



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Cwm Gwendraeth



Mynydd Mawr Ltd - Cwm Gwendraeth, Llannon Road, Upper Tumble, Llanelli, SA14 6BU



01269 842656



www.fieldbay.co.uk

Date(s) of inspection visit(s): 07/07/2025, 08/07/2025, 26/08/2025

Service Information:

Operated by:	Cwm Gwendraeth Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	59
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Cwm Gwendraeth is a specialist nursing home on the outskirts of Tumble in Llanelli. Well-being is rated as excellent because people receive a service that is highly person centred, that creatively enables them to achieve and exceed their health and well-being outcomes. People have developed excellent relationships with the familiar and knowledgeable staff. Care and support is rated as excellent because people receive exceptional care and support from a team of professional and empowering staff. Care workers are guided by highly informative individualised personal plans that enable them to meet people's needs. The environment is rated as excellent because the providers creative use of the building means people are safe and relaxed throughout the home. Leadership and management is rated as excellent because the provider has thorough oversight of the service. The high-quality leadership at the service has created an extremely positive culture that ensures people receive excellent quality of care.

Findings:



Well-being

Excellent

People are treated with dignity and respect. They are supported to identify their health and well-being outcomes, while also being encouraged to use and build on their strengths. Care workers told us, *"I love being able to build really good relationships with the residents. It's so rewarding being able to make a difference"*.

People have as much control as possible over their day-to-day lives and are supported to understand their rights. People are actively involved in decisions that affect them, ensuring their voices are respected and acted upon. People are supported to live well and achieve self-directed outcomes. People maintain and improve upon their physical, mental, and emotional health. This creative and positive practice is shown through listening attentively, providing and supporting people to make informed choices. This approach helps people to take charge of their lives with confidence. A person who lives at the service told us, *"Things are good here. I'm happy and if I wasn't I'd be gone"*.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they always feel safe. There are mechanisms in place to ensure that every voice is heard and respected. There are support systems to ensure any risks are promptly identified and addressed. A representative told us, *"I don't think she could be in a better place. She is always clean and tidy and well looked after. The staff are excellent with her and also me and my family"*.

People are part of a strong culture of openness without judgement. Their emotional and psychological well-being is actively supported and enhanced. People have enriching experiences delivered in creative ways, this includes community events that promote social connections and activities that enhance personal well-being.

People are encouraged to share their hobbies, spend time together, and help each other. The service has sufficient transport and drivers to ensure there are regular opportunities for people to connect with family, friends and their communities. People were positive about a recent trip and enjoying an ice cream together at the end of the day.

People live in accommodation that meets their needs. The layout and decoration of the setting and quality of the furnishings and fixtures meets people's needs. People have access to the equipment they need to achieve their well-being outcomes.



Care & Support

Excellent

People are positive about the high quality service they receive. We observed many professional, sensitive and friendly interactions throughout the inspection. There is a supportive and enabling culture at the service that encourages people to do as much for themselves as possible. When discussing the service and staff a person told us, *“No complaints from me here”* and *“these lot are as good as gold”*,

People experience high quality care and support because the provider comprehensively assesses their needs before offering a service. The provider gathers highly detailed information from other professionals and organisations already involved in people’s care, to inform their decision on whether they can provide a service.

People experience individualised and effective approach to planning and delivering high-quality care and support. The provider has outstanding support systems from on-site therapeutic staff including Occupational Therapists, Physiotherapists, Speech and Language Therapists and a Psychiatrist. The service excels at empowering people to identify and achieve sustainable new health and well-being outcomes that may not have previously been considered.

People’s well-being and safety is prioritised by the service by identifying and managing potential risks. People’s right to make their own choices and take informed personal risks is promoted by the positive culture in the service. This is reflected in people’s individual plans.

People are offered choices in daily activities and have opportunities to reach their potential. People engage in meaningful past times, enjoy participating in stimulating activities, engaging in hobbies and accessing their local community.

People receive their medication as prescribed in accordance with national guidelines and the provider’s medication policy. Regular reviews of medications are completed in a timely manner, involving people where appropriate and the relevant professionals.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. Food hygiene practices are good. There is an effective approach to assessing, managing and preventing the risk of infection, with clear roles and responsibilities in line with current national guidance.



Environment

Good

People's views and needs are carefully considered by the provider when designing and maintaining the building. Individual rooms are highly personalised and people actively supported to choose their décor and furniture.

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. The Communal spaces meet the needs of people, promote independence and provide opportunities for private meetings. The on-site hydro pool and well-equipped social club are an excellent resource for people to enjoy therapeutic and recreational activities. Bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety and accessibility.

Garden areas are thoughtfully designed, safe, accessible and welcoming, allowing people to go outside independently. There are plans to develop a new garden, which will enable people to interact with each other, with the aim of enhancing their physical, mental, and emotional well-being. Safety is a key consideration at the service and the design of the building ensures people can easily navigate the premises and access necessary equipment. The service actively manages risks to people, staff are familiar with the strategies and apply them consistently.

Regular servicing, maintenance and immediate repairs to equipment ensures the safety and well-being of people using the service.

Security arrangements are in place to protect people without compromising their rights, privacy and dignity. This includes protecting personal property and providing appropriate access to and from the premises.



Leadership & Management

Excellent

People benefit from the provider's clear vision of the service, which inspires their staff to help people achieve excellent outcomes. The provider oversees the care and support offered through detailed and effective quality reviewing processes. Information gathered from commissioners, professionals, staff and people in quality assurance processes drives continuous improvements.

The Responsible Individual (RI) is well known by everyone involved in the service and they visit

regularly. Feedback from people and staff is actively encouraged by them to support assessing the service and to inform them on any quality improvements needed. People are confident giving feedback because they know this is welcomed and valued.

The manager is well supported by their deputy; they have worked together effectively to create an inclusive and supportive community. This extremely positive culture enables people to live as well as possible and to safely achieve their well-being outcomes. Care workers told us, *“I love it here, there are so many characters”* and *“you can really do personalised care here”*.

People, their representatives and care workers have confidence in the management team and can discuss any concerns they have with the clinical leads, nurses, the manager or deputy. There is a highly positive culture of openness and transparency throughout the service. People feel confident raising concerns. When discussing the service a representative told us, *“The communication is excellent, it’s really reassuring that they keep us up to date straight away, even the slightest thing”*.

Care workers have regular one-on-one supervision sessions with their manager at least quarterly and an annual review to provide feedback and identify any training needs. Care workers told us the manager and deputy are accessible and extremely supportive.

The service provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. Staff training and development is prioritised by the provider. Training for staff is both innovative and inclusive and its effectiveness is regularly assessed. Staff feel very well-trained and supported, enabling them to provide effective and safe care. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. The dedicated training officer provides highly effective support and conducts thorough inductions, which often exceed Social Care Wales guidance on staff training. High quality support is readily available from specialist co-ordinators who offer creative and exemplary solutions to complex situations. Care workers are positive about the many professional development opportunities they receive.

Discussions with care workers, demonstrate a positive approach to protecting people. Staff have good communication with their managers and are confident to report concerns if needed.

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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