Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Maes Y Wennol Residential Care Home

Maes Y Wennol Care Home, Llangurig Road, Llanidloes, SY18 6ES

01686 413736

www.shaw.co.uk

Date of Inspection Visit: 12.05.2026

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:	29
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh Language and cultural needs of people, or is working towards a bi-lingual service

Ratings:

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

Summary:

Maesy Y Wennol is a care home situated in the market town of Llanidloes, in Mid Wales. The provider is Shaw Health care. The home provides residential care with aspects of personal care, elderly frail care and dementia care for adults 65 years and above.

People experience good positive wellbeing outcomes, receiving respectful, person-centred care which supports their emotional wellbeing and sense of belonging. Staff demonstrate kind and responsive interactions and the service promotes autonomy, choice and control, enabling individuals to lead fulfilling lives.

Care and Support is consistently good, with evidence of a focus upon person-centred practice. Personal plans reflect individuals' needs, preferences and what matters to them; however, reviews and the level of detail and quality is not yet consistent across the home. The provider has identified this as an area requiring further work and has begun strengthening processes.

The environment is warm, clean and homely and supports people's comfort and independence. There are ongoing structural and cosmetic improvements underway. Safety checks are completed,

and bedrooms are personalised and meet people’s needs.

Leadership and management is effective with the Responsible Individual (RI) demonstrating clear oversight and identifies areas for improvement. Staff are confident, appropriately trained and supported by clear policies and safeguarding procedures.

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Findings:

Well-being — Good

People are supported to achieve positive wellbeing outcomes, as staff understand and respond to their physical, emotional and social needs. They are treated with dignity and respect and staff consistently demonstrate a caring, patient and compassionate approach in daily interactions. Preadmission assessments are completed with representatives and with other relevant professionals as required. People are encouraged to maintain and build on their strengths, with positive engagement supporting a sense of value and belonging. Feedback from representatives we spoke with is positive describing staff as kind, professional and welcoming. We were told the activities coordinator is proactive in her role, taking initiative to organise and deliver engaging activities that meet people's needs. She demonstrates flexibility in her working pattern, including availability to work alternative weekends to ensure continuity of provision. Representatives spoke highly of her, praising her commitment and approach. One representative told us "*I am informed of all planned activities and I attend where I can to support my mother as she enjoys these activities*".

Support enables people to exercise choice and maintain control over their daily lives, including their routines, activities and personal preferences. During the inspection, we observed staff actively promoting choice in everyday living. A varied program of meaningful activities such as gardening, community engagement and social events encourages people to remain active, engaged and connected. The service continues to enhance these opportunities by introducing new activity ideas and developing creative fundraising initiatives for the residents' fund. Following feedback gathered through a "You Said, We Listened" survey, the service established *Friends of MYW* to strengthen the voice of residents and their families in shaping the home's future. This inclusive group, made up of family members, residents and staff, provides a valuable platform for collaboration and shared decision-making.

Staff provided reassurance and support in a timely and dignified manner. People appeared well presented and told us they are happy with the support from staff. Positive risk taking is encouraged, supported by appropriate risk assessments reflected in personal plans which promote independence and informed choice. Staff know people well and develop positive, trusting relationships, enabling people to feel safe and secure. Health needs are monitored appropriately, with access to healthcare services as required. Emotional wellbeing is supported through consistent respectful interactions and a calm environment. Representatives told us leadership team is visible and approachable, with an open-door policy.

The service provider promotes the Welsh language, with Welsh speaking staff and leadership

supporting people in their preferred language.

There are effective safeguarding systems in place to protect people from harm. Arrangements include training for staff, clear reporting processes and regular review of risks which support people to feel safe. Where people are subject to Deprivation of Liberty Safeguards (DoLS), these are legally authorised, regularly reviewed and remain the least restrictive option to keep people safe, demonstrating a strong commitment to upholding people's rights. Measures are in place to ensure manual handling practices are safe.

Care & Support — Good

People receive care and support firmly centred on their needs, preferences and aspirations. Most people are independent with eating and drinking and the service ensures access to a balanced and nutritious diet, including meeting specialist dietary needs. Mealtimes are well organised and support people to eat in a calm, dignified environment, with flexibility to meet individual preferences. People were offered choice, with alternatives available and feedback about the food was positive. People who preferred to remain in their rooms had their choice respected and were prioritised for service. We saw a dignified, unhurried mealtime and a calm environment, supporting positive well-being and choice.

