



Wylesfield Residential Care Home



Wylesfield Care Home, Lant Avenue, Llandrindod Wells, LD1 5EH



01597822251



www.shaw.co.uk

The inspection visits for this service took place between 23/02/2026 and 24/02/2026

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:	27
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

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Wylesfield Residential Care Home is a homely and welcoming service which provides personal care and support to people. It is situated in Llandrindod Wells, within walking distance to local amenities such as shops, cafes and restaurants.

People living at the service experience excellent well-being outcomes as they have control over their lives and are treated with dignity and respect. We saw people relaxing in their environment and participating in meaningful activities. Friendships are encouraged and people's well-being is promoted. Care and support is good. We saw person-centred care planning and the review of personal plans is completed frequently and with involvement of people and/or their representatives. People and their families expressed satisfaction with the quality of care provided.

The environment is good and promotes people's well-being outcomes by providing safe, clean and homely accommodation. The service provider currently has an ongoing programme of refurbishment and is continually making improvements to the environment.

Leadership and management is good. There is a dedicated and knowledgeable management team in place who support staff through formal and informal supervision. The Responsible Individual (RI) visits the service routinely and ensures effective governance and oversight.

Findings:



Well-being

Excellent

Well-being is excellent as people are happy with their care and support and have control over their lives. From discussions with people and their families it is evident there is strong satisfaction with the care provided. Care staff encourage people to have as much control over their day as possible and they receive support to understand their rights and entitlements. We saw the service clearly promote people's choices and autonomy and support them to make day to day choices. For example, people choose which meals they would like, which activities to participate in and how to spend their time. There are meaningful activities available which are personalised to people's interests. We saw an activity planner displayed in communal areas and people were enjoying planned activities during our visit. People are empowered to thrive, with numerous opportunities to maintain, develop and explore their interests, strengths and skills.

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. During our visit, we spoke with people who told us they are satisfied with the support they receive at Wylesfield. One person we spoke with told us, *"Staff are wonderful they work really hard, you couldn't have better staff, they are very helpful and treat me with dignity and respect."* A family member told us *"We are very happy with the care and staff know him very well."* We observed people being supported in a warm and compassionate way and people told us the staff are kind and caring.

People are supported to cultivate safe and healthy relationships. We saw visiting was welcome at any time. Staff encourage and support people to make friends and share their interests and hobbies. People we spoke with told us about friendships they have formed. One person told us, *"I like to have my meals with my friends, I've made some wonderful friendships here."*

People are heavily involved in the décor of the service, and are consulted with regarding colour schemes, lighting, pictures and more. This promotes an environment which meets their needs and enhances their well-being. Since the last inspection the service has had a hairdressing salon installed, which is pleasantly and thoughtfully decorated to create a relaxing space. A hairdresser visits the service once a week and people told us they enjoy being pampered. Events large and small are celebrated. People spoke fondly of a recent event to celebrate the service's sixtieth anniversary. People from the local community along with the local mayor joined in the celebration. People told us they very much enjoyed the event and are looking forward to the next one.



Care & Support

Good

Care and support is good and people are supported to achieve their personal outcomes through high quality, person-centred care. The provider conducts detailed assessments to ensure they can meet people's needs before offering a service. Personal plans are written based on these assessments and are thorough and detailed. There are corresponding risk assessments in place which are comprehensive. The service reviews personal plans and risk assessments regularly and involves people and their families in these reviews. When asked about the care at Wylesfield, a person told us, *"The staff are excellent, I can't fault them, I wouldn't change a thing it's like being at home."*

People are protected from harm and abuse. There is a strong approach to safeguarding within the service, and a culture of openness and honesty. All staff receive safeguarding training. Staff spoken with have a clear understanding of their role in safeguarding people and are knowledgeable in this area. The RI and management team continually seek ways to improve safety and where improvements are needed, this is openly shared with the staff team. We saw documentation evidencing people's rights to liberty are protected and safeguarded and agreed within a wider multi-disciplinary team. People told us they feel safe at the service, and staff care for them the way they want to be cared for.

