Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Blaenos House Care Home

Blaenos House Nursing Home, Llandovery, SA20 0EP

01550720426

www.ashberry-care-homes.co.uk

The inspection visit took place on 24/08/2026

Service Information:

Operated by:	Ashberry Healthcare 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:

Blaenos House is a care home in Llandovery, Carmarthenshire that provides accommodation, personal care and nursing care for older people, including those living with dementia.

People experience good well-being because they are supported by kind and attentive care staff who know them well. People maintain important relationships and are encouraged to have choice and control over their daily lives.

The care and support provided is good because people receive responsive and person-centred care from care staff who understand their needs and preferences. Positive partnership working with relatives and healthcare professionals helps support people's health, safety and wellbeing.

People benefit from a good environment that is comfortable, welcoming and supports independence. The facilities available provide opportunities for social interaction, family involvement and meaningful engagement.

The service benefits from good leadership and management. Managers are approachable and supportive and demonstrate a commitment to continuous improvement.

Findings:

Well-being — Good

People are treated with dignity and respect. Leaders and care staff demonstrate a commitment to enhancing people's lives, wellbeing and self-worth. We observed many caring and compassionate interactions between people and care staff.

People experience good outcomes because they have choice and control over their day. They decide when to get up, what to wear and how they spend their time. People move freely around the home and access different areas independently. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths.

People are well supported to participate in various stimulating activities. Planned programmes of activities and impromptu engagement and interactions with care staff, ensures people have a sense of personal well-being. People also benefited from individual sessions with a visiting massage therapist, which provided them with opportunities to relax and receive personalised support that enhanced their sense of well-being. These activities contributed to positive experiences and helped people maintain social connections and personal well-being.

People are supported to maintain their physical, emotional and social wellbeing. People can access enriching experiences improving their quality of life and helping them achieve their well-being outcomes. The service works in close collaboration with specialist health and social care professionals to enhance people's well-being.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe. There are systems in place to ensure that every voice is heard and respected. There are support systems to ensure any risks are promptly identified and addressed. Visiting relatives told us, *"The managers are easy to talk to, I never feel awkward going to talk to them"* and *"Nothing is too much of a problem and I can make any suggestions I feel".*

People are supported to maintain and sustain existing relationships with family, friends and important people in their lives as far as possible. Relatives told us they feel welcome, able to visit any time and kept informed about their loved one's care. We were told, *"It feels like home from home"*, and "*He's very happy at the home, he likes the view from the lounge and gets along with the people he lives with*". This approach promotes emotional wellbeing and helps people maintain important connections.

People live in accommodation that meets their needs. The service provider has creatively decorated specific areas of the home to ensure it meets people's needs and outcomes. People use a range of equipment and technology including music systems and interactive screens to support

their well-being and enhance their daily experiences.

The service is working towards the active offer of the Welsh language. Welsh language and culture are promoted within the service. A small number of care staff speak Welsh and can communicate in Welsh with people should they wish.

Care & Support — Good

People are supported by care staff who are kind, reliable, compassionate and know them well. Warm, reassuring and respectful interactions were seen throughout the service. Relatives described positive communication with the team and expressed confidence in the care provided. We were told, "*The food is good and the staff are nice"* and "*The care has exceeded my expectation, they are excellent".*

The service has effective arrangements in place to assess, plan and review people's care and support needs. Care staff demonstrate a good understanding of people's routines, preferences, and communication needs, and documentation provides useful guidance to support consistent practice. The service works closely with health care partners to ensure people get the right care and support as soon as possible and reduce the need for hospital admissions.

People are involved in the plan for their care whenever possible. Care and support is co-produced between people, their relatives, relevant professionals and care staff. For people who have nursing needs, assessments are done by a registered nurse with the relevant skills and experience. Electronic personal plans outline how care staff should support people to achieve their well-being outcomes. People's plans include their preferences, routines and beliefs. People's well-being and safety is prioritised by identifying and managing potential risks, while encouraging as much independence as possible.