The service provider completes effective pre-admission assessments to ensure they can meet each person's needs alongside those already living at the home. Information is gathered from people, their representatives and relevant professionals, with people meaningfully involved in the process, helping to build positive relationships from the outset. Care is delivered in line with assessed needs, preferences and routines, providing clear guidance for staff. Personal plans are in place and support person-centred care; however, further work is required to ensure all plans are consistently comprehensive, regularly reviewed and updated to reflect changing needs. We were assured processes are being strengthened to address this.

Feedback from people and their representatives is routinely gathered through meetings and discussions, with records demonstrating this informs service improvements. Staffing rota is effective, enabling meaningful engagement with people while other tasks are managed by relevant staff. Safeguarding arrangements are robust; 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 environment is 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. 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 control supplies readily available. The environment supports engagement and reduces anxiety through the appropriate use of space and activities. However, some maintenance issues require attention, including leaks, flooring and fire door works. While these had no immediate impact at the time of inspection, they present potential risks if not addressed. We were assured a maintenance plan is in place.

People are protected from the risk of infection through effective infection prevention and control practices. The environment and equipment are clean and well maintained, and food hygiene standards are good. The service has achieved a food hygiene rating score of 5, reflecting high standards in food safety. Staff are appropriately trained and demonstrate a clear understanding of safe practices, including the correct use of personal protective equipment (PPE), which was readily available. Systems are in place to monitor and manage supplies ensuring people are safeguarded from infection risks. Staff knowledge of infection prevention and control is strong following attendance at Powys Health Board Health Champions Day, with learning shared across the team.

The service provider ensures the premises comply with current legislation and national guidance relating to health and safety, fire safety and environmental health. A fire risk assessment is in place, substances hazardous to health are stored securely and water safety checks, including legionella risk assessments, are completed. Gas and electricity safety testing is carried out within required timeframes by external contractors.

Fire drills are conducted regularly and designated fire marshals are in place to support safe practices. Personal Emergency Evacuation Plans (PEEPs) are in place and provide clear guidance to ensure people can be safely evacuated in the event of an emergency.

Leadership & Management — Good

The service benefits from a visible and approachable manager who promotes a positive, person-centred culture. The manager is not yet registered with Social Care Wales, the provider must ensure registration is completed in a timely manner in line with regulatory requirements. The RI and senior managers continue to provide effective oversight and support. The manager has settled into the role and alongside the leadership team, has identified areas for improvement, including strengthening person-centred plans. Staff describe the manager as accessible, responsive, supportive and empathetic, with a clear values-driven approach that focuses on understanding individual needs and contributes to a stable and inclusive environment. Staff told us morale has improved, stability and continuity is visible. Maes Y Wennol will host the regional “Star” awards with several staff and people nominated, celebrating their successes.

There is strong oversight of the service, with evidence of regular visits and direct engagement with people by the RI. Quality of Care reports are completed in a timely manner and are analytical and reflective, demonstrating effective monitoring of service delivery. The provider uses information from audits, feedback and learning from incidents to drive continuous improvement, respond promptly to issues and recognise good practice. Policies and procedures are up to date, with some under review, and are consistently applied in practice. Risk management arrangements are robust, with clear contingency plans in place to ensure continuity of care and support in unforeseen circumstances.

Performance, compliance and outcomes are monitored effectively through regular audits with findings used proactively to support service improvement. The RI and other senior leadership team are visible and approachable, fostering positive relationships with people, staff and external professionals. Feedback from people, their families/representatives and other stakeholders is routinely sought and acted upon, demonstrating a commitment to learning, development and continuous improvement. Staff told us they are happy working at Maes Y Wennol. Staff are highly knowledgeable and understand safeguarding procedures and their responsibilities to protect people from harm. They receive training in whistleblowing and feel confident in raising concerns. The provider supports leadership development at all levels, promoting shared responsibility, professional growth and a positive learning culture. Staff are familiar with the complaints policy and statutory notifications are submitted as required.

Recruitment processes are robust and staff receive a comprehensive induction, including shadowing and access to specialist training, alongside strong employment support. All care staff are registered with Social Care Wales, hold the required qualifications and have a valid Disclosure

and Barring Service (DBS) check. Staff receive regular supervision and appraisals and told us they feel well supported in their roles. Communication within the service is effective, with clear systems for sharing information. We expect the provider to ensure manager is registered in line with regulatory requirements to maintain robust oversight and assurance for people using the service.

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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