Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Caemaen Residential Care Home

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

01554 771835

The inspection visit took place on 14/10/2026

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:	30
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:

Caemaen Residential Care Home provides care and support for up to thirty people. The home is located in Llanelli, Carmarthenshire, close to local shops and community facilities.

People experience good levels of well-being. They feel safe, valued and respected by care staff they know and trust. Care staff support people to maintain their independence, make decisions about their daily lives and remain involved in matters that affect them. People receive good care and support from a stable and experienced staff team. Care staff know people well and provide responsive, consistent care that reflects people's individual needs and preferences. Personal plans support care staff to deliver care safely and consistently.

People live in a comfortable, well-maintained environment that promotes well-being and independence. The home is clean, welcoming and benefits from an ongoing programme of refurbishment. People can choose from a range of communal and quiet spaces and personalise their bedrooms.

The service benefits from good leadership and management. The manager and Responsible Individual (RI) maintain a visible presence within the home and actively oversee daily operations.

Effective governance and quality assurance arrangements support the delivery of safe, consistent and high-quality care.

Findings:

Well-being — Good

People live in accommodation that meets their needs and promotes their independence and well-being. The home provides a warm, welcoming environment. We found the premises clean, tidy and well maintained throughout our visit. People have access to spacious communal areas, private space and secure gardens where they can relax and spend time outdoors. The management team completes environmental audits regularly and addresses any issues promptly.

People maintain choice and control over their daily lives. Care staff treat people with dignity and respect and encourage them to make decisions about their care and support wherever possible. People remain involved in decisions that affect them.

People appeared relaxed, comfortable and content throughout our inspection. One person told us, *"Great, they are nice to me."* Another person said, *"I love it."* A relative told us*," There is a good focus on residents' wellbeing, dignity and individual needs."*

We observed care staff interacting with people in a calm, sensitive and reassuring manner. Care staff consistently used respectful language and engaged positively with people throughout the day. People readily approached care staff for reassurance, support and conversation, demonstrating positive and trusting relationships. These interactions created a stable and emotionally supportive environment.

Care staff demonstrated kindness, patience and respect in their interactions with people. Robust recruitment processes help protect people by ensuring the service completes appropriate pre-employment checks before care staff begin work. One person told us, *"They're nice to me."*

People remain safe and protected from abuse and neglect. Records demonstrated regular involvement from healthcare professionals, and care staff showed a clear understanding of people's health and well-being needs. Care staff manage risks appropriately while supporting people to maintain as much independence as possible. We observed warm and natural interactions throughout the inspection, with care staff demonstrating a good understanding of people's preferences, routines and individual needs.

People maintain important relationships with family and friends. Visitors can attend the home at any time and care staff make them feel welcome. We observed people socialising together throughout the day, including during mealtimes and in communal areas. These opportunities help people maintain meaningful relationships and reduce social isolation.

The service prepares meals using fresh ingredients. Care staff respect people's identity, culture and communication needs when providing care and support. This helps people feel included, valued and respected.

Care & Support — Good

People receive care and support that reflects their individual needs and preferences. Personal plans and risk assessments contain detailed and relevant information to guide staff in delivering safe and consistent care. Records accurately reflect people's current needs and provide care staff with clear guidance. However, records did not always demonstrate how care and support contributed to achieving personal well-being outcomes.

People receive support from care staff who know them well and take time to deliver care sensitively and respectfully. A visiting healthcare professional told us, *"Care staff are good"* and described the manager as *"Lovely, on the ball."*

People, relatives and representatives contribute to care planning and reviews. Care staff review personal plans regularly and update them when people's needs change. Healthcare professionals remain actively involved in supporting people's physical health needs. One professional described the service as, *"Very good. Any concerns they're quick to phone through. Always clean here. I'm in on a regular basis. Infection control is good."*

People receive their medication safely. Care staff administer medicines in line with policies, procedures and best practice guidance. Trained care staff demonstrated confidence in managing and administering medication, supported by regular training and competency assessments.