There is a family feel at the service, people have developed caring and compassionate relationships with one and other. The service has dedicated care staff to ensure people are offered choices in enjoyable and stimulating activities, such as selecting meals, participating in planned activities, engaging in hobbies and socialising with their visitors. A relative told us, *"It feels like home from home here".*

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. The service intends to improve audits of the electronic system to ensure consistency of documentation and good standards are maintained.

People are assisted and supported to attend and participate in health checks and activities related to health promotion, where appropriate. Care staff are aware of their role in health promotion and have developed strong working relationships with associated professionals.

Specialist dietary needs and those relating to culture, ethics and religion are routinely catered for by the service. The service has an innovative approach to supporting people with nutritional needs by ensuring fortified snacks and drinks are available and easily accessed.

Environment — Good

People benefit from an environment that promotes their well-being, independence and quality of life. The home provides a range of communal and private spaces which support people to make choices about how and where they spend their time. People can socialise with others, spend time with visitors or enjoy quieter areas when they wish. Communal areas are well decorated, and positive feedback was received from professionals regarding the environment. Care staff respect people's choices about how and where they spend their day. There is sufficient space for people to move freely, which supports independence and allows activities and recreation to take place.

People benefit from clean, comfortable and homely surroundings which reflects their individual preferences. Corridors are free from hazards and bedrooms are spacious, personalised with photographs, furniture and personal possessions, helping to promote identity, privacy, dignity and independence. The dining area reflects that of a café supporting social interaction at mealtimes. The home provides accessible bathroom and toilet facilities that promote privacy and dignity.

The provider maintains the environment to a good standard. People benefit from good infection prevention and control arrangements. The home was visibly clean and well maintained throughout and care staff demonstrated an understanding of their responsibilities for maintaining hygiene standards. The Food Standards Agency has awarded the service a food hygiene rating of 5 (Very Good), providing assurance of good food hygiene standards.

Laundry arrangements support good hygiene and reduce risks of cross-contamination. Substances hazardous to health (COSSH) are safely stored and only accessible to authorised care staff.

Improvements have been made to the outdoor environment, including a renovated patio area which provides safe opportunities for people to spend time outdoors supporting people's wellbeing.

The provider has arrangements in place to help ensure the environment remains safe for people living, working and visiting the home. Equipment is serviced and maintained, and regular health and safety checks are completed. Overall, people live in an environment that is safe, comfortable and supports positive outcomes for their well-being.

Leadership & Management — Good

People benefit from a service that is managed by a visible and supportive management team. There is a positive culture throughout the service, and leaders are passionate, approachable, and engaged in day-to-day operations. This presence helps ensure communication and supports the effective day-to-day running of the service and managers maintain regular oversight of practice.

Care staff spoke positively about the support they receive and described managers as approachable and accessible. Comments included "*I feel supported and the (manager) is approachable"* and "*I have regular supervision but there is an open-door policy and can speak to management as and when".*

Quality assurance systems are in place and support service delivery. However, opportunities were identified to strengthen the recording, evaluation and monitoring of audits and governance activity. More consistent documentation of quality assurance processes would provide clearer evidence of oversight, learning and continuous improvement. While aspects of governance and oversight could be strengthened, there was no evidence these issues had negatively affected people's care, support or outcomes. We observed people who were happy, engaged and living fulfilling lives.

People benefit from support delivered by a stable, experienced and knowledgeable workforce, creating continuity and emotional security for people. Care staff are supported through regular supervision and access to training which provides them with the skills to carry out their role. Care staff retention is positive, and feedback was favourable regarding management support, workplace culture and opportunities for development. Care staff described feeling valued, respected and listened to, with strong working relationships evident throughout the service. Relatives also provided positive feedback, and we found care staff were knowledgeable about people's needs, preferences and personal outcomes. Care staff demonstrated the skills, knowledge and commitment needed to support people effectively, and this positive workforce culture supports the continuity, consistency and quality of care and support people receive.

Recruitment arrangements are effective and support the safe employment of care staff. Records viewed demonstrated the provider has systems in place to ensure care staff are suitable for their roles. This helps promote people's safety and wellbeing.

Overall, management arrangements support the delivery of person-centred care and help create a positive environment for people living and working at 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.

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.