Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Coalbrook Care

39 Coalbrook Road, Pontyberem, Llanelli, SA15 5HU

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www.reflecteducation.co.uk

The inspection visits for this service took place between 11/05/2026 and 21/05/2026

Service Information:

Operated by:	Reflect Education Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	8
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	Requires Improvement

Summary:

Coalbrook Care is a welcoming service providing accommodation and personal support for adults with a range of support needs. Set within spacious grounds in Pontyberem, the home offers a calm, nurturing environment where people feel valued and able to live meaningful, positive lives. The atmosphere is warm and inclusive, and people are encouraged to enjoy fulfilling daily experiences.

People's well-being is supported by a caring and committed staff team who know them well. We observed warm, respectful interactions and a relaxed, homely atmosphere where people appeared happy, comfortable and engaged. People are supported to maintain relationships, helping them achieve good wellbeing outcomes.

People receive good care and support from staff who understand their needs and deliver person-centred care. Staff demonstrate a clear knowledge of people's preferences and routines, and people's health needs are recognised and supported with appropriate professional involvement.

People benefit from a good quality environment that is clean, personalised and well maintained. The service feels comfortable and homely, supporting people to feel at ease and maintain their independence.

Leadership and management needs improvement because the manager is not appropriately registered with Social Care Wales. However, leadership are visible and approachable, contributing to a positive and supportive team culture. Staff told us they feel valued and able to approach management, which supports a motivated workforce.

Findings:

Well-being — Good

People experience good well-being because they are supported by a staff team who know them well and promote their dignity, choice and independence. We observed staff interacting with people in a warm, respectful and meaningful way. People appeared relaxed and comfortable in the service, and we saw positive engagement, including smiles, laughter and social interaction.

People have choice and control over their day-to-day lives. During the inspection, we observed people choosing how and where they spent their time. For example, some people were being supported to attend a day centre, others were gardening in the conservatory, and some were independently tidying their rooms. People are given choice, and are supported to make decisions, which helps them to feel listened to and valued.

People maintain positive relationships with staff and others. Care staff know people's routines, preferences and communication styles well. People's communication needs are outlined in personal plans and staff demonstrated this knowledge in practice, including responding appropriately to non-verbal communication.

People are supported to take part in meaningful activities. We observed people taking part in activities within the home, such as crafts and social interaction, and we read in daily records that people regularly access community opportunities. These opportunities support emotional well-being and reduce social isolation.

People's physical and emotional health needs are supported. We read in care records that people have access to health professionals and their needs are monitored. We observed staff responding appropriately to people during the inspection. Risk assessments we reviewed show people are supported to remain safe while maintaining independence. These are also written in an easy-read format, allowing people living in the home to be fully engaged in their care planning.

People are protected from harm and abuse. We spoke with staff, who demonstrated a clear understanding of safeguarding procedures, and we read policies and training records that support this. People experience a service where they feel safe, valued and supported to live meaningful daily lives.

Care & Support — Good

People receive care and support that is person-centred and responsive to their individual needs. Care plans provide staff with clear guidance on individuals' daily routines, health needs, and preferences, including support with personal care, nutrition, mobility, and overall wellbeing. We saw that people, their families and relevant professionals are involved in care planning and reviews, helping to ensure care remains responsive to individuals' needs and preferences.

On the day of the inspection, we observed positive interactions between staff and people, with care provided in a respectful, patient and dignified manner. Staff showed a good understanding of individuals' needs and preferences. For example, when one person became unsettled, staff adapted the planned activities for the day to reflect the individual's emotional needs. A staff member was heard reassuring the person, saying, *"That's okay, I'll come with you."* Staff took time to explain the revised plan and checked the person's understanding, offering reassurance such as, *"We'll go at your pace, there's no rush."*

People are supported to maintain their independence where possible, with staff encouraging choice and involvement in day-to-day decisions. We saw staff prioritising the individual's wellbeing and taking steps to ensure they felt comfortable and involved in decisions about their day.

Risk assessments are in place and cover key areas such as mobility, nutrition, and environmental safety. These support staff to manage risks appropriately while promoting people's independence.

