



## Cartref Care Home Ltd



Cartref Care Home, Henllan, Llandysul, SA44 5TD



01559371293

The inspection visits for this service took place between 01/12/2025 and 02/12/2025

### Service Information:

Operated by:	CARTREF CARE HOME LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	36
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, 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:

Cartref Care Home Ltd is a residential care home for adults situated in the village of Henllan in the Teifi Valley three miles from the old market town of Newcastle Emlyn. The home is a former railway inn tastefully adapted to a residential care home.

The wellbeing that people experience is good because people are provided with a safe, secure environment where they enjoy living. People live in a warm, clean and welcoming environment where they are happy, engaging in some activities of which they enjoy.

Care and support provided to people is good as people are treated with dignity and respect by staff that know them well. People are supported to maintain and sustain existing relationships with family and friends where their Welsh language and identity is always considered.

The environment where people live is good because they benefit from a warm, comfortable, welcoming, and homely environment which continues to improve. The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences.

The Leadership and management is good because staff are well supported and leaders ensure staff work in collaboration with other professionals improving people's lives.

## Findings:



### Well-being

Good

People live in accommodation which meets their needs. People live in a warm, clean and welcoming environment where they are happy. People spoke positively about living at the home saying “*It’s a lovely place to live*” and “*staff can’t do enough for me*”. We saw good evidence the provider continues to invest in the service, improving the environment for the benefit of people. We found artwork and historical photographs of local landmarks, people enjoy as it triggered memories and conversations. The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. There are dedicated domestic, laundry and maintenance staff ensuring people live in a safe and well-maintained environment.

People have some opportunities to engage in meaningful activities of which they enjoy. We saw some group activities facilitated by staff at specific times throughout the day. These include light exercise, quizzes and singalongs. Although, people enjoy these, feedback confirmed they would benefit from exploring further activities based on their individual preferences. This is because the current activities are standardised, with no reference to what people would like to do in personal plans. The provider is keen to address this and will be looking to develop individual activity plans.

People are provided with a safe, secure environment where they enjoy living. People and their relatives spoke positively about the home, the staff and the care being provided. We found a professional, responsive and caring staff team that know people very well. Staff are fully aware of their safeguarding responsibilities and to report any concerns they have about people they support. Staff are up to date in safeguarding training and those spoken with are fully aware of their responsibilities. The provider has policies and procedures in place to ensure the safe running of the service.

There are effective oversight and governance arrangements within the service. The responsible individual (RI) visits the service regularly providing valuable support to the manager and the wider team. They complete their regulatory responsibilities in preparing three and six-monthly reports. The manager also undertakes a range of audits ensuring people are safe and receive a good service. Staff have good training and support from the management team to enable them to effectively carry out their roles. All staff feedback gathered as part of the inspection was extremely positive about the culture and management support provided.



People are treated with dignity and respect by staff that know them well. Staff support people to identify their well-being outcomes and encourage them to use and build on their strengths. Personal plans are outcome focussed and centred around the individual. We found some evidence of the person and/ or their relative being involved in the development and review of personal plans. The management team were working to improve this at the time of inspection. We found a tight-knit team of staff that are very responsive and caring. The home was calm with lots of lovely interactions between people and staff throughout the inspection. The home supports a high number of people living with dementia. People have as much independence as possible, with staff being on hand to aid if needed. This was in areas such as walking, eating and using the toilet.

People experience enhanced well-being because their Welsh language and cultural needs are understood and catered for. There is a real Welsh identity in the home, as many people come from the local community, with Welsh as their first language. We heard staff speaking Welsh to people throughout the inspection. We saw bi-lingual signage throughout the building. Key documents such as the Statement of Purpose (SoP) and Guide to Service are available in Welsh. People told us *“It’s a real community here”* and *“its home from home”*.

