



Inspection Report on

Maesllewellyn

**Maes Llewelyn Residential Home
Church Lane
Newcastle Emlyn
SA38 9AB**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

17/03/2025

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About Maesllewellyn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Carmarthenshire County Council Adults and Children's Services
Registered places	40
Language of the service	Both
Previous Care Inspectorate Wales inspection	17/08/2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

The health and wellbeing of people are important to those working in the service. Care and support records give a sense of the person, their needs and what is important to them. People, their families and a visiting professional speak highly about Maesllewellyn.

People receive a good quality service delivered through a respected and dedicated manager and staff team. The manager is well supported by the Responsible Individual (RI) and they have a very positive and professional working relationship. Through a range of quality audit tools and their Regulation 73 visits, the RI has appropriate oversight of the service.

The service provides a safe, homely and welcoming environment for people to live and is well maintained. Communal facilities are well decorated and furnished to support people with differing needs.

Well-being

People's choices and views are recognised and valued. The RI seeks the views of people and relatives during their regulation 73 visits to the service. The manager also speaks to individuals to identify any specific preferences or requests they may have. Individual's needs and preferences are detailed in care records and give a sense of the person. People and/or their representatives contribute to the planning and review of their care. People get up and retire when they wish and choose from a range of meal options. Communication in Welsh is encouraged and supported, if this is the preferred language of the person.

People do things that matter to them. Individuals participate in the activities, hobbies and recreational opportunities which are important to them and have a positive impact on their lives.

People are protected from the risk of harm and abuse. People and their relatives are able to raise concerns and feel they are safe living in Maesllewellyn. Care workers understand their responsibilities to protect people from harm. Recruitment and selection procedures are good. Staff receive regular supervision, an annual appraisal and ongoing support which ensures those working at the service have the right skills and approach to care.

The service works pro-actively with health and social care professionals to ensure people remain as healthy as possible. The staff team receive mandatory and specialist training to ensure they are able to meet people's individual care and support needs. Staff are supported by policies and procedures which are regularly reviewed and updated.

Care and Support

People receive the care and support they require to meet their individual needs. Care records are person centred and along with associated risk assessments are reviewed regularly. People and/or their representatives are involved in the planning and reviewing of their care.

People and their relatives feel they receive the care they need and speak highly about the staff; they told us; *“I’m very happy in the home, everyone is very kind”, “the staff are very good, food is good too”, “Maesllewellyn is a friendly home with professional caring staff”* and *“everything is marvellous. Lovely place and staff so caring”*.

Health and medical professionals are involved in the care and support of people when required and this is well documented in care records. Visiting professionals told us *“we have a very good working relationship with Maesllewellyn the staff and management. It is a very good home, I have no concerns about the care here”* and *“this is a very good home, they follow instructions very well. [Manager] is great as are the carers. I have no concerns about his home”*. The service is part of the ‘Gwen am Byth’ scheme which provides valuable guidance, training and support about oral health for vulnerable people.

Peoples choices and preferences are respected and actively sought by the manager. People choose when to get up and retire, and there are always a range of meal options available. People told us *“the food is tasty. I had a lovely lunch and pudding and there are always different choices. Now I’m going to have a relaxing afternoon in the lounge in my chair”, “lovely food and choices”* and *“any requests have been provided and I enjoy the food”*. People, staff and the manager speak in Welsh and English and bilingual information is readily available. Activities are provided according to what people enjoy doing or being involved in.

People feel safe living in Maesllewellyn. They told us *“I feel very safe here, if I have any concerns, I can raise them”* and *“I would speak to one of the carers if I had any concerns”*. This is also echoed by a relative we spoke with who told us, *“It is a real reassurance to know [X] is here, we know she is safe and very well cared for. We know as a family we can speak to [manager] or any of the staff if we have any concerns.”*

Carmarthenshire County Council’s complaints procedure is provided to people when they move into the service and is displayed in communal areas.

Environment

Risks to people's health and safety are minimised. There are a range of maintenance checks and audits undertaken. Testing and servicing of firefighting and moving and handling equipment, is completed within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available. All visitors are required to sign the Visitors Book on entry and departure from the service.

Communal areas and emergency exits are uncluttered and free from hazards. Substances harmful to health (COSHH) are stored safely. Keypad entry systems are used where considered necessary. Emergency pull cords and alarms are accessible for people to use and are responded to in a timely manner. Housekeeping staff work hard to ensure the service is kept clean.

In the main the environment supports people to achieve their personal outcomes.

Communal gardens are well maintained and safe for people to use and enjoy. There are a range of plants, flowers and shrubs within the gardens. Communal bathrooms are clean and made welcoming for people to use and enjoy, with pictures, plants and items of interest. However, some communal toilets can be improved upon by giving thought about the toilet furniture to better support people living with visual difficulties.

The bedroom corridors in each of the units are distinctive with pictures, art works and displays for people to enjoy and interact with. This can help orientate people to their bedrooms and to communal spaces. Bilingual displays and signage are used throughout the service.

Bedrooms are personalised according to people's choices including pictures, photos, ornaments and items of furniture. Communal lounges, dining rooms and small seating areas are well decorated, furnished and welcoming for people to use and socialise in.

Leadership and Management

There are robust governance arrangements in place. The RI undertakes Regulation 73 visits to the service within the required timescales. Care Inspectorate Wales (CIW) have received copies of reports which demonstrate people, their representatives and staff are spoken with as part of the RI's visits to the service. Staff and people living in the service confirmed this with us. There are a range of quality monitoring tools used and audits undertaken, by the management teams. Actions required from these audits are acted upon and reviewed regularly.

The manager is well respected by the staff team and her enthusiasm about the quality of the service provided in Maesllewellyn is reflected in the staff we spoke with. Staff told us *"[Manager] is great – easy to approach if you need anything. She is very supportive"*, and *"[Manager] is brilliant, always there when you need her, nothing is too much trouble for her."*

People, their families and visiting professionals speak highly of the management and staff including, *"the home is well run, I get the best care here"*, *"[Manager] is amazing, she and the team keep us updated and we know we can call the home at any time"* and *"they [manager and staff] are marvellous here, absolutely great. There are so very caring. [Manager] is excellent, a real leader and inspiration."*

There are thorough recruitment and selection processes in place. Staff records hold all the required checks and clearances, which are in place prior to a staff member commencing employment. Staff receive a comprehensive induction according to their roles and seniority. Care workers have regular supervision and an annual appraisal. All staff attend a range of mandatory and specialist training to enable them to support people living in the service. Care workers told us about the range of training they have received and the benefits it brings to them and the people they support. The service's training matrix and care records corroborates this. All staff spoken with demonstrate a clear understanding of their role in the protection of individuals.

The service operates in line with its Statement of Purpose and on-line notifications are submitted to CIW in line with requirements.

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.

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