



The Grange



The Grange, Lime Grove Avenue, Carmarthen, SA31 1SN



01267226920



https://www.consensussupport.com/find-a-home-search-results/?postcode=&home=the+grange®ion=&accommodation_category=

The inspection visit took place on 13/05/2026

Service Information:

Operated by:	Consensus Support Services Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	6
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

People living at the service experience good outcomes across all four inspection themes. Well-being is good; people are supported by a caring and responsive staff team who promote dignity, choice and meaningful engagement. Individuals take part in personalised activities within the home and community and appear happy and well presented. Relatives spoke positively about the service, describing it as open, welcoming and focused on people's comfort and happiness.

Care and support is good; people receive support that meets their needs and promotes their wellbeing. Staff demonstrate a good understanding of individuals and use effective, compassionate approaches, including de-escalation where required. Care is safe, person centred and responsive, although care planning documentation would benefit from further detail to reflect practice.

The environment is good; it is safe, clean and generally well maintained, with effective systems in place to manage risk, safety checks and infection control. The Responsible Individual has provided a clear refurbishment plan, and some improvements have already been completed.

Leadership and management is good; there are effective governance and oversight arrangements in place. Staffing levels are maintained to meet people's needs, with ongoing effective recruitment. Staff benefit from regular training and development opportunities, helping to ensure they have the skills and knowledge needed to ensure safe, person-centred care.

Findings:



Well-being

Good

People experience good levels of well-being, supported by a caring and committed staff team who understand individuals' preferences and promote choice in day-to-day living. Individuals were observed to be clean, well-presented and wearing appropriate clothing, indicating their dignity and personal care needs are met. Positive interactions were consistently observed, with staff showing patience, kindness and respect when supporting people, including during periods of distress. For example, we observed staff using distraction techniques and calm communication to support people, resulting in reduced anxiety and improved engagement.

People are supported to take part in a range of personalised activities that reflect their interests and preferences. Rather than a fixed programme, activities are tailored to each individual, with evidence of meaningful engagement such as walks, visits to local cafés, creative activities, and trips to places of interest including castles and theme parks. This flexible approach supports autonomy and personal choice. One relative told us, *"All we want is for him to be happy, when we go, he is smiling, he is entertained, they take him out and do all sorts of activities with him"*.

Staff spoke positively about their role in supporting people's well-being, with one stating, *"It's more about the residents, we do as much as we can, we take them on walks, a drive in the van, and we create activities in the home."* This reflects a person-centred culture focused on meaningful outcomes.

People are supported to develop and sustain positive relationships within their community and with relatives. We were told, *"We are very happy with the Grange, we are allowed to turn up when we want to, it's an open-door policy"*. And *"He always looks well and happy."* This demonstrates that people's emotional well-being and relationships with those important to them are maintained. Relatives also confirmed they are involved in care reviews, supporting an inclusive approach.

However, there are times where staffing arrangements impact on the consistency of one-to-one support, meaning individuals who require more attention may reduce opportunities for others. Despite this, we observed staff working flexibly to meet people's needs and maintain positive engagement. Overall, people benefit from a supportive environment where their well-being, preferences and are valued.



Care & Support

Good

People receive care that is generally responsive and tailored to their needs, with staff demonstrating a good understanding of individuals and how to support them safely. Staff were able to describe how they adapt their approach depending on people's presentation, including recognising triggers and responding appropriately to behaviours. One staff member explained that they try to understand the reasons for behaviours and what they can do differently to better support people. This demonstrates their understanding of the need to identify underlying causes and adapt support accordingly. We observed staff using effective and respectful strategies to support individuals during periods of distress, including distraction and reassurance. These approaches were successful in reducing escalation and supporting positive outcomes. However, these strategies are not consistently reflected within care plans. Plans reviewed did not clearly set out positive behaviour support approaches, de-escalation strategies or trauma-informed practice, limiting their effectiveness as a practical tool for staff, particularly new or less experienced members of the team.

Care and support records do not consistently provide a clear and accurate account of how individuals' needs are identified, planned for and reviewed in line with agreed outcomes. Staff described variability in the quality and clarity of personal plans, noting they often rely on colleagues' experience to understand how best to support individuals rather than on written guidance. One staff member stated, "*you learn off the others,*" while another reported that plans "*could be clearer as to what we have to do.*" This indicates personal plans are not always sufficiently detailed or practice-led to guide consistent delivery of care.

