Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llys Y Seren

Llys Y Seren, Moor Road, Port Talbot, SA12 7BJ

01639825080

www.codigroup.co.uk

The inspection visits for this service took place between 01/10/2026 and 08/10/2026

Service Information:

Operated by:	Codi Care and Support Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people living with dementia
Registered places:	60
Main language(s):	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	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Llys y Seren is a purpose-built residential care home in Port Talbot that sits in the heart of the local community. People experience outstanding well-being outcomes through highly personalised support that promotes choice, independence and inclusion. They actively influence their care and daily lives and benefit from meaningful activities, strong community connections and positive relationships. Feedback demonstrates people enjoy fulfilling lives, remain safe and achieve outcomes that matter to them.

Care and support is excellent. People receive exceptionally responsive, person-centred care from a skilled and compassionate staff team. Care plans are regularly reviewed and tailored to individual needs, while safeguarding, medication management and infection control arrangements are robust. People, families and professionals consistently praise the quality of support, with staff described as going "*above and beyond*".

The environment is excellent, People live in a dementia-friendly environment that enhances independence, safety and quality of life. The home is spacious, accessible and exceptionally well maintained, with specialist facilities and attractive outdoor spaces promoting well-being. Strong maintenance and health and safety systems ensure people benefit from a safe, comfortable and welcoming home.

Leadership and Management is Excellent, People benefit from inspirational leadership, strong

governance and a culture of continuous improvement. Effective oversight systems ensure high standards of care, while a skilled and stable workforce consistently delivers positive outcomes. Relatives and professionals express high confidence in the service, describing the management team as approachable, responsive and committed to excellence.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives, achieving outcomes that are important to them. The service places people at the heart of decision-making, ensuring care and support reflects individual wishes, strengths and aspirations. Care plans and reviews show people and their representatives are actively involved in planning support wherever possible, while a wide range of meaningful activities promotes independence, purpose and community inclusion. Opportunities such as walking groups, creative activities, community projects and the use of innovative well-being resources enable people to remain active and engaged. Feedback is exceptionally positive, with one person telling us they have "*settled in lovely*" and made friends, while a relative says the service has "*definitely added years*" to their family member's life.

People are safe and protected from abuse and neglect through a proactive and highly effective approach to risk management. The service has security arrangements in place to keep people safe. Safeguarding systems are robust, with concerns identified promptly, acted upon appropriately and frequently reviewed to reduce future risks. Risk assessments, health monitoring records and care plans are regularly updated to reflect changing needs, ensuring support remains responsive and person-centred. Professionals speak positively about the quality of care and oversight, with one healthcare professional describing staff as "*very thorough*" and stating they follow guidance "*impeccably*", with actions taken very swiftly to support people through any health concerns.

People are supported to cultivate safe and healthy relationships and maintain meaningful connections with others. Strong, trusting relationships between people, staff, relatives and professionals are evident throughout the service. Relatives visit freely and are welcomed as valued partners in care, while technology is used effectively to maintain relationships with those living further away. Community engagement is a particular strength, with people maintaining active roles through local groups, volunteering opportunities and social events. People consistently describe the service as warm, welcoming and caring. One relative told us, "*I wouldn't want my dad to be anywhere else,*" reflecting the confidence families place in the support provided.

People live in accommodation that promotes safety, independence and a high quality of life. The purpose-built environment is spacious, accessible and designed to support people living with dementia to navigate independently and confidently. Communal areas, secure gardens and specialist facilities, including a sensory room, provide meaningful opportunities for relaxation, engagement and therapeutic support. Ongoing investment in the environment demonstrates a commitment to continual improvement. Relatives describe the home as "*spotless"* and "*well maintained*". The quality of the environment significantly enhances people's comfort, dignity and well-being and supports excellent outcomes across all aspects of daily life.

Care & Support — Excellent

People receive the quality of care and support they need to achieve their personal outcomes. Care and support is highly personalised and delivered by a skilled staff team who know people exceptionally well. Personal plans provide clear guidance about individual needs, preferences, communication methods and outcomes, enabling consistent, person-centred support. Records demonstrate peoples' needs are regularly reviewed, and support is adapted promptly when circumstances change. The service is in the process of transferring all their care documentation onto an electronic system which will further enhance the already detailed information available to support people effectively. Staff interactions are compassionate, respectful and responsive, promoting dignity, choice and independence. It is evident that care staff know the people they support very well. Relatives consistently praise the quality of care, with comments like "*they are all wonderful*" and "*nothing is too much trouble*."

People are protected from harm and abuse. Safeguarding practice is embedded within the culture of the service. Staff demonstrate a strong understanding of their responsibilities and are confident in recognising, reporting and responding to concerns. Records show safeguarding matters, incidents and accidents are reviewed promptly, with learning used to strengthen practice and reduce future risks. Oversight systems are effective in identifying patterns and ensuring appropriate action is taken. Feedback from professionals reflects confidence in the service's ability to keep people safe while maintaining their rights, independence and well-being.

