



Llys Y Bryn



Llys Y Bryn, Gelli Road, Llanelli, SA14 9AD



01554 758132

Date(s) of inspection visit(s):

12/06/2025, 23/06/2025, 26/06/2025

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:	45
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

This is a residential care home located in Llanelli, Carmarthenshire. There are two parts to the service with Llys y Bryn offering long term accommodation and Ty Pili Pala providing short stay accommodation for reablement of people in preparation for their return to their own home.

During this inspection, the rating awarded for Wellbeing is 'Good', as people are involved in a range of meaningful activities, their views and suggestions are sought and valued, and people tell us they feel safe. The rating awarded for Care and Support is 'Good', as the person and /or their representative are involved in their care. There is appropriate involvement of health, medical and other external professionals 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 the service is led by a manager and Responsible Individual (RI) who are respected by a well trained and dedicated 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 don’t have any complaints, I’m enjoying myself. I would speak to [manager] or a carer if I have any complaints”* and *“I would have no hesitation to raise a complaint if I had one with the manager or a carer”*. The Annual Care Home Survey for Llys y Bryn 2024 identifies that all those who responded are able to get help from staff when they need it, feel involved in decisions around their care and support, and feel able to raise any concerns about the home or staff. 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; this was seen during a lunchtime observation. People told us their specific dietary preferences are catered for. One person told us *“I can’t eat pork, yesterday, the cook came to speak to me to see what alternative lunch I would like as pork was on the menu. They went out and bought chicken for me!”*. People are involved in choosing activities and the interior decoration and furnishings of the service. Their views and suggestions are also sought during the visits conducted by the RI and through surveys for the Annual Care Home Survey for Llys y Bryn.

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 Bingo session was being held during the inspection visit for a group of ten people who were supported by two care workers. All those participating were well assisted to join in irrespective of their abilities and were enjoying themselves. The winner of each game was applauded by all present. In addition, a photo album located near the main entrance held a number of photographs of people participating in a variety of activities.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. The provider thoroughly 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. However, care plans would be strengthened with more person-centred details to provide care workers with sufficient information about the persons care needs and how they prefer their care delivered. Care plans and associated risk assessments are reviewed and updated regularly.

A range of medical, health and social care professionals are involved in people's care and support, when required. This is well documented in care records. The service has a particular focus on the hydration of people, who are provided with a variety of hot and cold drinks. Keeping hydrated is included in the service's newsletter for people and their visitors. A visiting health professional told us; *"This is an excellent home. The staff are very knowledgeable about the patients. Care is very good; [manager] is great and we have good communication between the home and the surgery. Staff follow clinical directions well and they do dressings when required. It feels homely here, there are no smells. I have no concerns"*. People speak positively about the care they receive including *"I am very happy in the home. All staff are wonderful and very kind"* and *"The carers are excellent – they earn their money; they work very hard"*.

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 a number of lounges and dining rooms for people to choose where to have their meals. These are a hub for people to meet and socialise and participate in activities. There is a café area which is used occasionally. A hair dressing salon is regularly used by a visiting hairdresser. There is also a kitchen available for people staying in Ty Pili Pala to learn and / or develop new daily living skills, in preparation for when they return to their own home. 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, artwork and individual visual guides are displayed in corridors and on bedroom doors to help people orientate around communal areas and to their bedrooms. Moving and handling and firefighting equipment are regularly serviced. Cleaning products are safely stored in a lockable room. Emergency exits are clearly displayed and free from obstructions.

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 am very proud of my bedroom; I brought my furniture with me. This is my home now"*. The appropriateness of personal information displayed on the front of bedroom doors of people in Ty Pili Pala has been discussed with the manager and RI.

Communal bathrooms have been made to feel more welcoming with plants and pictures. 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.

The Communal gardens within Llys y Bryn offer people a number of areas to sit and socialise. The roof of the large gazebo needs repairing and paths require weeding in places, so they do not become a slip or trip hazard for people. Garden furniture is heavy and bulky for people to independently move; however, we have been advised alternative garden furniture is being sourced. These points have been discussed with the manager and RI. The entrance to Ty Pili Pala is made welcoming with a display of colourful potted plants.

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; *"I love coming to work, [manager] is great, very supportive"*, *"I love working here, it's really great. Really good management, how it should be!"* and *"I have met [RI] regularly, she is very approachable and always speaks to staff and residents"*. Care workers told us they would feel confident in raising a concern if they needed to.

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 told us; *"I have regular supervision and lots of training. I feel well equipped to do my role"* and *"I feel well supported by the manager and seniors, the training we get is really good and varied"*. Care workers are registered with Social Care Wales, the workforce regulator. Staff are supported by policies and procedures which are regularly reviewed. 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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