Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llys Hafren Care Home

Llys Hafren Care Home, Severn Road, Welshpool, SY21 7AR

01938552917

www.shaw.co.uk

Date of Inspection Visit: 23.06.2026

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:	40
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identified and meets the Welsh Language and cultural needs of people.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Llys Hafren Care Home is located within walking distance of Welshpool town centre. The service provides respite, residential and personal care for adults aged 65 and over of all genders, including frail elderly people and those living with a diagnosis of dementia.

People experience positive well-being outcomes. They are treated with dignity and respect, have good relationships with staff and are supported to make choices about their daily lives.

Care and support is person-centred and of good quality. People's care and support plans are made and reviewed with them, or a representative, on a regular basis. Staff understand people well and respond to changes in their health and well-being. Committed care staff are safely recruited, well trained and caring.

The home environment is warm, clean and homely and supports people’s comfort and independence. Safety checks are completed and bedrooms are personalised and meet people’s needs.

Leadership and oversight arrangements are effective. The Responsible Individual (RI) visits regularly and seeks feedback from people using the service to support ongoing improvement. Leadership and governance promote a positive culture through audits, feedback and regular review. Staff feel supported in their role through appropriate training, supervision and guidance, enabling them to provide safe, consistent and responsive care.

Findings:

Well-being — Good

People are supported to achieve positive wellbeing outcomes, with choice and control in their daily lives. Care staff support people to maintain independence and pursue what matters to them. They are involved in decisions about their care and support, and their views are listened to and acted upon. People choose how they spend their time, when to see family and friends, and whether to participate in social activities, according to their preferences and aspirations. During inspection, we saw people choosing to spend time in the garden. People tell us they feel supported to achieve what matters most to them and have positive relationships with staff. One person commented, *"The girls are good, some are exceptional. It is a good home."* and another person said *"I can't fault them. It's the staff who make it good here. These ladies look after me well".* People's representatives we spoke with spoke positively about the service, telling us "*I have peace of mind knowing all is ok and staff care*". A visiting professional commented, *"staff are quick to respond or tell us about people's health needs". They share information easily".* We found evidence the service promotes the Welsh Language Active Offer, signage and information leaflets were seen at the service. This supports people to receive services in their preferred language and recognise the importance of Welsh in maintaining wellbeing and identity.

The service has effective arrangements in place to support people's health and well-being. Pre-admission assessments help ensure the service can meet people's identified needs, with information gathered from individuals, their representatives and relevant professionals to inform care and support planning. We saw staff work proactively with healthcare professionals, making timely referrals and sharing relevant information promptly to help achieve positive outcomes for people. A visiting professional told us staff are proactive in seeking health advice and making appropriate referrals when concerns arise. We also observed people being supported to attend GP appointments, demonstrating the service promotes access to healthcare and responds effectively to people's changing health needs.

People are treated with respect and staff respond promptly and appropriately to their requests. People we spoke with told us they feel comfortable with the staff who support them and know who to speak to if they have any concerns. Our review of personal plans, risk assessments, incident records and other relevant documentation show there are systems in place to identify, manage and regularly review risks to people's well-being. We found staff have access to safeguarding policies and procedures and demonstrates a clear understanding of their responsibilities to protect people from harm and promote their safety. The evidence gathered during the inspection is consistent with the positive feedback received from people and supports our finding people feel safe and protected within the service.

People are supported to maintain a healthy lifestyle through access to a balanced and nutritious diet, with meals designed to promote positive health outcomes and meet individual needs and preferences. We saw a dignified meal experience, people were offered choice, with alternatives available and feedback about food was positive.

People engage in activities which reflect their individual preferences and choices. No organised activities were taking place on the day of the inspection because of warm weather; however, people told us they were looking forward to watching the World Cup later in the day. We found the provider recognises the importance of supporting people to engage in meaningful activities which promote their well-being, independence and social inclusion. Discussions with management highlighted plans to further develop the range of activities available to people. Records show people are consulted about the types of activities they would like to participate in, and the service is seeking external support to further enhance activity provision. These planned improvements aim to enhance people's quality of life, reduce the risk of social isolation and provide greater opportunities for people to maintain relationships, develop skills and pursue interests which are important to them. We also saw some people choosing to spend time in quieter areas of the service, and staff respected these individual preferences. This approach supports people to exercise choice and control over how they spend their time and ensures their personal wishes are respected.

Care & Support — Good

Care staff support people to communicate their choices and take part in decisions about their care. The approach is person-centred, promotes rights, well-being and personal outcomes. Staff understand people's communication needs and use appropriate approaches to ensure people express their wishes, feelings and preferences. We observed staff offering choices one at a time and allowing people sufficient time to respond, enabling them to participate in decisions about their daily lives. Where appropriate, family members, advocates and others who know the person well are involved to help inform decisions and ensure the person's voice is represented. Staff also consider people's previous wishes, feelings, life history and known behaviours, particularly where communication or capacity has changed. Any restrictions are identified and supported by appropriate best-interest decision-making documentation. Discussions with staff demonstrates a good understanding of consent and the importance of ensuring it is meaningful and informed. Records show decisions are based on each person's individual circumstances, preferences and assessed needs, reflecting a personalised rather than standardised approach to care and support.

