Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llys Newydd Care Home

Llys Newydd Care Home, Heol Lotwen Capel Hendre, Ammanford, SA18 3RP

01269 832472

https://www.hc-one.co.uk

The inspection visits for this service took place between 09/07/2026 and 07/08/2026

Service Information:

Operated by:	HC-One Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	35
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, 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:

Llys Newydd is a residential home on the outskirts of Ammanford. Well-being is rated as good because people receive a person-centred service, that enables them to achieve their health and well-being outcomes. People have developed positive relationships with the caring staff team.

Care and support is rated as good because people receive an effective service from a team of consistent and familiar staff. Care workers are guided by accurate and individualised personal plans that enable them to meet people's needs.

The environment is rated as good because people are relaxed and comfortable throughout the home. Improvements have been made to the building and the provider has a clear plan to continue these to enhance people's well-being.

Leadership and management is rated as good because the provider has effective oversight of the service. The onsite leadership team ensure people receive reliable and highly valued care from a team of dedicated care workers who are well supported by their managers.

Findings:

Well-being — Good

People are at the heart of the service and treated with dignity and respect. They are supported to identify their health and well-being outcomes, while also being encouraged to maintain their independence whenever possible. A representative of a person who lives at the service told us, *“She’s safe, fed well and well looked after, it’s very reassuring”.*

People have as much control over their day-to-day lives as possible. They are supported to be involved in decisions that affect them, ensuring that their voices are heard. This approach helps people to take charge of their lives with confidence and assurance. A representative said *“Things are very good, they look after her very well and they really understand her needs”.*

There is a strong sense of community within the home. Positive relationships between people living at the service are evident and contribute to a family atmosphere. We observed people engaging naturally with one another, sharing conversations and offering encouragement or support. This demonstrated people were comfortable in each other's company and encouraging one another's well-being. People appeared to know one another well and enjoy spending time together, creating a genuine sense of belonging.

People can choose to take part in a variety of group or one-to-one activities and there is unrestricted visiting. People are supported to maintain and sustain existing relationships with family, friends and important people in their lives as far as possible. This is facilitated by staff who respect these relationships and the importance they hold in people’s lives.

The service ensures people are, as practicably as possible safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe. The service encourages feedback from people and their representatives to make sure every voice is heard. There are effective support systems to ensure any risks are promptly identified and addressed.

People live in accommodation that supports them to achieve positive outcomes. The provider has improved the décor of the home and has a plan in place to further develop the building and grounds to better meets people’s needs.

Care & Support — Good

People are very happy with the service they receive; they are supported by a team of well-trained and caring staff. We observed many familiar, friendly and patient interactions throughout the inspection. A representative of a person who lives at the service told us, *"He's as happy as he can be and that's down to the staff".*

When commencing the service people's care and support is co-produced between them, their representatives and relevant professionals. Personal plans are individualised and outline how staff should support people to achieve their well-being outcomes. The service works closely with partner agencies, their advice and guidance is well documented in people's personal plans. People's well-being and safety is acknowledged by the service by identifying, managing and reducing potential risks. These are comprehensively and clearly documented in people's individual personal plans.

There is a family feel at the service, people have developed caring and compassionate relationships with one and other. The service has dedicated staff to ensure people are offered choices of enjoyable and stimulating activities. People engage in meaningful past times, such as hair and beauty, exercise classes, arts and crafts and can enjoy small group activities in the garden sensory room. Welsh language and culture is embedded in the service, people converse with each other and many of the staff team in English or Welsh as they choose. Care workers communicate with people bilingually and one said, *"Being able to talk to people in their own language makes a big difference for them".*

People experience care and support that is dignified and respectful. People have positive interactions with staff, friends, family, and each other. People are supported to attend and participate in activities related to health promotion, staff are aware of their role in this and the current needs of each individual. Care workers told us, *"The people are so nice and make the job".* and *"I love making a difference for the residents".*

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. Regular reviews of medications are completed in a timely manner, involving people where appropriate and any relevant professionals. Monthly audits are completed to ensure consistency of practice and good standards are maintained.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic and there are clear roles and responsibilities. Food hygiene practices are good and staff actively support people to enjoy an stimulating and sociable dining experience.

Environment

Good

People are comfortable, happy and relaxed throughout the home. Individual rooms can be personalised and people decorate them with items of their own furniture, ornaments and equipment.

People access different communal and private spaces in which to spend time alone, socialise or entertain visitors. Communal spaces are thoughtfully designed to meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation. A representative told us, *"The lounge is really well set up in a way that helps interactions".*

Outdoor areas are safe, accessible and welcoming, allowing people to spend time outside independently. People enjoy accessing the garden and the recent development of the sensory room has made a positive impact on people's well-being.

The provider considers people's needs when designing the home to effectively promote social interactions. They have replaced flooring, purchased new chairs, decorated communal areas and have further plans in place to improve the overall environment to make a positive impact on people's well-being.

Safety is a key consideration at the service and staff access necessary equipment. The service manages environmental risks; staff are familiar with the strategies and apply them consistently.

Regular servicing, maintenance and repairs to equipment ensures the safety and well-being of people using the service. The environment is clean and well maintained to a high standard by a committed and dedicated housekeeping team.

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 — Good

The provider oversees the quality of care through their own detailed and effective auditing processes. Information gathered from both internal and external audits guides quality review reports and improvement plans.

The Responsible Individual (RI) visits the service regularly to talk with people, their representatives and staff. Feedback from everyone involved is encouraged by them to support with assessing the quality of the service and to consider any necessary improvements. People and their representatives know how they can provide feedback about their experiences of the service.

The manager is well supported by their deputy and a team of senior staff. They have created a knowledgeable and person focused culture, that enables people to live as well as possible. People, their representatives and care workers have confidence in the manager and deputy, they can discuss any concerns they have with them. A representative told us, *"She's (manager) on top of everything. I'm happy to talk to her and she is always open and willing to chat to me".*

The manager ensures care workers have regular one-on-one supervision sessions at least quarterly and an annual review to provide feedback and identify any training needs. Staff told us the manager has a hands-on approach, is always available and helpful. When discussing the manager a care worker said, *"She leads from the front and isn't afraid to come out and help us".*

The provider has very strong selection and vetting processes for hiring staff to ensure they are suitably qualified and trustworthy. 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 service has developed an effective induction with a comprehensive support system to help prepare new staff for the role.

The provider ensures all staff help to protect people and keep them safe. Staff told us they have good communication with their manager and are confident to report any complaints or concerns if needed.

Overall, people benefit from effective leadership and management; that promotes a positive culture. Leaders value feedback and demonstrate a commitment to improving the service. Strong governance arrangements, effective oversight and a dedicated staff team help ensure people experience good quality care and support within a well-managed home.

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.

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