



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Y Bwthyn



Y Bwthyn Residential Care Home, Bigyn Road, Llanelli, SA15 1PA



01554758911

The inspection visits for this service took place between 04/11/2025 and 17/11/2025

Service Information:

Operated by:	Carmarthenshire County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	32
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Y Bwthyn is a residential care home located in Llanelli, Carmarthenshire.

Wellbeing is rated as 'Good', as people are involved in a range of meaningful activities, their views and opinions are sought and valued, and people tell us they feel safe.

Care and Support is rated as 'Good', as the person and /or their representative are involved in their care. Health, medical and other external professionals are involved in people's care when needed.

The Environment is rated as 'Good', as the service is well maintained, safe and homely.

Leadership and Management is rated as 'Good', as the service is led by a dedicated manager and Responsible Individual (RI) who are respected by a well-trained and supported staff team.

Findings:



Well-being

Good

People are safe and protected from abuse and neglect. People told us they feel confident in raising concerns: they told us *“I know I can speak to one of the carers if there is something wrong”, “I feel confident if I had a concern, it would be dealt with properly”*. A relative told us *“I would raise a concern if he needed to and would be listened to. I feel my wife is safe in Y Bwthyn”*. A visiting health professional told us they would not hesitate for their relative to move into the service if needed. A copy of Carmarthenshire County Council’s complaints procedure is provided for people on admission to the service and is displayed in communal areas.

People have control over their day to day lives and are involved in making decisions which affect them. People get up and retire when they want to, choose from a variety of meal options and where they have their meal. People told us their specific dietary preferences are catered for. People are involved in resident meetings to discuss and chose the types of activities, the interior decoration furnishings of the service and menu options. Their views and suggestions are also sought during the visits conducted by the RI and through surveys for the Annual Care Home Survey for Y Bwthyn.

People participate in a range of meaningful and beneficial activities. There are regular visits by entertainers and singers to the service. Celebrations and commemorations are held throughout the year. A notice board near main entrance lists all the different activities being offered per month including details of forthcoming events including a fashion sale and Christmas events.

People live in accommodation which meets their needs. Some communal areas have been redecorated and are clean and welcoming. People’s bedrooms are personalised according to their wishes, preferences and interests. Appropriate security and safety measures are in place. Furniture and fixtures are well maintained, and the service is clean and free from malodours.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. The provider carefully assesses the needs of people prior to admission. Useful information from professionals and others involved in people's care and support is gathered to help inform whether the service can meet the needs of each person.

Care plans are produced in conjunction with the person and / or their representative wherever possible and give a sense of the individual. A relative confirmed they are always informed and involved in any changes to their loved ones care. Plans could be improved upon by including more person-centred details to ensure care workers have sufficient information about the individuals specific care needs and how they prefer their care delivered. Care plans and associated risk assessments are reviewed and updated regularly. An array of medical, health and social care professionals are involved in people's care and support, when required. This is well documented in care records.

Staff demonstrate a good understanding of the needs of the people they provide care and support to and speak very positively about working in the service. They told us, *"You can build strong relationships with residents as you see them every day. We are a really good team and that is important for the residents"* and *"I really like it here; the residents are great"*.

A range of different meal options are readily available for people to choose, and specific dietary needs are catered for. The service has a particular focus on the hydration of people, who are provided with a variety of hot and cold drinks. The service is part of the 'Gwen am Byth' scheme which provides valuable guidance, training and resources to care workers around oral health for vulnerable people.

People are protected from harm and abuse. The manager and staff attend a range of safeguarding training and are clear on their roles and responsibilities in reporting any concerns and keeping people safe. Staff practice is supported by policies and procedures which are accessible and regularly reviewed. The provider submits safeguarding referrals where necessary, participating in and learning from safeguarding processes and outcomes to improve the service.



Environment

Good

People live in an environment with well-maintained facilities and equipment. There are four units which make up the service. Each unit has a lounge and dining room, and these are a hub for people to have their meals and socialise with friends, family and participate in activities.

The décor, furnishings and fabrics are in a good condition and clean. This contributes to making a homely and welcoming environment for people to enjoy. Pictures and artwork are displayed in corridors and on bedroom doors to help people orientate around communal areas and to their bedrooms. Plans are afoot to develop one room to provide a sensory experience. People are involved in deciding the artwork which is going to be displayed on some of the walls which will be produced by a local artist. Cleaning products are safely stored in a lockable room. Emergency exits are clearly displayed and free from obstructions. The maintenance officer works hard to ensure the internal environment and communal gardens are well maintained. Regular checks and servicing of the environment and equipment are undertaken and recorded.

Communal bathrooms have been made to feel more welcoming with illustration transfers, pictures and ornaments. Coloured wall tiles make the rooms feel less clinical and more homely. Bathrooms also have battery operated radios for people to enjoy music or a radio station of their choice. Communal toilets are clean; however, the white toilet furniture (including seats and handrails) does not fully support people using these facilities who may have difficulties with their eyesight. This has been discussed with the manager and RI.

People's bedrooms are well decorated and clean. People personalise their bedrooms with items of interest and importance including photographs, pictures, furniture and ornaments. One person told us *"I really like my bedroom; it has nice views and all that I need"*.

There are effective security measures in place including all visitors having to sign in and out of the service in addition to identifying themselves.



Leadership & Management

Good

People are able to achieve their outcomes because the service provider has good organisational arrangements, governance and oversight of the service. The RI visits the service regularly and completes detailed quarterly reports and six-monthly Quality of Care reports. CIW has received copies of these. There are effective quality monitoring systems including audits undertaken by the RI, manager and representatives of the provider. The information gathered from both internal and external audits supports the continuous improvement of the service. The RI works closely with the manager and is readily available for support and direction whenever required. The manager and RI have a professional and supportive relationship. The service operates within its Statement of Purpose and ensures timely notifications are submitted to CIW in the event of significant incidents.

The manager and RI are valued by a staff team who feel well supported by them. Care workers told us; *"this is a great place to work [manager] and [deputy manager] are very supportive with an open door policy", "[manager] always listens to you" and "I've seen [RI] regularly, she always speaks to staff and the residents"*. Care workers told us they trust the manager.

People are supported by a staff team with the necessary expertise, skills, and qualifications to meet their care and support needs. Care workers undergo a thorough recruitment process with all required checks and clearances in place prior to them commencing employment in the service. Following their recruitment, care workers receive a detailed induction which is complimented by an ongoing training, development and qualification programme. Core and specific training are completed and this is corroborated by staff and reading the staff training matrix. Care workers are registered with Social Care Wales, the workforce regulator. Staff are supported by policies and procedures which are regularly reviewed. Managers and care workers are clear about their responsibilities around reporting any safeguarding concerns.

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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