



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### Glasfryn Nursing & Residential Home



Glasfryn Residential & Private Nursing Home, 106 Felinfoel Road, Llanelli, SA15 3JS



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glasfrynnh01yahoo.co.uk

The inspection visit took place on 02/04/2026

### Service Information:

|                                          |                                                                                                                              |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Operated by:                             | Glasfryn Private Nursing & Residential Home Ltd                                                                              |
| Care Type:                               | Care Home Service<br>Adults With Nursing                                                                                     |
| Provision for:                           | Care home for adults - with nursing, Care home for adults - with personal care                                               |
| Registered places:                       | 24                                                                                                                           |
| 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**

**Good**



**Care & Support**

**Good**



**Environment**

**Good**



**Leadership & Management**

**Good**

## Summary:

Glasfryn is an established nursing & residential home with 24 beds. It is set in its own mature grounds, providing a peaceful surrounding for people living there. The home is situated in Llanelli, directly opposite Park Howard.

Wellbeing is good. People feel safe and well, with people being supported by care staff they know and trust.

Care and support are good. People are supported by a stable group of care staff who know them well and enable them to provide a consistent service.

The environment is good. People benefit from a warm, comfortable, welcoming environment which promotes their wellbeing and independence.

Leadership and management are good. The manager and responsible individual (RI) are visible, accessible and actively involved in daily operations.

## Findings:



### Well-being

Good

People experience care that supports their well-being, independence and quality of life. The service regularly reviews people's care, making sure people are consulted, listened to and actively involved in decisions about their support.

They decide when to get up, when to go to bed, and where they spend their time. There are several communal areas where people can spend time or more private places including their bedroom if they prefer a quieter area.

Family members and friends can visit at any time and are made to feel welcome by staff. One relative told us, *"It's really good here, the staff are really helpful."*

Ongoing consultation is embedded in practice and people's views are valued. This helps people to feel included, empowered and confident that their preferences shape how their care is provided.

Effective systems are in place to manage risks, assisting people to feel safe and well supported. Continuity of care is a particular strength, with people supported by familiar care staff they know and trust. This consistency helps build strong, respectful relationships and supports people to feel in control of their care.

People's language, cultural and communication needs are anticipated, identified and met. People's language preferences are recorded. We found one resident who communicated using British Sign Language (BSL). The manager and some care staff were learning BSL, allowing for good communication with the resident.

Meals are prepared from fresh ingredients. People benefit because care is delivered in a way that respects identity, culture and communication preferences, supporting inclusion, dignity and well-being.



## Care & Support

Good

People experience reassurance, confidence and continuity because they are supported by a stable and familiar group of care staff who know them well and provide consistent, relationship-based care. Staffing arrangements are purposefully planned so people receive support from care staff they recognise and trust, reducing anxiety and removing the need for people to repeatedly explain how they wish to be supported. People benefit, because this stability supports continuity, strengthens emotional well-being and ensures care feels reliable, personalised and responsive to what matters most to them.

People told us care staff are “*lovely*” and that they “*are very nice.*” Care staff told us they are passionate about their roles and said, “*there are lots of activities. Lots of trips.*”

Care records are comprehensive, person-centred and accurately reflect people’s current needs. However, we did not see much evidence supporting well-being outcomes. People told us they are happy with the care and support they receive. One professional said, “*Really good staff here. They involve the family. Families are very heavily involved.*”

People are protected from the risk of infection because care staff consistently follow good infection prevention and control practices. Care staff receive infection control training, their practice is observed when they commence employment and they are provided with appropriate personal protective equipment (PPE). Ongoing compliance is monitored through regular spot checks. People told us care staff follow good infection control practices and dispose of PPE appropriately, providing reassurance that care is delivered safely in their homes and supporting people to feel confident and protected.

People receive medication in a safe, person-centred way considering choice, individuality and best practice guidelines. There are good clear medication management policies and procedures in place. We saw care staff are confident in managing and administering medication. There is thorough and regular medication training for care staff and no evidence of any recent mistakes or people missing their medication. There are good procedures in place for the management of medication at the service. Designated care staff are trained to administer medication. There is a designated medication room which is secure, when not in use. The rooms are clear of clutter and over stock and good procedures are in place to make sure medication is stored at optimum conditions. We looked at medication administration records (MAR) and found all medication is documented correctly. No gaps were visible in the records viewed.



## **Environment**

**Good**

People live in a service which is suitable for their needs. People benefit from a warm, comfortable, welcoming environment which promotes their well-being and independence. They maintain the environment to a very high standard. Bedrooms are also decorated to a high standard and are personalised with items and furniture, pictures and ornaments according to individual preferences. Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation. There is a vibrant and inclusive atmosphere at the home where visitors are always made to feel welcome.

The gardens are well maintained. There is a lodge present in the garden, currently being used for care staff training. In the summer months, it will be possible for people to spend quality time outside. Overall, the environment is safe, clean, aesthetically pleasing and well maintained, providing a setting that supports people's comfort, dignity and independence.

Lifting equipment is regularly checked and serviced to ensure safe use. Records confirm routine testing of utilities. Substances hazardous to health are stored safely and securely. Water safety checks, including legionella risk assessments, are completed. Fire drills are completed. Personal Emergency Evacuation Plans (PEEPs) are in place and provide clear guidance for safe evacuation during emergencies. There are processes in place to make sure services are safe and maintained. Fire safety checks are generally carried out on a regular basis.

The service provider ensures the premises complies with current legislation and national guidance related to health and safety, environmental health and standards set by the Food Standards Agency.



## Leadership & Management

Good

Care staff told us leaders, are visible, accessible and actively involved in daily operations. Their presence contributes to a supportive, respectful workplace culture. Care staff describe leaders as approachable, fair and committed to delivering positive change. Audit activity is robust and excellent across all aspects of service delivery.

People are supported to achieve positive outcomes because the service is well led and benefits from strong leadership and clear management oversight. The management team work closely together to monitor quality, identify risks and drive improvement, making sure people's well-being remains central to decision-making and that issues are addressed promptly. This creates a positive and inclusive leadership culture that supports consistency and quality of care. Care staff described the management team as *"good, approachable."*

People further benefit from effective governance and oversight that routinely monitors quality, manages risk and supports continuous improvement. Audits across all areas are purposeful and informative, identifying good practice as well as areas for development and clearly informing improvement planning.

People consistently described care staff as caring, respectful and helpful, and reported feeling confident in the support they receive. Care staff feedback reflects a motivated workforce with strong teamwork and positive management support. Leaders use this feedback to inform learning and service improvement.

People are protected through safe recruitment and vetting processes. People benefit from care delivered by care staff who are trained, supported and developing in their roles. Overall, supervision and quality monitoring arrangements are effective.

Training is good, up to date and based on people's needs. One staff member told us, "All training is good here." Supervision is carried out as required. Care workers feel valued and are valued by both the manager and RI. One staff member told us, *"It's like one big family."*

We observed an experienced and settled core staff team with low turnover. The provider applies

strict recruitment and vetting processes and implements robust induction procedures. We found that the service employs effective recruitment practices and care staff are registered with Social Care Wales.



## 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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