Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llwyn Teg Residential Care Home

Llwyn Teg Care Home, Mill Lane, Llanfyllin, SY22 5BG

01691648278

www.shaw.co.uk

The inspection visits for this service took place between 08/07/2026 and 10/07/2026

Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	33
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:

People who have made Llwyn Teg their home receive a good standard of care. Everyone we spoke with has high levels of confidence in the service describing it as "*marvellous*" and "*great*". One person told us "*I love it here*". People can communicate in both English and Welsh.

Wellbeing is rated as good because of the relationships people and those important to them have with the staff team. This, together with the opportunities to do things that they enjoy mean they are treated with dignity and their days are meaningful.

Care and support is good because the team is led by an experienced and well-regarded manager who has a lot of confidence in her team. The planned improvements to the care records will benefit people and the staff team.

The environment is good because standards of cleanliness are high and although some parts would benefit from some updating, it is as homely and comfortable as it can be.

Leadership and management is good because the values set by the organisation are embedded into practice. The manager leads a team of motivated, kind and appropriately trained staff.

Findings:

Well-being — Good

People live healthily and safely and are treated with dignity and respect. The atmosphere throughout the service is good with high levels of engagement and plenty of laughter. Relatives have high levels of confidence in the service, describing it as "*Superb" "Exceptional"* and describing the staff team as "*Friendly and approachable… really nice people"* and "*Excellent… super".*

The values of the service are wellness, happiness and kindness and the manager works with the staff team to make sure these values are practiced by all staff working at the service. Staff are proud to work at the service and all the relatives we spoke to would recommend the service to others.

There are a range of opportunities for people to do things that matter to them and the planned increase in resources will mean activities can be offered over the weekend.

People are safe and protected from abuse and neglect. Visitors are required to sign in so that staff know who is on the premises at all times. The service is clean, comfortable and generally homely. Policies and training make sure care workers know their responsibilities in respect of safeguarding and workers find the manager approachable and responsive.

Several staff are able to speak Welsh and during the inspection we observed communication in both Welsh and English. Some information and much of the signage is bilingual.

Care & Support — Good

People receive good quality care from a team of highly motivated and enthusiastic staff. Comprehensive personal plans together with the good knowledge workers have mean people receive individualised and person-centred care. Personal plans contain information about what is important to the individual, how they communicate and how & when to support me. There are plans for memory boxes outside each person's room and the activities worker is currently engaging with families to get these boxes filled. There are plans to move to a different electronic records system and this aim is for this to be more individualised and less repetitive. Whilst care workers find the records helpful, they are not easy to navigate, with information being held in different places across the system. This means it is not always easy to be confident that care and support is offered in line with personal plans. Daily entries are informative and most care workers feel they have the time they need to read the records.

People's physical health needs are met as care workers know people and can recognise if they are becoming unwell. Relatives are confident they are kept informed about any changes and care workers know how to contact relevant health professionals for advice. The relationship the service has with the local GP surgery is very good with the surgery being very responsive to calls made to them.

There are opportunities for people to do things that are important to them. The atmosphere is the service is well organised and with a level of energy and good humour. The activities programme is divided up into physical and wellness, cognitive and creative and social and interactive, meaning there is a good range of activities and opportunities for engagement for people. In addition, the activities worker and other care staff spend time with people who are receiving their care in bed. Some people enjoy spending time away from the service with friends and family if they are able to.

There is an understanding of the significance of good nutrition. The catering team know they have an important role in people's care and take pride in their work. Most meals are made using fresh ingredients and meals appear appetising and portion sizes are appropriate. Extra attention is given to making sure people remain well hydrated with different drinks being offered throughout the day. Some relatives commented on how much people's physical health has improved since being at the service. Food is available outside of mealtimes and menus are available in both English and Welsh as well as pictorially.

People can exercise choice about aspects of their care and support with people choosing when to get up and go to bed and where to spend their time. There is a lack of clarity about people's ability to shower or bath when they want to with some care workers saying this can be done as often as people want and others saying there are sometimes restrictions due to staff availability. Most care workers feel they have enough staff on duty but others feel additional staff are needed to make sure care and support is offered in a person-centred way.

People are protected from harm and abuse because all staff we spoke with know their responsibilities in relation to safeguarding. They are confident about reporting any concerns and

are confident their manager would take the actions needed to make sure people are appropriately safeguarded. An up-to-date policy supports the training staff have in safeguarding.

People's medication is safely managed. A team leader is responsible for ordering and receiving medication. A recent audit shows a high level of compliance. A check of Controlled Drugs showed the right quantity of medication is available and a policy is available for staff to follow.

The risk of infection is minimised because the provider promotes hygienic practices. There are adequate supplies of personal protective equipment (PPE).

Environment

Good

People live in an environment that meets their needs. Accommodation is set out over three floors and a lift is available for people to use.

There are lounges for people to spend time with others and bedrooms have room for people to receive visitors in private.

People are encouraged to use the dining room for their meals meaning mealtimes are sociable for those who choose to use it.

Standards of cleanliness throughout are good and cleaning products are appropriately and safely stored.

There is an ongoing programme of redecoration which should enhance the service. Parts are tired and dated and the manager is looking forward to the planned work being completed. Some flooring has been replaced and the provider is going to incorporate evidence-based practice as well as people's preferences into the redecoration and refurbishment. The kitchen has been awarded the maximum score of five by the Food Standards Agency which means a rating of very good.

Bedrooms are comfortable and as homely as possible with items of furniture, photographs and soft furnishings. Whilst none of the rooms have ensuite facilities there are bathrooms and toilets throughout the service for people to use.

There are some effective processes in place to make sure equipment and services are maintained with regular audit checks showing a good level of compliance. A visual check of hoists, beds and wheelchairs showed these are clean and in good working order.

Most signage is available bilingually and pictorially making orientation easier for people who have a level of cognitive impairment,

Personal emergency evacuation plans (PEEPs) are available and easily accessible to staff and other emergency services. These are regularly reviewed and contain up to date information about the support people need in an emergency.

There are some attractive outside areas for people to use. The inspection was during a heat wave and appropriate measures were in place to make sure people had adequate shelter whilst still being able to enjoy spending time outside.

The commitment to the service by staff is evident because members of the team have spent time making curtains and decorating a garden area for people to enjoy.

Leadership & Management — Good

There are some effective and robust governance arrangements in place to monitor quality. Reports are written in line with regulations and these highlight where improvements are needed as well as areas of good practice.

A range of audits are completed and these show a high level of compliance overall.

There is a focus on developing a skilled and knowledgeable workforce. Some staff can deliver training within the service. Staff have completed training in a range of areas including nutrition, dignity and infection control. Overall training compliance is 89% and this means there are some gaps where staff do not have up to date training. Care workers feel the training they have enables them to carry out their work safely and effectively.

Care workers find the manager to be approachable and receptive to ideas and concerns. They are confident of getting a timely and helpful response. Supervision is largely up to date and gives workers the chance to reflect on aspects of their work and professional development.

Recruitment processes are safe. Staff files contain the information needed including references, an employment history and security checks. Files are well organised, easy to navigate and securely stored. After appointment, staff have a period of induction followed by a probationary period to make sure they have the skills and aptitude for the job they are employed to do. Staff are flexible in their approach to work, sometimes working across different areas to support people in a holistic and person-centred way

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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