



Llantrisant Care Home



Llantrisant Care Home, Llantrisant, Pontyclun, CF72 8LQ



01443 239001



www.llantrisantcarehome.co.uk

The inspection visit took place on 09/01/2026

Service Information:

Operated by:	Abraham Nursing Homes Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
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 needing residential or nursing care, set in the countryside near Llantrisant.

Well-being is good because people are supported to maintain their physical and mental health, and emotional well-being.

Care and support is good because people receive quality, person-centred care which promotes their well-being, choice, and independence. Assessments and care plans reflect people's preferences and outcomes and are reviewed regularly. People feel safe and are treated with dignity and respect.

Environment is good because people live in a home which is safe, welcoming, and suited to their needs. The home is well-maintained, with personalised bedrooms, suitable equipment, and communal areas that offer choice. Safety and security arrangements protect people while respecting their rights and dignity.

Leadership and management is good because the service is well led. The manager demonstrates strong day-to-day oversight. Governance arrangements are supported by the Responsible Individual (RI), who seeks regular feedback from people, relatives, and staff to help inform the

running of the service. People benefit from consistent staffing, a positive culture, and care which supports them to feel at home and safe.

Findings:



Well-being

Good

People are treated with dignity and respect and supported to identify their well-being outcomes. People and relatives we spoke with all expressed high satisfaction with the service. Relatives told us staff go “*above and beyond*” to meet needs and describe the service as feeling like their loved one’s “*home*”. People and relatives consistently describe care staff as friendly, attentive and kind.

Measures are taken to safeguard people from abuse and neglect. People tell us they feel safe living at the service. People have control over their day-to-day lives and are involved in decisions which affect them. The service supports people to access advocacy services. We observed a monthly residents’ meeting, where people were encouraged to share their views. People are offered opportunities to make informed choices and are given a detailed service user guide. People and their relatives take part in care reviews. The service supports people to manage their finances safely and appropriately.

The service employs a long-standing activities co-ordinator who supports people to take part in meaningful activities that reflect their needs, interests and preferences. Activities are adapted to support people’s skills and well-being. The service promotes Welsh culture and identity, for example, the service is planning an event to mark the 60-year anniversary of the Aberfan disaster. People are encouraged to maintain and express their individual identities.

The service has a strong sense of community. Many people and staff know each other from the local area. A member of care staff told us the home is its own “*community*”. Care plans mostly contain detailed personal histories and clear, person-centred guidance for staff on how people wish to be supported. This helps staff provide care which is consistent with people’s preferences. People are supported to maintain relationships that matter to them. Friends and relatives are able to visit at times which suit them. Staff recognise the importance of these relationships and facilitate them.

People live in accommodation which meets their needs. People’s bedrooms are personalised and reflect their preferences. People’s views on the environment are listened to, for example the dining room has been decorated in an American diner style following feedback from people. The service ensures people’s needs can be met in the environment when considering their well-being. We saw people move to different parts of the service to better meet their social needs.



Care & Support

Good

People receive good quality care because the provider thoroughly assesses their needs and well-being outcomes. The service consults with people's representatives and relevant professionals to complete assessments. Where possible, staff speak directly with people about their wishes and preferences. The service also offers trial visits, including overnight stays where possible, to help people make informed decisions before moving in.

People's preferred routines are respected by staff who know them well. People told us they can get up when they wish and are given choice and control over their care. We observed staff being attentive and supportive during mealtimes, making it a positive experience for people. People receive care in line with their wishes and care plans.

Care plans are strengths-based and provide clear guidance to staff on how people wish to be supported. Reviews are completed in a timely manner and reflect changes in people's needs. People are supported to access health professionals and the service acts on the advice provided. Health professionals gave positive feedback about the service stating staff and managers "*try everything in their power*" to help people "*feel at home*".

Systems are in place to help protect people from harm. Staff listen to concerns about safety and report and investigate incidents appropriately. The service acts on lessons learned to improve practice. People feel safe living at the service. Staff we spoke with understood their safeguarding responsibilities and were confident concerns would be responded to promptly by managers. The service works closely with health professionals and provides additional training where required to help keep people stay safe. Applications for Deprivation of Liberty Safeguards (DoLS) are made where people lack mental capacity to make decisions about their care.