Overall, medicines are managed safely. Medication is stored securely, within a locked room and temperature checks are completed daily to maintain the safe and accurate temperature of medication. Medication administration record (MAR) charts are accurately maintained. Weekly audits are completed and reviewed monthly. Controlled drugs are counted with no discrepancies noted. Medication ordering follows the monthly MAR cycle, and a returns book records any unused medicines sent back to the pharmacy.

Infection prevention and control is prioritised within the service. The environment is clean and clutter free. There is strong oversight in this area as thorough and regular audits are completed. Actions identified from these audits are completed within a clear timeframe. Information about the risk of infection is shared appropriately with people, visitors and external agencies. Staff receive training in infection prevention and control. We saw sufficient supplies of personal protective equipment within the service, and we saw staff use this proactively.



Environment

Good

People live in a good environment that meets their needs. People have access to communal and private spaces where they can spend time alone or socialise if they wish. There is a large communal lounge area on the ground floor where we saw people spending their time relaxing and getting involved in activities on offer to them. There are additional smaller, quieter communal areas people can access if they wish. We saw people's bedrooms which afford privacy and are decorated and personalised to their individual tastes and preferences. Equipment and adaptations are available where needed and these are well-maintained and serviced regularly. Confidential information is stored securely. There is an outdoor space people can access, and we were told of plans to improve this area.

There is a dedicated and passionate maintenance person employed at the service. They discussed with us the improvements made to the environment since the last inspection along with the ongoing renovation and redecoration. They explained upgrades to décor and design is done in consultation with people living at the service. There is clear ongoing investment from the service provider to make upgrades to the environment which will enhance outcomes for people.

People's care and support needs are met through robust safety management systems to minimise risks within the service. We saw records showing the regular servicing, maintenance and repairs of facilities ensuring the safety and well-being of people using the service. Daily, weekly and monthly health and safety checks are in place such as water temperatures and fire safety checks. The service has recently been inspected by the Food Standards Agency and awarded a score of 5 (Very Good). The required health and safety certificates are in place to ensure the service complies with current legislation and national guidance. This includes certificates relating to fire, gas, electricity and water. Regular fire drills take place, and we saw records of these being completed.

Effective security arrangements are in place to protect people while safeguarding their rights, privacy and dignity. There is secure entry to the service and a visitor's book is maintained to ensure a log of people accessing the building is maintained along with complying with fire regulations.



Leadership & Management

Good

Leadership and management of the service is good and there is effective oversight and governance by the RI, who visits the service regularly. They work closely with and are supported by a committed, knowledgeable and experienced management team. They regularly speak to people, families and staff to gather feedback about the service. This identifies any required improvements which are then acted upon promptly. This information is used to inform regulatory reports completed by the RI which are comprehensive and informative. The management team completes regular audits in a wide range of areas and ensures any required improvements raised are actioned. There are comprehensive and relevant policies and procedures in place which are reviewed regularly. Staff spoken with told us they can access these whenever they needed to.

People are supported by staff who have the necessary expertise, skills and qualifications to meet their care and support needs. Robust recruitment and background checks are completed with staff prior to them being offered a job. Routine checks are completed to ensure staff remain suitably fit to work. Staff complete a thorough induction along with a range of training to equip them with the knowledge and skills required to fulfil their role effectively. All eligible staff are registered with Social Care Wales (SCW), the workforce regulator.

Staff told us they feel supported by the management team. Staff supervisions are not always completed within regulatory timescales. The manager is fully aware of these shortfalls and has a plan in place to make the necessary improvements. Despite this staff told us they feel supported by the manager, they appreciate the promotion of an open-door policy and are confident any issues will be dealt with appropriately by the manager. Staff meetings are held regularly and staff told us these are two-way conversations and are meaningful and informative. Staff receive appraisal annually.

The service provider has oversight of financial arrangements and investment in the service. Refurbishment of the service is ongoing, and projects are either planned or in progress. The management team told us that staffing levels are being reviewed with a view to increase these. This will further enhance the well-being of people as more staff will be available to support them.

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.

Welsh Government © Crown copyright 2026.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.