Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llantrisant Care Home

Llantrisant Care Home, Llantrisant, Pontyclun, CF72 8LQ

014432 39001

www.llantrisantcarehome.co.uk

The inspection visit took place on 25/08/2026

Service Information:

Operated by:	Abraham Nursing Homes Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care and support for people living with dementia, Care and support for people with mental health needs, Care and support for people requiring short-breaks or respite care, Care and support for people with a physical disability
Registered places:	38
Main language(s):	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:

Llantrisant Care Home provides care and support to adults requiring residential or nursing care, set in the countryside near Llantrisant.

We have not considered the inspection themes in full and have focused on specific areas of the service. Well-being is good because people receive care and support which promotes their rights, independence and overall wellbeing. Care and support is good because people receive safe, person-centred care from care staff who are kind, respectful and responsive to their needs. The environment is good because the provider takes appropriate action to manage identified environmental risks while maintaining a suitable home for people. Leadership and management is good because effective governance, oversight and quality assurance arrangements support positive outcomes for people.

Findings:

Well-being — Good

Our findings for this theme are based on the specific areas reviewed during this inspection. Well-being is good because people receive care and support which meets their individual needs, their rights are promoted, and they are treated with dignity and respect. People receive care and support which is appropriate to their assessed needs. Care records reflect people's health needs, mobility requirements and identified risks, helping care staff provide consistent support. They are supported to maintain their independence where possible, with personal plans recognising abilities, strengths and preferences. People are supported to make choices about their daily lives, including their routines, visitors and personal preferences.

People are treated with dignity and respect. During our inspection, we observed patient, kind and supportive interactions from care staff. We saw people appear clean, comfortable and well presented. Positive relationships between care staff and people help support emotional wellbeing, with people appearing settled and comfortable in their surroundings.

People are supported to maintain relationships which are important to them. Visiting arrangements are unrestricted, enabling family and friends to remain actively involved in their loved one’s lives. We received consistently positive feedback about the care provided and the experience of living at the home.

People's rights are promoted through care planning processes, mental capacity assessments and Deprivation of Liberty Safeguards arrangements. Records demonstrate consideration of people's liberty and the least restrictive approach to care. Physical health needs are monitored, and people have access to healthcare professionals when required.

The environment is comfortable, personalised and suitable for the needs of people living at the home. Bedrooms and communal areas support comfort, familiarity and opportunities for social interaction, helping promote people's wellbeing.

Care & Support — Good

Our findings for this theme are based on the specific areas reviewed during this inspection. Care and support is good because people receive care which meets their needs, promotes their safety and wellbeing, and is delivered by care staff who are kind, respectful and responsive. Personal plans are generally reflective of people's assessed needs, identified risks and legal protections. The atmosphere throughout the home is calm and relaxed. We observed consistently positive interactions between care staff and people, with support provided in a respectful, patient and unhurried manner. Mealtime experiences are positive, and people receive support which promotes dignity and choice.

People and their relatives speak positively about the care provided. People told us "*the best thing I ever did was to come here*" and "*staff are fantastic... I can get up when I want and go to bed when I want*." Relatives describe care staff as caring, professional and responsive to individual needs. Comments include "*they're understanding...they treat my loved one with kindness, dignity and respect*", "*they are very happy with the care…at the home and constantly say how friendly the staff are,*" and "*residents are always treated with dignity and always look well cared for*." Feedback also describes the service as welcoming and homely.

Systems are in place to help protect people from harm. Safeguarding arrangements are established and referrals are made when concerns arise. Appropriate actions are taken to investigate concerns and reduce risks. Care staff demonstrate a good understanding of safeguarding responsibilities, reporting procedures and whistleblowing arrangements. Management demonstrates the service learns from incidents and takes action to improve practice where required.

Environment — Good

Our findings for this theme are based on the specific areas reviewed during this inspection. The environment is good because the home provides a safe and suitable environment for people, and the provider takes appropriate action to address identified environmental issues.

The provider is open and transparent regarding environmental matters affecting the home and provides evidence of engagement with relevant agencies. Interim measures are in place to manage identified risks while longer-term solutions are progressed. Fire safety arrangements are monitored and managed. The provider has considered the security of the environment. Discussions demonstrate a balanced approach to keeping people safe while maintaining a welcoming and accessible setting for relatives, visitors and professionals. Overall, the provider demonstrates a commitment to managing environmental risks and maintaining a safe environment for people living at the home. The environment remains suitable for people living at the home, with people provided with a home which is comfortable and meets their needs.

Leadership & Management — Good

Our findings for this theme are based on the specific areas reviewed during this inspection. Leadership and management is good because effective governance arrangements help promote people's safety and wellbeing, support care staff to carry out their roles, and enable the provider to identify and respond to issues when they arise.

The provider has systems in place to monitor the quality and safety of the service. The Responsible Individual undertakes regular visits in line with Regulation, completing detailed quality of care reviews. Management systems demonstrate oversight of incidents, complaints, safeguarding matters and concerns relating to staff conduct. Records show concerns are investigated appropriately, and the provider demonstrates a willingness to seek independent oversight where required. The provider demonstrates openness and transparency when concerns arise. Safeguarding referrals and regulatory notifications are submitted appropriately, and records show investigations are undertaken with actions implemented to help reduce risks and improve practice. Policies and procedures, including safeguarding, medicines management and whistleblowing, are comprehensive, accurate and reflect current legislation and guidance. Recruitment records demonstrate safe recruitment practices, helping to ensure suitable people are employed to work at the service. Training records show care staff complete mandatory and role-specific training relevant to the needs of people living at the home. Staffing arrangements support the delivery of care. Rotas demonstrate planned staffing levels are generally maintained in line with the Statement of Purpose.

We received feedback from a significant proportion of care staff working at the service. Most feedback is positive regarding the quality of care provided, management support and the working environment. Care staff frequently tell us people receive good care and describe teams as committed to supporting people's wellbeing. Comments include "*the residents always come first*", "*management are approachable and supportive when needed*" and "*we work well together as a team and genuinely care about the residents*." Many care staff also describe the home as a positive place to work and would recommend it to others. The overall feedback provides assurance that people are cared for by a workforce committed to achieving positive outcomes and continually improving 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.

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