



### Caemaen Residential Care Home



Caemaen Care Home, Coleshill Terrace, Llanelli, SA15 3DE



01554 771835

**Date(s) of inspection visit(s):**

17/04/2025, 23/04/2025, 01/05/2025

### 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:	30
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service 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:

This is a residential care home located in the heart of Llanelli in Carmarthenshire. During this inspection the rating awarded for Wellbeing is 'Good' as people are involved in the way the service is run, their opinions and suggestions are valued and they feel safe. The rating awarded for Care and Support is 'Good' as the person and /or their representative are involved in their care. A range of health and other external professionals are involved in people's care when needed. The rating awarded for the Environment is 'Good' as the service is well maintained, safe and homely. The rating awarded for Leadership and Management is 'Good' as there is strong oversight of the service by the RI and the manager leads a diverse, motivated, well trained team of staff who respect their leadership.

## Findings:



### Well-being

Good

People have control over their day to day lives and are involved in making decisions which affect them. People's views and suggestions are gathered by the manager and deputy manager during individual and group meetings. Minutes from these meetings and from photographs clearly demonstrate people are consulted about the internal redecoration, flooring, window coverings, and pictures for communal spaces and the range of activities being held in the service. Actions taken by the managers from the meetings are well documented. People are also asked for views about the food and menu choices available to them by catering staff who conduct surveys. People spoken with confirmed there are always a range of meal choices available for them and they can choose where to have their meal.

People's views and suggestions are sought during the Responsible Individual's visits and the Annual Care Home Survey for Caemaen. People attend activities and events which are important to them including hobbies, interests and religious beliefs.

People communicate in a way that meets their needs. Some people communicate with care workers in Welsh and bilingual conversations were heard during the period of the inspection visit. Three people told us how much they valued the manager learning a variety of Welsh words and phrases which she regularly uses. They told us *"she [Manager] tries so hard with speaking Welsh"*. The manager is currently considering ways to further support people whose first language is Welsh by conducting assessments and reviews bilingually if this is the persons preference. The use of iPads is well supported by the service. One person showed us their iPad which they use to keep in touch with their family. They told us *"I use my iPad to keep in touch with my wife, I call her nearly every day. It's so easy"*.

People are safe and protected from abuse and neglect. People and their relatives told us they feel confident in raising concerns; they told us *"I know I can discuss any concerns I have and they will be acted upon"*, *"I feel X is safe here and I am comfortable speaking to the deputy or manager if I have concerns"*. The Annual Care Home Survey for Caemaen 2024 identifies that the majority of people who responded to the survey stated they are able to raise any concerns they may have about the home or staff. The manager maintains a file of all concerns or complaints received and the actions taken to resolve these which are clearly documented. A copy of Carmarthenshire County Council's complaints procedure is provided for people on admission to the service and is displayed in communal areas.



## Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Care records are produced in conjunction with the person and / or their representative wherever possible and provide a sense of the individual, their care needs and how the person chooses to have their care provided. Care plans and associated risk assessments are reviewed and updated regularly.

There is strong evidence to demonstrate a range of health and social care professionals are involved in people's care and support when required. This is well documented in care records. The service positively promotes the hydration and nutrition of people. People are provided with a variety of hot and cold drinks and keeping hydrated is a regular feature in the service's newsletter for people and their visitors. The service is part of a nutrition project working with Dietitians to help maintain people's weight through a range of nutritious shakes and juices. Care records demonstrate this intervention can have a positive effect on people maintaining and gaining weight where this is required.

There are regular visits by entertainers and singers to the service. Celebrations and commemorations are held throughout the year. Staff do impromptu activities including nail painting, manicures, chair aerobics and hand massages. The Caemaen Newsletters provide evidence of people participating in a range of celebrations including St Davids Day, St Patricks Day, and a 'Global Culinary Adventure' where kitchen staff produced foods from Poland, Japan, Morocco and France for people to try. Plans are already afoot to celebrate VE Day. People we spoke with confirmed there are regular activities and entertainment and told us *"we are asked what kind of activity we would like"*.

Care workers demonstrate a good understanding of the people they provide care and support to and speak very positively about working in the service. One care worker told us *"I love my job and working here, it's great! The residents are so important to me, their care and support is so important, they deserve to get the best!"*

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 service 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 appropriate and well-maintained facilities and equipment. There are a number of small lounges for people to choose where to socialise in addition to a large dining room. The four 'wings' of the service have been decorated in different colour themes; green, pink, yellow & blue to help people to locate their bedrooms and communal facilities.

The décor is dated in some areas, and some woodwork needs painting in places. However, new pictures, artwork and objects of interest have been displayed in communal corridors which makes the environment feel more homely and helps both residents and their families orientate around the communal areas. A record from a relative states 'she was able to find her husband's bedroom because of a picture of poppies being displayed in the green wing'. People told us *"I like the little things that have been done, like new curtains here in the lounge, the pictures and prints around the corridors, these all make things feel more homely"*, *"the prints on the walls brighten up things"* and *"It's lovely, but a little freshen up is needed in places"*. People's bedrooms are personalised according to their preferences and choices with ornaments, pictures, photographs, items of furniture and personal effects.

Communal bathrooms have been made to feel more welcoming with plants, pictures, mirrors, colour coordinated blinds and displays. 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.

All internal communal areas are accessible as are the communal gardens which are welcoming with a number of seating areas for people to socialise with family and friends. There is also a Gazebo and raised beds for people to enjoy. A gardening scheme has planted a number of trees at the front of the building which will provide more privacy for people living in Caemaen as they grow.

There are effective security and health and safety measures in place including all visitors having to sign in and out of the service in addition to identifying themselves. There are a range of environmental audits and checks undertaken. There are window locks in place where required, emergency exits are free from obstructions and clearly signed. Cleaning fluids are safely locked away when not in use. Moving and handling and firefighting equipment are regularly serviced.



## Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight of the service. The RI visits the service regularly and completes detailed quarterly reports. Quality of Care reports are produced six monthly and CIW has received copies of these. There are a range of quality audits undertaken by the RI, manager and representatives of the provider. The information obtained from the audits are used to help improve the service. The RI works closely with the manager and is readily available for support and direction whenever required. The manager speaks highly of the RI and the professional and supportive relationship they have developed. The service operates within its Statement of Purpose and notifies CIW of reportable issues in a timely manner.

The manager and RI are respected by care workers who feel well supported by both. Care workers we spoke with told us *"I am very well supported by [manager] and [RI]", [manager] is great, you can go to her about anything* and *"[RI] is very friendly, I see her regularly"*. People, relatives and visiting professionals speak positively about the management of the service. They told us; *"[manager] is like a breath of fresh air", the manager and deputy manager are both very approachable* and *"communication with the home is very good, the manager is very helpful and conscientious"*. The manager celebrates the diversity of her team by displaying a notice in the staff room saying "Have a good shift" in all the different languages spoken by them. In addition, the wellbeing of all staff is being supported with information and details of services available for them to access and use.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's 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 an effective induction which is complimented by an ongoing training and development programme. Care workers speak positively about the training they receive including *"I have completed a range of training including Diabetes and will be attending Stoma training in a couple of months"* and *"I've completed lots of training and have just completed Stoma training"*. 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. Care workers use safe moving and handling practices and 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.





Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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