People's health needs are monitored, and referrals to external professionals are made when required. Care records indicate that support is delivered in line with individuals' assessed needs.

The service provides opportunities for social interaction and engagement through activities such as birthday celebrations and recognising special events, including VE Day. We saw photographs of recent VE Day celebrations, which demonstrated how people are supported to take part in meaningful occasions that promote their emotional wellbeing. People appeared relaxed and comfortable in the presence of staff and received care in a supportive environment. Overall, people are supported safely and with care and compassion.

Environment

Good

People live in an environment that provides a range of features which support comfort, independence and a sense of belonging. People's rooms are personalised and reflect their individual preferences, helping to create a homely and familiar space. Communal areas are available for people to relax, socialise, or watch television with others, while quieter areas give people the option to spend time alone or enjoy activities privately. The kitchen is a shared and active space, and we observed people enjoying time together.

The environment promotes a strong sense of community and reflects the lives of the people who live there. Throughout the home, people's artwork and crafts are displayed, alongside group photographs of individuals living at the service. These personal touches contribute to a warm and welcoming atmosphere, helping the setting feel like a family home where people's identities and experiences are valued.

We saw that communal spaces were well-used and supported meaningful interaction. The conservatory provides a bright and pleasant area for people to spend time, and we observed that it is actively used for activities such as growing tomatoes. This offers people opportunities to engage in purposeful tasks and enjoy shared interests. The garden area is accessible and provides additional space for people to spend time outdoors, supporting wellbeing and offering a change of environment.

On the day of the inspection, the environment appeared clean, tidy and well maintained. Furniture and equipment were arranged to support people's mobility and independence, allowing individuals to move safely around the home. Appropriate safety measures are in place, including regular environmental and fire safety checks, which help to ensure the premises remain safe for people living in the service.

Staff supported people to use different areas of the home according to their preferences. For example, a staff member was heard asking, *"Would you like to sit in here or go out to the garden for a bit?"*, promoting choice and control over how people spend their time.

Overall, the environment is welcoming, personalised and supports people's comfort, independence and wellbeing.

Leadership & Management Requires Improvement

The service benefits from a committed and approachable management team who are visible and provide day-to-day support to staff and people living at the service. Staff spoken with described the manager and Responsible Individual (RI) as supportive and accessible. Comments included, "*The manager is really approachable, we can go to her if we need anything,"* and "*We work well as a team and support each other."* This contributes to a positive working culture within the service. The ethos demonstrated by the leadership team has a clear and positive impact on the wellbeing of people living at the service, supporting a caring and inclusive environment.

There are arrangements in place to support oversight of the service, including RI visits and quality assurance processes. We saw that RI visits are taking place and include engagement with people, staff and, where possible, families, to gather feedback about the quality of care provided. Quality of care reports are produced, which reflect consideration of feedback and provide an evaluation of the service. The service has developed an action plan and has identified areas for further development. This demonstrates an awareness of where improvements are needed and a willingness to drive change. Management show a reflective approach to their practice and dedication to the people they support. Some progress has been made in response to the previous Area for Improvement (AFI), particularly in relation to staff training, and there is recognition of the need to continue to strengthen workforce development and compliance.

We discussed with the RI the importance of ensuring all staff meet regulatory requirements, including appropriate registration with Social Care Wales and completion of mandatory and specialist training. We also highlighted the need for management arrangements to fully meet registration requirements. The provider has recognised this, and we have identified this as an Area for Improvement (AFI) and expect the manager to be appropriately registered by the next inspection. Overall, the service shows a clear willingness to improve and build on its existing strengths, underpinned by a committed and reflective leadership team. Improvements are needed to ensure a suitably qualified and registered manager is in place, to provide effective oversight and avoid any potential impact on the quality and consistency of care provided to people. The RI has provided assurances that this will be addressed as soon as possible. An Area for Improvement (AFI) remains in place to support this

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Although there is currently no impact on people. The registered provider has not ensured the service is managed by a person who meets the registration requirements set by Social Care Wales, including holding, or actively working towards, the required qualification. This issue was identified at the previous inspection but still had not been resolved.	11/05/26

CIW has not issued any Priority action notices following this inspection.

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