



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ffynnone Care Home



Ffynnone, Llanboidy Road, Carmarthen, SA33 5QZ



01994230183



www.ffynnone.co.uk

Date(s) of inspection visit(s):

12/05/2025

Service Information:

Operated by:	Ffynnone Care Home
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	10
Main language(s):	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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Ffynnone Care Home is a person-centred service which aims to provide good quality care and support for people with learning disabilities. Ffynnone has a homely feel, prioritising people's wellbeing and supporting people to live happy, healthy lives. People are supported by respectful and professional care staff, with whom they have developed positive and impactful relationships. The environment is well-maintained, secure and provides opportunities and space for people to engage in activities of their choosing, including use of the onsite hydro pool.

Since our last inspection, there has been a change to management. The Responsible Individual (RI) is now undertaking the day-to-day management of the service. At this inspection we found people's well-being is good, because people receive care and support from staff who know them well in an environment which supports them to achieve good outcomes. Leadership and management of the service is good because a relaxed atmosphere creates a supportive environment which focuses on the wellbeing of people.

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Findings:



Well-being

Good

People develop good rapport with care staff, as the service values positive relationships in promoting good wellbeing for people receiving care and support. Personal plans contain detailed information on the individual communication needs of people, ensuring people can be understood. The service ensures people have access to the equipment and technology they need to support communication and wellbeing. The service also recognises the importance of communicating in the Welsh language. We observed warm and joyful communication through the medium of Welsh. A family representative told us their relative, *'Has the best care ever... Is happy and understood'*.

People benefit from a service which knows them well and values their uniqueness. A member of care staff told us the service *'put people first'*. People are supported to achieve their personal goals and have positive wellbeing. People have as much autonomy over their daily lives as possible and can do the things that matter to them. We read people benefit from a variety of monthly, planned activities, such as karaoke and music therapy. We saw people had benefitted from nail painting, dancing and singing with staff, with people's artwork also celebrated within the service. A family representative told us, *'[Staff] get to spend time with people. That means the world to us.'*

People are as safe and healthy as possible, attending appointments and accessing healthcare support. People are protected as well-trained and supported care staff know their needs, know what to look out for and how to raise concerns if they suspect someone's well-being is compromised.

People live in a home which supports them to achieve positive wellbeing. People have bedrooms which are personalised and are adapted to meet the unique needs of people where necessary. A sense of community and joy is created in communal areas between people and care staff, as people use the different spaces for socialising, relaxing and to do the activities they enjoy. The rural setting provides solitude in a secure outside courtyard, with people also benefiting from hydrotherapy at the service. A member of staff described the service as having *'a family feel'*.



Care & Support

Good

People receive a consistently good standard of care and support. A small team of dedicated and respectful care staff are employed at the service. The service recognises the importance of having consistent staff, to support people in developing beneficial relationships. This means care staff know the people they support very well and understand what is important to them. Care staff are knowledgeable and sensitive to the individual ways in which people communicate and how care and support should be delivered. We observed happy, relaxed, and meaningful interactions with staff at the service. Care staff demonstrate a commitment to ensuring the best possible outcomes for individuals and are passionate about their role. A member of care staff told us the service is '*a happy place to work*'. A family representative told us, '*It is brilliant and they all care very much and it shows.*'

The process for admitting new people into the service is well-planned. Personal plans are person-centred, detailed and contain all the information required to enable care staff to meet the needs of people. People's personal plans focus on the individual, their life stories and preferences and are written with involvement from people and their family members where possible. Personalised risk assessments are in place to ensure any risks are minimised as much as possible. Personal plans and risk assessments are reviewed in a timely manner and when changes in individual need are identified.

People's physical health and wellbeing is promoted. People receive support to access professionals when needed. Care staff we spoke with understand people's health conditions, the support they require and can identify changes in the usual presentation of people they support promptly. People are encouraged to be as healthy as possible. People can do a wide range of things that matter to them, and the service arranges opportunities and positive, enriching experiences for people. We saw people enjoying their favourite programs, singing along to their favourite music, with activities and trips out organised monthly. People's preference to not engage in activities is also respected. People benefit from the peaceful setting, with access to an on-site hydrotherapy pool for enjoyment and to promote their physical health.