People's medication is safely managed. Medication management arrangements are robust and well organised; we saw medication stored securely and temperature checks in place to ensure safe storage conditions. Medication administration records seen are completed accurately with effective, protocols in place to provide clear guidance to care staff on safe administration and monitoring of any 'as needed' (PRN) medication. Regular audits are in place to support ongoing quality assurance. Staff responsible for administering medicines are appropriately trained and competency assessed, ensuring safe practice. Records seen, demonstrate effective partnership working with healthcare professionals to review medication and monitor health conditions. The service adopts a proactive approach, identifying concerns quickly and responding appropriately to support positive health outcomes.

People's risk of infection is minimised. Effective infection prevention and control measures are consistently implemented throughout the service. The home is clean, fresh and well maintained, supported by comprehensive cleaning schedules, monitoring systems and regular audits. Staff demonstrate a good understanding of infection control procedures and apply these consistently in practice. Relatives describe the home as "spotless", reflecting the high standards maintained. Processes for infection prevention are well embedded and subject to ongoing review, ensuring continued effectiveness. Strong oversight, alongside good staff practice, helps protect people from avoidable risks and supports their health, safety and overall well-being.

Environment — Excellent

People live in an environment with facilities and equipment that significantly enhance their well-being, independence and quality of life. The service is a purpose-built, dementia-friendly environment that is exceptionally well designed to meet people's needs and preferences. The accommodation is spacious, comfortable and accessible, enabling people to move freely and maintain independence while remaining safe. A variety of communal and private areas allows people to choose how they spend their time, whether socialising, participating in activities or relaxing in quiet surroundings. During the inspection, people were observed confidently using different areas of the home and engaging in meaningful daily routines and activities. Secure gardens and outdoor spaces further promote well-being and connection with nature. Ongoing investment demonstrates a commitment to continuous improvement, including the development of a sensory room and enhanced gardening facilities to provide additional therapeutic and recreational opportunities. Relatives consistently speak highly of the environment, describing it as "*beautiful*" and "*welcoming"*.

People live in an environment that is exceptionally well maintained, safe and subject to robust oversight arrangements that identify, mitigate and reduce risks. The home is observed to be clean, fresh, comfortable and maintained to a very high standard throughout. Strong governance arrangements ensure the safety and suitability of the environment are continually monitored through routine audits, environmental inspections and planned maintenance programmes. Records seen, demonstrate regular checks of fire safety systems, emergency lighting, water safety, moving and handling equipment and other essential services, helping to ensure risks are identified and addressed promptly. We saw, where improvements are identified, clear action plans are implemented and monitored to completion, demonstrating a proactive approach to continual enhancement rather than reactive maintenance. Staff understand their responsibilities for maintaining a safe environment and promptly reporting concerns, contributing to a strong culture of safety. The provider's continued investment in the premises further evidences a commitment to ensuring people benefit from high-quality surroundings and modern facilities. Feedback received supports our findings, with relatives describing the home as "*very clean*" and "*very well maintained*". Collectively, the quality of the environment, combined with effective maintenance systems and strong health and safety oversight, provides a high level of assurance that people live in surroundings that are safe, comfortable and consistently support positive outcomes.

Leadership & Management — Excellent

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. The service management team are highly effective and focused on achieving the best possible outcomes for people. Robust governance systems provide comprehensive oversight of care, safety, quality and service delivery. Audits, quality assurance reviews, incident analysis, safeguarding oversight and feedback from people, relatives and staff is used effectively to monitor performance and drive continuous improvement. Records seen, demonstrate that identified actions are progressed and reviewed, ensuring improvements are sustained. The provider maintains strong oversight of the service and promotes a culture of accountability, openness and learning. Relatives express high levels of confidence in the management team, with one commenting, "*The management team are always approachable and responsive*." These arrangements provide assurance that people consistently receive high-quality care within a well-governed service.

People are supported by staff with the necessary expertise, skills and qualifications to meet people's care and support needs. We saw thorough procedures are in place for the safe recruitment of care staff with identification and background checks carried out. The service benefits from a stable, experienced and committed workforce who know people exceptionally well. There has been a recent recruitment drive in the service which will eliminate the requirement for agency staff cover. Staffing arrangements including regular agency staff ensure continuity of care and enable meaningful relationships to develop. Training compliance is strong across mandatory and specialist subjects, equipping staff with the skills required to meet complex and changing needs. Supervision, competency assessments and professional development opportunities support high standards of practice. During the inspection, we observed staff to have a detailed understanding of people's individual needs and outcomes and provide confident, compassionate support. Relatives describe staff as "*kind*", "*dedicated*" and "*absolutely wonderful*", while professionals speak positively about their knowledge and responsiveness. This skilled workforce makes a significant contribution to the consistently positive outcomes people experience.

People experience a service that is exceptionally well led and underpinned by clear values which place their well-being at the centre of service delivery. Managers promote a positive culture where staff feel valued, supported and empowered to provide outstanding care. Relationships between managers, staff, people and relatives are characterised by trust, respect and effective communication. Feedback includes comments such as, "*I would recommend this home to anyone*" and "*They genuinely care about every person here*." The quality of management is reflected in the consistently positive experiences reported by all those spoken with, the strong quality assurance arrangements and the excellent outcomes achieved for people. These findings demonstrate leadership and management that exceeds expectations and consistently delivers excellent care, support and well-being outcomes.

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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