The service stores medication securely within a designated medication room. Care staff maintain appropriate storage conditions and minimise unnecessary stock. We reviewed medication administration records (MAR) and found care staff had completed them accurately, with no unexplained gaps or omissions.

The service takes effective measures to reduce the risk of infection. Housekeeping and care staff maintain high standards of cleanliness throughout the home. Care staff have access to suitable personal protective equipment (PPE) and follow infection prevention and control procedures. Care staff receive relevant training and demonstrated a clear understanding of their responsibilities. We saw sufficient supplies of cleaning products and personal protective equipment (PPE) available throughout the service.

Environment

Good

People live in a comfortable, welcoming environment that supports their well-being and independence. The home provides a clean and homely setting and benefits from ongoing investment and refurbishment. Communal areas, quiet spaces and personalised bedrooms support people's choice and quality of life.

People have access to suitable facilities and equipment that support their care and well-being. Well-maintained gardens provide opportunities for people to spend time outdoors, socialise with others and meet with visiting relatives.

The provider maintains the environment proactively. Maintenance staff complete repairs promptly and continue to improve the premises through an ongoing refurbishment programme. Communal spaces are tailored to meet peoples physical, sensory, and cognitive needs.

People told us they enjoy their surroundings and feel comfortable living at the home. We observed a calm, relaxed and welcoming atmosphere throughout the inspection. People moved freely between communal areas and appeared confident and familiar within their environment. The home has been decorated and maintained with dementia residents in mind.

Standards of cleanliness throughout the home are good. Housekeeping staff clearly take pride in their work. One visiting professional described the home as *"really clean."*

Care staff follow infection prevention and control procedures consistently and use personal protective equipment appropriately. Effective environmental practices help minimise the risk of cross-contamination.

People personalise their bedrooms with photographs, ornaments and personal possessions, helping them maintain their identity and sense of belonging. The home offers several communal areas where people can socialise, relax, receive visitors or participate in activities. The layout supports people to move around safely and as independently as possible.

A planned maintenance programme supports the upkeep of the building and equipment. The service services equipment such as hoists and slings within required timescales. Care staff manage fire safety effectively through regular testing, servicing and drills. Personal Emergency Evacuation Plans (PEEPs) are in place for each person and remain easily accessible in the event of an emergency.

The kitchen achieved the highest Food Standards Agency rating of five. Catering staff have access to suitable equipment and maintain good stock levels to meet people's nutritional needs.

Leadership & Management — Good

People achieve positive outcomes because the provider has established effective governance, management and quality assurance arrangements. Good leadership supports the delivery of safe, consistent and person-centred care.

The management team maintains effective oversight of the service. Leaders monitor quality, identify risks and take action to drive improvement. Their approach places people's well-being at the centre of decision-making and supports a positive culture throughout the home.

Staff spoke positively about the leadership within the service. One staff member told us, *“I think [the manager] does a good job. [The manager] has made some good changes, made it more homely."*

The RI regularly visits the service and completes oversight reports to monitor quality and compliance. People, staff, relatives and visiting professionals know the RI and can approach them when needed. The RI also completes six-monthly quality of care reviews to assess performance and identify areas for improvement.

The provider actively seeks feedback from people, relatives and staff. Quality assurance processes demonstrate ongoing consultation and engagement. People told us staff listen to their views and involve them in the day-to-day running of the home.

Robust recruitment and vetting procedures help ensure care staff are suitable to work within the service. Staff files were well organised and contained the required information. Care staff maintain registration with Social Care Wales where required.

Training arrangements support care staff to develop the skills and knowledge needed to meet people's needs. The provider has invested in additional dementia training to strengthen staff knowledge and support positive outcomes for people living with dementia. Care staff receive regular supervision and described feeling valued and supported by both the manager and RI.

One staff member told us, *"Brilliant, [the manager has] given me an opportunity to grow. She's supportive."*

Overall, people expressed confidence in the service. Leaders have created a positive, inclusive and respectful culture that promotes high standards of care and supports continuous improvement. The management team provides clear direction and leads change effectively, ensuring the service continues to meet people's needs.

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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