



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Cartref Croeso Ltd



Cartref Croeso Ltd, Pencader, SA39 9HL



01559384240



www.cartrefcroeso.co.uk

The inspection visit took place on 21/01/2026

Service Information:

Operated by:	Cartref Croeso Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	15
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

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Cartref Croeso is a well run service that provides residential care and support for up to fifteen adults. The service is based in a rural area near to the town of Pencader.

The well-being outcomes for people are excellent as they lead happy and fulfilling lives, supported by motivated and dedicated staff who know them very well. People develop and sustain positive relationships within the service. People's health and well-being is promoted by the relationships they have developed with staff and the range of interests and activities they are encouraged and supported to take part in within the home.

Care and support is excellent because people are supported to achieve their personal outcomes by skilled, competent and committed staff. Care staff are well trained and can communicate with people in a range of ways tailored to them as individuals. Care planning documentation focuses on helping people to have the best possible outcomes and outlines how staff should support people.

All staff know people extremely well and can anticipate their needs and wishes.

The environment people live in is excellent. The service is spacious, clean and comfortable with a range of communal areas enabling people to spend quiet time alone or time with others. The environment is very well maintained, meets people's needs and is homely and welcoming.

The leadership and management of the service is excellent because the management team is very visible, well informed and promotes a culture of positivity and candour. There are effective quality assurance systems in place which drive the continuous improvement of the service.

Findings:



Well-being

Excellent

People are supported to lead as active a lifestyle as possible which promotes their physical and mental well-being. Staff encourage people to maintain existing hobbies, activities and interests and encourage them to develop new ones. People have developed positive relationships with care staff who prioritise spending individual time with people. People are encouraged to maintain a suitable diet and specific dietary needs, likes and preferences are well known to staff and are catered for. People receive their medication at the right time to help them stay healthy. Infection risks are reduced as staff are aware of infection control measures and work hard to implement them. The home is very clean and tidy throughout.

People are supported to maintain relationships with friends and family. We saw visitors to the home throughout the inspection. All those we spoke with said they felt very welcome indeed at Cartref Croeso and that they could visit at any time suitable to the resident. The importance of maintaining relationships is understood by staff and one person has brought their dog to live with them, following a risk assessment and consultation with people living in the home. This has proved very positive for a number of residents.

People live in spacious, homely accommodation that has facilities to support their activities of daily living. All bedrooms are of single occupancy, are spacious, light and airy and have a good sized ensuite. People have personalised their private rooms to their own preferences and are also very content relaxing or socialising in the communal areas and in the dining room. Managers are committed to ensuring the environment reflects people's tastes. The large, well kept, garden is enjoyed for recreation, the keeping of chickens and the growing of vegetables for use within the home.

People's voices are heard. Care staff support people to have as much control over their lives as possible. People decide how to spend their time and are actively encouraged to contribute their ideas and feelings. Managers meet very regularly with people to speak with them and to explain any changes which might be considered within the home. People know the RI (Responsible Individual) very well and feel comfortable in their presence. Feedback we received from staff was extremely positive regarding the management team, including the support offered to people and to all staff working at the service.

People are protected from harm. The environment is safe and well maintained. People are supported by appropriate numbers of staff who have the required skills to meet their care and support needs. The strategies for supporting people are identified in their personal plans, which are reviewed routinely and following any incidents. Care staff are clear about how to manage

safeguarding and whistleblowing concerns. Managers continually look for ways to improve the experiences of those living and working at the home. Staff working at the service feel valued and are proud to work for a service that prioritises the well-being of the people who live there.



Care & Support

Excellent

People receive a consistently high standard of care and support. Personalised plans are person-centred, clearly written and tailored to individual needs and preferences. Comprehensive risk assessments are in place, focusing on enabling people to make informed choices while maintaining their safety. This approach promotes independence and personal control, ensuring care and support centres of what matters most to people. Personal plans are reviewed regularly to ensure they remain current as people's needs change.

