Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Langton Hall Care Home

Langton Hall Residential Home, Dwrbach, Fishguard, SA65 9RH

01348873238

The inspection visit took place on 30/06/2026

Service Information:

Operated by:	Mavalon Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	24
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

People who have made Langton Hall their home receive a good standard of care. Everyone we spoke with have high levels of confidence in the service.

Wellbeing is rated as good because of the relationships people, and those important to them, have with the staff team. This, alongside the opportunities to do things that are important to them and that they enjoy, mean they are treated with dignity and respect. People are safe and supported by a team of workers who are appropriately trained and effectively led by an experienced and dedicated manager.

Care and support is good because the team have up to date care personal plans to follow together with a good knowledge of each individual. Some improvements are needed to documentation which the manager is addressing.

The environment is good because although some parts of the service are dated, there is a plan to enhance the physical environment. Standards of cleanliness are good but additional cleaning time

would enhance this further.

Leadership and management is rated as good because people have high levels of confidence in the service. Both the manager and responsible individual (RI) have a focus on quality and seek ways to improve standards throughout the service.

Findings:

Well-being — Good

People live healthily and safely. They are treated with dignity and respect. Relatives have high levels of confidence in the service describing the staff as *Lovely.. fantastic", "Really really friendly"* and *"Amazing".* The atmosphere is calm and well organised with care workers knowing their roles and responsibilities. Interactions between people and those caring for them are friendly and relaxed with some good-humoured banter. Care workers know people and can recognise if an individual is unwell or would benefit from a medical review or other interventions. Relatives are welcome at the service and feel involved in people's care.

There are some opportunities for people to do things that matter to them but no dedicated activities worker is employed meaning care workers offer activities when they are able to.

People are safe and protected from abuse and neglect. Visitors are required to sign in so that staff know who is on the premises at all times. The service is clean, comfortable and generally homely. Policies and training make sure care workers know their responsibilities in respect of safeguarding and workers find the manager approachable and responsive.

There are limited opportunities for people to receive a service in Welsh. Some staff are Welsh speaking but personal plans, menus and signage are not available bilingually.

Care & Support — Good

People receive good quality care from a team of enthusiastic and motivated staff. Care workers know people well, knowing what and who is important to them. Personal plans contain information about the individual, their personal background as well as how they want their care to be offered. Support workers find the records helpful. There are plans for a range of areas including mobility, nutrition and communication. Some people have been assessed as needing repositioning and whilst no one receiving care has any pressure damage, records do not always show repositioning is carried out in line with the support plans. The manager is confident this is down to staff not recording interventions and addressing this with the team.

There are some opportunities for people to do things that are important to them. Singers and other entertainers visit the service. Care workers, when possible, offer more informal activities such as ball games, quizzes and music. Some people think there is enough going on in the service while others say they sometimes feel "*Bored".*

Care and support is offered in a person-centred way with workers feeling they are not rushed and their colleagues understand that each individual is given the time they need. Care staff feel they work well as a team and can rely on each other to make sure people's needs are met in an individualised and person-centred way.

People are protected from harm and abuse because all staff we spoke with know their responsibilities in relation to safeguarding. They are confident about reporting any concerns and are certain their manager would take the actions needed to make sure people are appropriately safeguarded. An up-to-date policy supports the training staff have in safeguarding.

People's medication is safely managed. A senior member of the team is responsible for ordering and receiving medication. A recent audit shows a high level of compliance. A check of Controlled Drugs showed the right quantity of medication is available and a policy is available for staff to follow. Care workers are trained in the safe administration of medication.

There is an understanding of the importance of good nutrition. People are offered a choice of meal and alternatives are available also. Special diets and special events are catered for, the most recent being an afternoon for Royal Ascot week. The kitchen has been awarded the maximum score of five by the Food Standards Agency which means they found standards to be very good. Staff consider they have the equipment they need. There is a good emphasis on people remaining hydrated with drinks offered regularly throughout the day. People are encouraged to use the dining room but if people prefer to eat elsewhere this is respected and accommodated.

The risk of infection is minimised because the provider promotes hygienic practices. There are adequate supplies of personal protective equipment (PPE). Regular checks and audits show a high level of compliance with the standards set.

Environment

Good

People live in an environment that meets their needs. There are several lounge areas as well as a dining room for people to spend together if they choose to. Many bedrooms have some ensuite facilities and there are additional bathrooms throughout the service. People have personalised their bedrooms with items of furniture, photographs and soft furnishings.

Whilst clean, parts of the service are in need of redecoration and refurbishment. The provider has already recognised improvements are needed to the environment and there is an ongoing programme of work. Some flooring has been replaced and plans for remaining carpets to be taken up and replaced with vinyl flooring. Some toilets have been refurbished. Parts of the service retain some original and attractive original features.

People are happy with the standards of cleanliness throughout but some workers think additional housekeeping staff are needed.

The grounds are extensive and generally in good order but some maintenance would enhance the areas further. A large wall surrounds the service making it safe for people to spend time outside when the weather permits.

The provider ensures people's care and support is provided in a location and environment with facilities that promote people's well-being and safety. The environment meets the needs of the people living there. Within the home there are numerous communal areas including a large communal lounge, a smaller, quieter sitting area and spacious dining room. We saw people's bedrooms are personalised with items of personal choice. We saw people moving freely within the area in which they live.

Confidentiality is maintained throughout the service. People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and are asked to record their visits in the visitors book when entering and leaving. Care records are held electronically, and staff personnel records are securely stored in the administration office.

Health and Safety measures are in place to keep people as safe as possible. Equipment and facilities including hoists and slings are tested regularly. Fire safety equipment is tested both internally and by external contractors and all staff have fire safety training. People living at the service have a Personal Emergency Evacuation Plan (PEEP) in place, which guides care staff on how to evacuate people in the event of an emergency.

Leadership & Management — Good

The provider has some effective and robust governance arrangements in place to monitor quality. Reports written by the RI are comprehensive, reflective and focus on both quality and improvement.

A range of quality audits and checks are completed including the environment; mattresses; moving & handling equipment and fire safety. These show a high level of compliance.

There is a good focus on developing a skilled and knowledgeable workforce. The training matrix shows most training is up to date with staff completing training in a range of areas including communication, dementia awareness and first aid. Care workers are appropriately supervised and get constructive feedback on their work to help them in their professional development.

Care workers find the manager approachable and responsive and are able to raise any ideas or concerns they have with her. They are confident they will get a helpful and constructive response.

There is a safe and robust recruitment process and staff files contain the information needed, including references, an employment history and the required safety checks. Files are easy to navigate and appropriately stored securely.

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.

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