



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Caeglas Residential Home Ltd



Caeglas Residential Home, Heol Cennen Ffairfach, Llandeilo, SA19 6UL



01558824123



caeglas.wales

Date_Inspection_6th February 2026Visits_Do_Not_Delete

Service Information:

Operated by:	Caeglas Residential Home Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	24
Main language(s):	Welsh and 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:

Caeglas is a family run residential home that is situated in Ffairfach, Llandeilo. Llandeilo is a thriving market town in the Towy Valley. The service is situated in its own attractive grounds near to Ffairfach railway station and has a bus stop just outside the grounds.

Wellbeing is good. We found people to be safe and happy. Staff have good relationships with people, relatives and professionals visiting the service.

Care and support are good. People are protected from harm and abuse. Personal plans are good. They provide clear guidance for staff on the care and support needs of people. People's medication is safely managed.

Leadership and management are good as people are placed at the heart of the service by leaders who are visible role models. The service provider's oversight and governance arrangements foster a strong positive culture that is supportive, inclusive and respectful.

The environment is good. People have access to quality indoor and outdoor space which impacts positively on their health and wellbeing. There is clear ongoing investment into the service.

Findings:



Well-being

Good

People live healthily and safely with control over their lives. Most relatives have a high level of confidence in the service and are reassured that people are safe. Relatives and friends are encouraged to visit. We were told by one relative, *“They keep me informed of everything, in detail. They have really got to know mum. There are always plenty of staff and they are always polite and kind. I get offered tea every time I come here.”*

People are supported to have as much control as possible over their day-to-day lives. People direct their care and support and are always able to voice their opinions on the service. Staff consistently engage with people making sure they have choice and control in any decisions. Risk assessments are detailed and provide clear guidance for staff to follow.

People are treated with dignity and respect. Their well-being outcomes are integral, encouraging them to use and build on their strengths. Staff know people well and staffing levels are good and constantly monitored. All interactions between staff, people or relatives are warm and respectful. People are supported to maintain their physical, mental health and emotional well-being. Everyone was clean and exceptionally well-presented.

People are safe and protected from abuse and neglect. People speak highly of the care staff and living in Caeglas. One person told us, *“It is great here. Can’t fault it. “Another said, “I am very happy here. It is magical.”* Staff are knowledgeable, friendly, well trained and care about the individuals living in the service. People’s needs and how best to meet these, are understood by staff. Individual requirements and preferences are recorded in their care records. People are supported to remain as healthy as possible as the service links closely with health and medical professionals.

People are supported to cultivate safe and healthy relationships. We saw staff and people engaging at mealtimes. It was also a time where people were sitting together in groups socialising with each other.

People live in secure accommodation that supports their well-being outcomes and keeps them safe. There are thorough safeguarding procedures in place which staff understand. Risk assessments provide clarity and consistent guidance and information to staff. These adapt and are updated around the needs of people being supported, with staff having access to ongoing internal and external specialist support. We found staff to be caring and respectful. They receive good training in areas such as manual handling and medication.



Care & Support

Good

People are protected from harm and abuse. People are supported by highly skilled staff with an excellent understanding of their individual needs and preferences. We saw a motivated, experienced team who were keen to make a significant difference to people's lives. A relative told us, *"It is incredible here. The staff are excellent. They really are their best resource. They are calm and very person-centred in the way they are with people."* There are thorough risk assessments in place. The service provides effective safeguarding training. Policy and procedures are in place and these are followed by the staff. The care team is complimented by an activity worker. She provides both individualised and group-based activities.

Personal plans are good, focussing on people's physical, mental health, and emotional well-being. Relatives and people are involved in the writing of the personal plans, but their involvement could be better evidenced. The personal plans are reviewed by the service manager in a timely manner. People have access to the relevant health and social care professionals and referrals for specialist advice made in a timely manner. People's health care is clear, comprehensive and up to date in personal plans and easy for staff to understand how best to support people.

People are meticulously supported with their health needs and receive their medication as prescribed in accordance with national guidelines and the service policy. People's medication is safely managed. There are good medication management protocols in place. There are secure arrangements for storing, ordering, administering and disposing of medication. Staff have training relating to medication management and their competency to administer medication is regularly assessed. There is no evidence of any recent mistakes or people missing their medication.

People's risk of infection is minimised. The service has a dedicated domestic team which maintain the home to a good standard, keeping the environment immaculately clean. There are consistent infection, prevention and control measures in place. There are good supplies of personal protective equipment (PPE) made available throughout the service. These are used by staff. Staff are trained and there is an effective policy in place that staff were aware of. We saw a good supply of cleaning products.



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. The equipment available is well maintained to enable people to maintain their dignity and independence.

People benefit from a warm, comfortable, welcoming environment which promotes their wellbeing and independence. They maintain the environment to a very high standard. Bedrooms are also decorated to a high standard and are personalised with items and furniture, pictures, and ornaments according to individual preferences. There is an ongoing programme of refurbishment and redecoration in progress.

Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation. There is a vibrant and inclusive atmosphere at the home where visitors are always made to feel welcome.

We saw a clean and well-maintained kitchen which holds a five-star rating. The kitchen was well stocked with fresh local produce. We were told, *"Food is nice, chips are my favourite."* Another said, *"The food is lovely, the beef dinner. The meat is lovely. It comes from the local butchers. Every Day I get a jelly and cream dessert because I love dessert."*

People have good communal and private space, as well as a pleasant secure garden to enjoy. The communal gardens are well maintained. We saw the environment was clean, tidy and well maintained throughout.

There are a range of health and safety audits in relation to the environment. The providers continue to significantly invest in the service to improve the wellbeing of people. The providers are making ongoing improvements to the service which are wellbeing led. These include a room conversion, where two rooms are being combined to provide one larger room including an en-suite bathroom.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. Leaders create a strong, positive culture that is supportive, inclusive, and respectful, which gives people high confidence in the service provider. We observed an approachable, accessible, and highly effective leadership and management team. The service manager has been in that role for some time, is experienced and is appropriately registered with Social Care Wales.

People benefit from a positive culture that is supportive, inclusive, and respectful. Leaders are visible role models as they guide the strategic direction of the service. The responsible individual (RI) is accessible and well known to people, staff and visiting relatives and professionals. They have effective governance arrangements and maintain oversight of the service.

People are supported by staff with the necessary expertise, skills and qualifications to meet people's care and support needs. Staff training is consistent, up to date and based on people's needs. A staff member told us, "*We work very well together. it is a very pleasant place to work.*" Another said, "*The training is good and I get my supervisions every two months.*" We observed an experienced and settled core staff team with low turnover. The provider applies strict recruitment and vetting processes and implements robust induction procedures. We found that the service employ effective recruitment practices and staff are registered with Social Care Wales.

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

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