People receive support which enables them to remain as healthy as possible and to access appropriate care in a timely manner. Health needs are clearly documented within personal plans and staff demonstrate a good understanding of people's needs and preferences and the support required to meet these. The service works closely with health and social care professionals, promptly reporting any concerns and acting on professional advice to inform ongoing care planning. Care staff administer prescribed medication in a timely manner, supported by a robust electronic system which promotes consistency and accuracy. The service adheres to a medication policy which supports the safe handling of medicines. Care staff receive ongoing training and their competency is assessed to maintain high standards of practice.

People are supported by skilled and knowledgeable staff who have an excellent understanding of their individual needs and preferences. A very stable staff team provides continuity of care and enables them to build strong relationships with the people they support. Staff are very familiar with people's care and support requirements. People appear relaxed and comfortable in the presence of staff and interactions are characterised by warmth and mutual respect. We saw sufficient staff were on duty to adequately meet the assessed needs of people and staffing rotas reflect this. All staff spoken with said they felt they had sufficient time to spend with people and that they were able to offer care and support in a calm and unhurried manner. We were told that staffing numbers fluctuate to meet the changing needs of people living in the care home.



Environment

Excellent

People live in a very comfortable, safe and well-maintained environment. The home is clean, tidy and suitably furnished throughout, with décor that creates a welcoming and homely atmosphere. People have access to numerous communal areas as well as their own bedroom. All bedrooms are bright and spacious, of single occupancy and contain a good sized en-suite. We saw people relaxing in the communal sitting areas, the dining room and in the privacy of their own rooms. People are encouraged to personalise their bedrooms to their own preferences, and we saw clear evidence of this. A large garden, with polytunnel and chickens, is available and provides a very pleasant outdoor area where people can relax or participate in activities. Cleaning schedules are followed to ensure high standards of cleanliness and hygiene are consistently maintained. The kitchen has been awarded a Food Standards Agency rating of five, which is the highest rating available.

There is an ongoing programme of maintenance and repair which ensures the environment, its facilities and equipment remain safe and in good working order. We reviewed safety certification for fire safety systems and utilities and found all documentation to be current and compliant. A dedicated maintenance manager undertakes regular checks to ensure all equipment and facilities continue to operate effectively. Health and safety auditing systems are in place to support compliance. All required audits are completed consistently. A current fire risk assessment is in place. Access to the home is securely controlled, with visitor identification verified on arrival and recorded in a visitor log to ensure only authorised persons are permitted entry.



Leadership & Management

Excellent

People have high levels of confidence in the service because the management team ensures there is a very strong positive culture that is supportive, inclusive and respectful. The RI has governance arrangements in place to support the smooth operation of the service. Arrangements for the oversight of the service are in place, such as systems for assessment, care planning, monitoring and review to enable people to achieve their personal outcomes. The service is provided in line with the objectives of the Statement of Purpose and Guide to the Service, which are regularly reviewed.

The management team engage people, relatives, staff and professionals in quality assurance processes, valuing their feedback to drive continuous and sustainable improvements. The RI has effective systems to monitor the quality of all aspects of the service provided. Records show that the RI visits the home very regularly and is well known to people and to staff. The required statutory visits are carried out and a report is completed following these visits. We viewed the latest quality of care review reports which were informative and completed within the required frequency. We saw good evidence that the RI has oversight of the service.

Robust staff recruitment pre-employment checks are completed prior to employment commencing which ensures staff are suitably qualified, safe and trustworthy. These checks include verification of references from previous employers, employment history checks and Disclosure and Barring Service (DBS) checks. New staff complete a structured induction programme which supports them to understand their roles and the specific care and support needs of the people they will be working with. Care staff are registered with Social Care Wales, the workforce regulator. Supporting and developing staff with supervision, appraisal and training is in place and is very effective. All staff spoken to told us they feel valued and supported by the management team. There are consistently sufficient staff on duty to safely care for people. Records show there is a stable and consistent team in place, which ensures that staff know people well, can anticipate their needs and identify any changes promptly.

Staff are supported by a range of policies and procedures which are easily accessible, appropriate to the service and support safe and consistent practice. Care staff are aware of how to access these documents when required. Policies and procedures are reviewed regularly to ensure they remain relevant.

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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