People are protected from harm and abuse. Care staff have completed safeguarding training. All staff we spoke with have a good understanding of how to report matters of a safeguarding nature and are aware of whistleblowing procedures, including information on how to report concerns to an independent external service. Deprivation of Liberty Safeguards (DoLS) are in place for people who do not have capacity to make their own decisions about aspects of their care and support. These are in place to keep people safe. We saw these are reviewed and updated as and when required. Medication administration records (MARs) are available at the service and staff routinely sign when medication is given.



Environment

Good

People are supported in a homely and comfortable environment that meets their needs. Ffynnone Care Home consists of two buildings set in its own grounds. Most of the bedrooms are within the main building with two additional rooms in a new bungalow situated alongside the main building. People's rooms are well presented, adapted to meet unique needs and individualised to people's likes and tastes. All the rooms have either en-suite facilities or a separate bathroom. People benefit from a variety of communal rooms at the service. The laundry room is well organised, and all machines seen in good working order. The most recent visit by environmental health in the kitchen awarded the service a 5 rating which is very good. People benefit from a variety of freshly prepared meals.

The service has valuable outdoor space providing time for solitude and social opportunities. There is a spacious courtyard to the rear of the property for people to enjoy some fresh air in warmer weather, with a canopy to protect from the sun. People also benefit from access to an onsite hydro pool, which is situated inside its own building. We heard how people enjoy the therapeutic benefits of the hydro pool, whilst also listening to their favourite music. There is parking available for staff, relatives and visitors. Visitors access the service via the main entrance at the front of the building which is locked and is opened from inside the building.

We reviewed health and safety documentation and found the service ensures a safe and secure environment for people at the service. We saw appropriate oversight, servicing, and maintenance of equipment at the service. An up-to-date fire risk assessment is in place and regular checks of the fire alarms take place. Staff are trained in fire safety. People have Personal Emergency Evacuation Plans (PEEPs) which direct staff on how to support people to leave the premises in case of an emergency. The service promotes hygienic practices and manages the risk of infection, acting on advice from external agencies. We saw Personal Protective Equipment (PPE) and hand sanitising stations located around the home.



Leadership & Management

Good

The statement of purpose (SoP) clearly states what people can expect from the service. The responsible individual (RI) is a frequent presence at the service and spends time communicating with people and observing service quality. People at the service know the RI and have developed positive relationships with them. The oversight ensures a good quality service, which achieves positive outcomes for individuals and supports their wellbeing. The RI undertakes a review of the quality of care and considers the views and experiences of people and family.

The service is committed to supporting people to live fulfilling and happy lives. The RI now undertakes the role of manager and oversees the day-to-day running of the services in Wales. The manager is appropriately qualified and registered with Social Care Wales (SCW), the workforce regulator. The manager knows people well and demonstrates commitment to providing consistent leadership, ensuring effective day-to-day management and oversight of the service, with people at the centre of this focus. The manager is supported closely by a manager assistant. Care staff told us the management team are approachable and always there to help or advise when required. There is an open, supportive and relaxed culture at the service. The senior management team are accessible and well respected by the staff. A member of care staff told us they '*work as a team*'.

Staff personnel files contain information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Security (DBS) checks are in place or in the application process. Care staff are registered with, or are working towards registration with Social Care Wales, the workforce regulator (SCW). The service takes action to ensure care staff working at the service are appropriately registered with professional bodies.

Throughout our visit, we saw there was sufficient care staff on duty to support people, with the service valuing consistency in staffing. The service does not use agency staff. Newly appointed care staff complete an induction programme which includes training, shadow shifts and spending time reading people's files prior to working unsupervised in the home. Most staff are fully registered with SCW as members of the social care workforce. Newly recruited staff members are working towards their registration. Care staff have completed a good level of training. Training is a mix of online and face-to-face training through the local college. Care staff are provided with one-to-one support, through supervision and annual appraisals. Care staff also access daily support from a visible and involved management team.

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.

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