Care and support plans contain up-to-date information and are written in a respectful, dignified and person-centred manner, often using first-person language. Records reviewed and discussions with staff demonstrate a clear focus on achieving positive outcomes for people. Care plans provide consistent guidance for staff and reflect an individualised approach to support. We also found through review of records incidents are appropriately recorded and reported to relevant professionals in a timely manner.

People receive good-quality care and support from staff who are safely recruited, appropriately inducted and receive ongoing training to meet people's needs. Individual risk assessments are clear and provide practical guidance for managing identified risks and promoting people's safety and well-being. Physical, mental, emotional and social well-being is supported effectively, and staff know people well, enabling them to respond appropriately to changing needs and circumstances. People told us, and our observations confirmed, the commitment and dedication of the staff team is a significant strength of the service.

Provider routinely seeks feedback through meetings and questionnaires with records demonstrating this informs service improvements. Staff we spoke with consistently spoke positively about the care provided, describing a supportive team culture, strong commitment to people's well-being and positive leadership from the manager, who is described as approachable and responsive with an open-door policy. Safeguarding arrangements are in place; concerns are acted upon promptly with appropriate referrals made to relevant agencies.

Medication is administered as prescribed, with safe storage, regular reviews and improved working relationships with local pharmacies and GPs. The service provider completes audits to maintain consistent standards and there is a clear culture of openness, with learning identified from incidents and near misses.

Environment

Good

The home environment is calm, safe and secure. Appropriate identification checks are in place, and a visitor signing-in book is used to ensure only authorised individuals enter the service. The care home is clean, warm and welcoming, supporting people's comfort and wellbeing. Bedrooms are personalised and equipped to meet individual needs, including specialist beds and moving and handling equipment, which is safely stored when not in use. Communal areas are well used to promote social interaction, independence and meaningful activities, with opportunities for private use where required. People are supported to make good use of the environment, including outdoor spaces for activities such as gardening, reflecting personal interests and backgrounds.

Domestic staff maintain good hygiene standards throughout the day, with appropriate infection prevention and control supplies readily available. The environment supports people's well-being through the effective use of space to promote engagement and reduce anxiety. We identified some maintenance issues, including parts of the access road, flooring and garden areas. The provider assured us a maintenance plan is in place to address them. At the time, these issues did not significantly affect people's comfort or access to care, but timely completion of the planned work will help maintain a safe and pleasant environment.

People are protected from the risk of infection through effective infection prevention and control practices. We found the environment and equipment is clean, well maintained and promotes people's safety and well-being. Food hygiene standards are good, and the service has achieved a Food Hygiene rating of 5, reflecting high standards of food safety.

Staff demonstrate good knowledge of safe practices, including appropriate use of personal protective equipment (PPE), with systems in place to monitor supplies and minimise risk. The service provider ensures the premises comply with relevant legislation and guidance. Health and safety systems are in place, including fire risk assessments, secure storage of hazardous substances and water safety checks such as legionella monitoring. Gas and electrical testing is completed within required timescales. Fire safety is managed, with fire drills and clear Personal Emergency Evacuation Plans (PEEPs) to support safe evacuation in an emergency. We saw the provider has arranged a dedicated day for staff to undertake full fire drill exercises. This demonstrates a proactive approach to fire safety and ensuring staff are prepared to respond effectively in the event of an emergency.

Leadership & Management — Good

The manager is visible and approachable, they promote a positive, person-centred culture. Since taking up post, the manager has established themselves within the role and, alongside the leadership team, has identified key areas for improvement, including increasing the frequency of staff supervision, completing spot checks, improving training compliance, ensure staff obtain appropriate consent from people prior to use of their information and or comments and further strengthening person-centred care plans. Daily meetings have been introduced so care staff can share information promptly and respond to people's changing needs. Staff consistently described the manager as supportive and approachable, with an open-door policy which encourages communication. They told us there is clear direction within the service, and as a result, improved stability and continuity of leadership is having a positive impact. The manager is not yet registered with Social Care Wales, and the provider must ensure registration is completed in a timely manner to meet regulatory requirements. The RI and senior management team continue to provide oversight and support to the service.

Governance and quality assurance processes demonstrate a clear focus on continuous improvement. We found effective governance systems are in place to monitor standards, drive service development and ensure care and support remained aligned with people's needs, wishes and preferences. The RI maintains effective oversight through regular three-monthly visits, which incorporated feedback from people and staff. Quality of care reports are completed in a timely manner and provide effective monitoring of service delivery. Policies and procedures are up to date, with some under review, and are consistently applied in practice. These documents reflect relevant legislation, guidance and best practice. Leaders ensure policies and procedures are accessible and embedded through supervision, training and team meetings, promoting consistency, accountability and good standards of care.

The provider is committed to maintaining a skilled and well-supported workforce. All care staff are registered with Social Care Wales and hold, or are working towards, the required qualifications. Recruitment and vetting processes are effective, including the timely renewal of Disclosure and Barring Service (DBS) checks. We found evidence of appropriate induction and ongoing staff development. Staff demonstrate a good understanding of the complaints process and told us they feel confident raising concerns. Staff also describe feeling well supported in their roles and feeling valued. The provider holds annual "Star" Awards, recognising and celebrating staff achievements and contributions. Team morale is positive supporting continuity and good quality of care for people living at Llys Hafren.

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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