People receive their medication as prescribed and in line with national guidance and the service's medication policy. Medication is administered in a person-centred way that supports people's choice, independence and individuality. Management carries out monthly medication audits to help maintain safe practice.

People are protected as far as possible from the risk of infection. The premises and equipment are kept clean and hygienic by domestic staff. The service holds a Food Hygiene Rating of 5, which means standards are 'very good'.



Environment

Good

People live in an environment that meets their needs and supports their well-being, safety, and independence. The service is arranged over two floors and is located close to people's relatives and the local amenities of Llantrisant. It benefits from a quiet country lane setting. This provides people with a balance of accessibility and a calm living environment.

People benefit from a warm, welcoming, and well-lit environment with good ventilation and access to fresh air. There are communal areas available, giving people choice about where they spend their time and opportunities to socialise or relax. Bedrooms are personalised according to people's preferences, and people are encouraged to share their views on décor, which helps them feel at home.

People have access to a dedicated hair salon, which has been thoughtfully decorated in tribute to a former resident. This provides a meaningful and familiar space that people enjoy using. Furnishings throughout the service are suitable for people's needs and include specialist beds, call systems, and appropriate moving and handling equipment. There are sufficient bathroom facilities across both floors, and following feedback from people, the provider has plans in place to renovate the ground-floor bathroom. The layout and design of the service promote people's dignity and privacy.

The manager told us there are plans to make improved use of the outdoor space, including the addition of wooden benches so people can enjoy the area during warmer months. A full-time maintenance person is employed, which supports the ongoing upkeep of the service. Maintenance records show routine testing of utilities such as electrical items and water systems, and servicing of equipment is up to date. Fire safety checks and drills are completed regularly, and the service meets current legislative requirements and national guidance.

Security arrangements protect people while respecting their rights and dignity. Key coded entry systems are in place to access the service, and CCTV is used lawfully. Safety measures include window restrictors in bedrooms and bathrooms, clear and unobstructed fire exits, and secure storage of hazardous substances. Visitors sign in and out of the home, which further strengthens people's safety.



Leadership & Management

Good

There are effective oversight and governance arrangements in place at the service. The manager provides clear day-to-day leadership and maintains good oversight of the running of the home. This supports safe, consistent practice and contributes to positive outcomes for people.

The manager completes a range of audits to monitor quality and people's experiences. These include care file audits to ensure reviews are completed to a good standard, and audits of accidents and incidents to identify themes and any health and safety issues. The manager also completes person-centred mealtime audits with people to check their needs and preferences are met. The service takes part in external audits and gives due consideration to recommendations, which supports ongoing improvement. Where areas which could be improved are identified, appropriate action is taken.

The (RI) meets their responsibilities effectively. The (RI) actively gathers feedback from people, relatives, and staff through three-monthly consultation reports and six-monthly quality of care reviews. This information is used to inform service development and improvement. People and relatives we spoke with expressed confidence in how the service is managed and in the leadership team.

The service has appropriate policies and procedures in place, including those for safeguarding, medication management, and whistleblowing. These are relevant to the needs of people living at the service, regularly reviewed, and reflect current legislation and national guidance. Staff understand and follow these procedures. The service submits notifications to regulators and other relevant bodies in a timely way, which supports effective oversight and helps safeguard people.

Staffing arrangements support people to achieve their outcomes. There are enough suitably trained and qualified care staff deployed to meet people's needs. Staffing rotas show appropriate cover, and the manager adjusts staffing levels when people's needs change. Staff turnover is low, which means people are supported by care staff who know them well. Contingency plans are in place to cover staff absence, helping to ensure continuity of care.

Care staff receive a comprehensive induction and ongoing training to help them carry out their roles safely and effectively. Staff receive regular supervision and told us they feel well supported by the management team. This positive workplace culture helps staff to provide consistent, high-quality care. Staff feedback included describing the service as being a "*home from home*", which reflects the values promoted by the leadership team.

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.

Welsh Government © Crown copyright 2026.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.