Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Awel Tywi

Aweltywi Home, Bethlehem Road, Llandeilo, SA19 6SY

01558 822556

The inspection visit took place on 26/10/2026

Service Information:

Operated by:	Carmarthenshire County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people living with dementia, Care and support for people requiring short-breaks or respite care, Care and support for people with a physical disability
Registered places:	38
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:

Wellbeing is excellent because people experience exceptionally positive well-being outcomes. People feel safe, valued, respected and maintain strong relationships with family and friends. A strong Welsh language and cultural ethos further promotes inclusion, belonging and quality of life.

Care and support is excellent because people receive highly personalised, responsive care that reflects their individual needs, preferences and aspirations. Detailed care planning, effective risk management and strong partnerships with healthcare professionals support consistently positive outcomes.

Environment is good because people live in a clean, comfortable and welcoming environment that supports their safety, independence and well-being. The home is well maintained and provides a range of communal and private spaces to suit people's needs.

Leadership and management is excellent as strong, visible leadership has created a positive culture focused on achieving the best outcomes for people.

Findings:

Well-being — Excellent

People experience exceptionally positive well-being outcomes because care staff know them well and place their wishes, preferences and rights at the centre of their support. We observed people moving freely around the home, choosing where to spend their time and engaging naturally with staff and others living at the service. Care staff interact with people in a warm, respectful and unrushed manner and demonstrate a detailed understanding of their routines, communication needs and personal histories. Personal plans reflect people's individual preferences, promote independence and support people to maintain control over their day-to-day lives.

People consistently told us they enjoy living at the service and feel valued by those supporting them. One person told us, *"Nothing is too hard for the care staff, and they care above and beyond. They care exceptionally well for residents, and I am very happy with the care I receive."* Another person said, *"I love that a lot of the staff speak Welsh to me and the other residents. All staff are friendly and I like feeling like I am part of the community."* We heard Welsh spoken naturally throughout the home and saw evidence of the provider actively promoting people's language and cultural preferences through bilingual information, signage and communication.

People are protected by a strong safeguarding culture, and people told us they feel safe living at the service. Care staff understand their safeguarding responsibilities and relatives expressed high levels of confidence in the support provided. One relative told us that their relative is *"safe and her needs are taken care of."* This demonstrates people feel safe and secure within their home.

People are exceptionally well supported to maintain relationships that are important to them and remain active members of their community. Flexible visiting arrangements enable people to spend time with family and friends. The service has developed strong links with the community, creating regular opportunities for meaningful social engagement at Awel Tywi. People spoke positively about the activities available at the home, including, arts and crafts sessions, singing, bingo, and knitting groups. One person told us, *"I love still being part of the community."*

Care & Support — Excellent

People receive exceptionally high-quality care and support that is tailored to their individual needs, preferences and aspirations. Care staff demonstrate a detailed understanding of people's physical, emotional and care needs and use this knowledge to provide highly responsive support. Throughout the inspection, we saw care staff adapt their approach to meet individual needs, promote independence and respond promptly to changes in people's circumstances. This contributes to consistently positive outcomes for people and helps them achieve the best possible quality of life.

Care planning arrangements support the delivery of highly personalised care and support. Personal plans contain detailed information about people's health needs, communication methods, cultural preferences, life histories and desired outcomes. Care staff use this information to deliver care that reflects people's individual needs and preferences. Records show plans are reviewed regularly and updated when needs change. Care staff were able to describe people's needs, preferences and routines in detail and consistently reflected information contained within care records in their day-to-day practice. This ensures people receive care that is individualised, consistent and responsive to changing needs. The impact of this approach is evident in the feedback received from people and relatives. One relative told us, *“I feel like I have had a continuous sense of calm around my brother’s care since Awel Tywi became his home.”*

People benefit from highly effective support to maintain and improve their health and well-being. Awel Tywi works proactively with healthcare professionals and seeks advice promptly when concerns arise. The service's strong partnership working helps ensure changes in health needs are identified early and appropriate interventions are put in place without delay. Professionals consistently described the quality of care and support in exceptionally positive terms. One professional told us, *"Patients appear well cared for and their concerns are dealt with in a timely manner."* Another professional said, *“There is a strong person-centred approach with a desire to get the best outcome for the individual."* This demonstrates the service consistently achieves positive outcomes through coordinated and responsive care.

People receive nutritious meals that reflect their dietary needs and personal preferences. Feedback about food is consistently positive from people and relatives. One person told us, *"The food is great, plenty of options and very tasty."* We found people are offered genuine choice and flexibility at mealtimes and staff respond positively to individual requests.

Environment

Good

People live in an environment that is clean, comfortable and suited to their needs. The home supports people's safety, well-being and independence and provides a welcoming place to live. Accommodation is designed to meet the needs of older people, including those living with dementia. People can move around the home safely and have access to areas that support social interaction, personal interests and privacy. Bedrooms are personalised with belongings, photographs and furnishings that help people maintain their identity and feel at home. The home offers access to spacious enclosed outdoor areas that provide people with safe opportunities to enjoy fresh air, exercise and meaningful social engagement. These accessible outdoor spaces enhance people's day-to-day well-being, promote independence and offer a valued extension of their living environment.

People spoke positively about their surroundings and told us they are comfortable living at the home. One person said, *"The home is always very clean and tidy."* Another person told us, *"My room is kept clean along with the rest of the home."* Relatives also described the home positively and referred to it as a *"lovely atmosphere."* Professionals similarly described the environment as *"clean, warm and welcoming."* This feedback demonstrates that people value the environment and feel comfortable in their surroundings.

Leadership and management maintain oversight of the environment through regular audits, maintenance arrangements and health and safety checks. Systems are in place to monitor fire safety, equipment servicing and infection prevention and control. The home was clean and well-presented and appropriately maintained. Recent improvements include redecoration of corridors and upgrades to bathroom facilities. These improvements show that leadership and management continue to invest in the environment and respond to the needs of people living at the home.

Leadership & Management — Excellent

People benefit from exceptionally strong and effective leadership that promotes a positive culture and delivers outstanding outcomes. Management has created a service where people are at the centre of decision-making, service development and continuous improvement. Feedback from care staff, relatives and professionals demonstrates a very high level of confidence in how the service is led. Professionals consistently describe managers as visible, approachable and committed to achieving the best possible outcomes for people. One professional told us management, *"provide strong and supportive leadership, fostering a positive culture that is reflected throughout the service."* This positive culture is evident throughout the home and contributes significantly to the exceptionally high-quality care and support people receive.

Leadership and management maintain highly effective oversight of the service and use a range of quality assurance systems to monitor performance and drive improvement. Audits, stakeholder feedback, accident and incident analysis and Responsible Individual oversight provides management with a clear understanding of the quality and safety of the service. Robust recruitment processes ensure people are supported by suitable care staff who have been safely recruited. We reviewed staff files and found recruitment checks had been completed before care staff commenced employment, including references, employment histories and Disclosure and Barring Service checks. These arrangements help protect people and contribute to a safe and stable service.

Investment in the workforce is a particular strength of the service. Care staff receive regular supervision, appraisal and learning opportunities that support them to carry out their roles confidently and effectively. Care staff told us they feel valued and listened to by managers. One member of staff said, *"The manager is very good and takes our advice and keeps us abreast of changes that are being made."* Management actively encourage care staff to take ownership of different aspects of service provision and contribute to service improvement. This approach promotes accountability and helps ensure improvements are sustained for people receiving 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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