Although the introduction of a digital recording system has improved oversight of daily records, they do not consistently evidence the level of support being delivered. As a result, the service cannot always demonstrate how care and support align with assessed needs.

People's legal rights are supported, with appropriate Deprivation of Liberty Safeguards in place for individuals, ensuring care is delivered within a lawful framework. Systems are also in place to review incidents, with analysis discussed within team meetings and followed up by the Positive Behaviour Support team, supporting learning and service improvement.



Environment

Good

People live in an environment that is safe, suitable and supports their day-to-day living. We looked around the service and found communal areas to be spacious and accessible, allowing people to move freely throughout the home. We observed people using shared spaces comfortably, with staff available and responsive to provide support when required. There are designated areas within the home, including a sensory space, which offers individuals opportunities to relax in a quieter environment. Discussion during the inspection identified opportunities to further develop some communal areas, including the sensory room and aspects of the outdoor space, to enhance their use and improve people's overall experience.

People have access to personalised bedrooms which reflect their individual needs and preferences. We saw rooms contained personal belongings, photographs and items of importance to individuals, supporting familiarity and comfort. This contributes to people feeling settled and promotes a sense of ownership of their living space.

The home is generally well maintained, with systems in place to ensure regular safety checks are completed. We reviewed records and found routine maintenance is undertaken, including equipment servicing and health and safety monitoring. Access around the home was clear and unobstructed. We saw mandatory fire safety checks take place routinely and certificates for gas, fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. Monthly external contractor water temperature checks are taken and documented. Personal emergency evacuation plans (PEEP's) are in place, and secure entry systems, including keypad access, support people's safety and wellbeing.

Some areas of the environment would benefit from ongoing attention to maintain standards. Staff told us that, as with many properties of this age, there are areas which require periodic upkeep, such as parts of the garden and external fixtures. These matters were acknowledged during the inspection and are being considered as part of ongoing maintenance planning.

Overall, the environment provides a safe and suitable place for people to live, with comfortable communal spaces and personalised bedrooms. A refurbishment plan has been developed to support targeted improvements to the environment, with the aim of further enhancing people's comfort and overall experience.



Leadership & Management

Good

People are supported by a staff team who told us they feel well supported in their roles and work within a positive culture. Staff consistently described management as approachable and responsive, with comments indicating that concerns would be listened to and addressed. Staff demonstrated a clear understanding of their roles and responsibilities and spoke positively about the support they receive to carry these out effectively. There was a strong sense of teamwork, with staff providing examples of working flexibly to support each other and maintain continuity of care. Staff reported that the provider encourages career progression and development. We found evidence of staff undertaking nationally recognised qualifications and internal training programmes to support their progression. One staff member told us, *"I can progress, and I am getting the support to enable me to do that."* This demonstrates a commitment from the provider to invest in its workforce and develop future leaders within the service.

Appropriate arrangements are in place to ensure the service continued to operate effectively during the manager's absence. Staff are clear about interim management arrangements and told us they felt supported by the deputy manager and acting management structure. The Responsible Individual (RI) maintained oversight of the service and staff confirmed that senior management were accessible and visible.

Safe recruitment practices are in place, supporting the outcome that people are protected by a workforce who are suitable and safe to work in the service. Documentation confirmed that appropriate pre-employment checks had been completed. Staff were registered with Social Care Wales (SCW), or progressing towards registration, and the provider-maintained oversight of this process, providing assurance that staff are appropriately vetted and accountable to SCW the workforce regulator.

The provider has systems in place to monitor and review the quality of the service. We saw evidence of RI visits and quality of care reviews. There was some evidence of links between these processes and wider governance arrangements; however, these would benefit from being strengthened to ensure a more consistent and cohesive approach to oversight and continuous improvement.

Staff support arrangements were in place, supporting the outcome that staff receive appropriate supervision, training and guidance to carry out their roles effectively. While supervision was generally established, there were some gaps during the manager's absence. Interim measures have been introduced to maintain support, and the provider confirmed that formal supervision processes have now resumed to ensure greater consistency.

Training arrangements were in place to support safe care delivery, with staff having access to a range of mandatory and specialist training. This was evidenced through discussions with staff and review of the training matrix. The responsible individual (RI) demonstrated an understanding of the importance of maintaining a fully compliant training programme, providing assurance that staff are equipped with the necessary knowledge and skills to meet people's needs.

Overall, staff feedback and evidence reviewed indicate that the service benefits from supportive leadership, with systems in place that, once strengthened, will further enhance governance and quality assurance.

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

This report is also available in Welsh

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.*