People are supported to maintain and sustain existing relationships with family, friends and important people in their lives as far as possible. We saw friends and family can visit the home at any time and always made to feel welcome. People living at the home said, *“love seeing my family, they visit often”* and *“my relatives pop in anytime”*. Comments from relatives include *“staff are so kind, they know x so well”* and *“it’s a lovely home, people are very happy here”*. The home is an integral part of the local community and included in wider community events. This includes Christmas events such as the annual tractor run and carol singing.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe. There are good safeguarding and whistleblowing policies and procedures in place of which staff are familiar with. There are effective risk assessments around the specific care needs of individuals. Overall, these protect staff and people, but a small number need to be reviewed due to the complex and changing needs of some people. We saw a range of comprehensive health and safety and infection control policies and procedures in place.



## Environment

Good

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic. We found the home to be in a good state of repair, being clean and clutter-free throughout. There are dedicated domestic and laundry staff, also a maintenance officer who works a few days a week. They carry out regular health and safety/ environmental checks such as fire safety, water temperature and checks on mobility equipment, such as wheelchairs. We found food hygiene practices to be appropriate, with the service having achieved a Food Standards Agency rating of “5” (hygiene standards are very good).

The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. This includes specialist beds, call systems and moving/ handling equipment. We found bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility. The home has a real Welsh language identity, which includes bi-lingual signage throughout.

People benefit from a warm, comfortable, welcoming, and homely environment which continues to improve. We found Cartref Care Home to be a pleasant, well-maintained and an uplifting environment where people are happy. People and visiting family and friends consistently referred to the home in a positive way. People told us *“couldn’t manage at home, they really look after me”* and *“I’m happy here”*. Relatives said, *“we can visit whenever we like”* and *“we are always made to feel welcome”*. There was a lovely Christmas feel within the home, as it was tastefully decorated throughout.

The provider continues to invest and improve the home for people. We saw new flooring in communal areas, such as corridors as well as new furnishings. This will be extended into the main lounge in the coming weeks. There is an ongoing programme of redecoration in both communal and bedroom areas. We discussed with the provider the need to consider developing a more “dementia friendly” environment due to the increasing number of people living with dementia.



## Leadership & Management

Good

The provider demonstrates effective collaboration with external professionals to support ongoing service improvement. Feedback from people using the service, their representatives, and professional partners is routinely gathered and used to inform planned developments. The manager and RI outlined forthcoming improvements to the environment, including replacing flooring in some areas of the home. Personal plans are also being reviewed and updated to reflect the changing needs and outcomes of the people living in the service.

Quality monitoring arrangements are in place with the RI undertaking the required visits resulting in comprehensive quality assurance reports. This includes the identification of areas for improvement as well as recognition of positive feedback from people and their families. People are aware of how to raise a concern or make a complaint, and staff expressed confidence that the manager and/or RI would respond appropriately in a timely manner.

Staff are suitably qualified or working towards relevant qualifications and receive the training necessary to deliver safe and effective care and support. They are supported through induction and ongoing training opportunities. We found the provider recognises the need for specialist training to support people effectively and has plans in place for this. We discussed with the manager the ongoing development of systems to monitor and evidence staff training. We also highlighted the importance of maintaining clear records of regular supervision and annual appraisals to further support staff development. Although staff meetings take place, we recommended the manager record these more formally. The manager operates an open-door policy, and staff told us they feel able to discuss any issues and concerns. Staff described the manager as *“lovely and always approachable”* and reported that they can *“speak to her whenever I want”*.

Policies and procedures are in line with current legislation and guidance. Staffing levels maintain the safety of people but the complexity and changing needs of people in the home requires this to be regularly reviewed. Care staff understand their responsibilities in keeping people safe. They know how to report concerns and feel confident these will be dealt with accordingly by the manager and/or RI. Pre-employment checks take place before staff start work, including the collection of references and Disclosure and Barring Service (DBS) checks. The provider shows a commitment to continuous improvement and positive outcomes for people using the service.

## 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

**This report is also available in Welsh**

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