One said, *"The training is great and we get loads of it, which has been really beneficial for us and our service users"*.

Discussions with support workers, demonstrate a positive approach to protecting people and keeping them safe. Staff have good communication with their managers and are confident to report concerns if needed.

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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