Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Croft House

89 Queen Victoria Road , Llanelli , SA15 2TR

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https://mdcareltd.co.uk

Date(s) of inspection visit(s): The inspection visits for this service took place between 31/07/2025 and 07/08/2025

Service Information:

Operated by:	M&D Care Operations Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	13
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

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

Summary:

Croft House is a residential service located in Llanelli supporting up to 13 individuals who have a range of complex needs and behaviours. There are seven self-contained flats, four shared flats, and two single occupancy flats.

The rating awarded for Well-being is 'Good' as people are involved in decisions about them, are treated with dignity and respect and are protected from harm and abuse where this is possible. The rating awarded for Care and Support is 'Good' as the person, their representative and a range of multi-disciplinary professionals are involved in their care. The rating awarded for the Environment is 'Good' as the service is well maintained and safe but communal areas can be improved to make them more homely and welcoming. The rating awarded for Leadership and Management is 'Good' as there is effective oversight of the service by the RI and the dedicated management team who lead a motivated, well trained team of staff who respect them.

Findings:

Well-being — Good

People have control over their day to day lives and are involved in making decisions which affect them. People's views and suggestions are gathered and acted upon. Observations and records of minutes of meetings and discussions clearly demonstrate people are consulted about their care and support, aspirations, activities and meals. People offer their opinions and suggestions during the RIs visits and during their interactions with care workers. People spoken with confirmed they had the meals they preferred and there were always choices available to them. An observation of one person being reassured about the specific meals and food available for him supports this. Individuals are actively involved in their care planning and reviews. People attend activities and events which are important to them including hobbies and interests.

People's communication needs are suitably met. People are supported to communicate in a range of accessible and inclusive ways. These are clearly documented in care records, understood by staff and observed during the inspection.

People are treated with dignity and respect. Throughout the period of the inspection staff interacted with people in a friendly, kind and respectful manner. People are afforded space when needed, are listened to and offered choices to support and inform them.

People are safe and protected from abuse and neglect where this is possible. People told us they feel safe and are able to raise concerns; they told us *"I know I can discuss any concerns", "I feel safe here" I will speak to staff if I am concerned about something".* This is also echoed by professionals involved with the service. The manager has an open-door policy and some people choose to visit the office to speak directly to her with any concerns they have.

People live in accommodation which meets their needs, however, additional work is required to improve the communal areas to make it feel more homely and welcoming.

Care & Support — Good

People receive the quality of care and support they need to achieve their personal outcomes. Care records are produced and reviewed in conjunction with the person, professionals and their representative wherever possible. Personal plans are detailed and provide a sense of the individual, their care needs and how the person chooses to have their care provided. Personal plans and associated risk assessments are reviewed and updated regularly. Care and support is person centred and geared around their needs, wishes and aspirations. Care workers are passionate about the support they provide, and the positive outcomes individuals achieve. We observed a care worker celebrating the achievement of the person they were supporting with the manager and their colleagues.

There is strong evidence to demonstrate a range of health and social care professionals are involved in people's care and support when required. This is well documented in care records. In addition, professionals speak highly of the service; they told us "*My client has tried a care home prior to this, and they could not meet his needs. I am exceptionally pleased how Croft House can manage his behaviours along with his health, family relationships and my client seems very happy. I do not think my client would be better cared for anywhere else"* and "*I found strong evidence of person-centred care, with individuals actively supported in daily living, community engagement, and emotional wellbeing".*

Care workers demonstrate a good understanding of the people they provide care and support to and speak very positively about working in the service. One care worker told us *"I never feel I don't want to come to work, it really is a great place to work, the people we support make it so rewarding"*.

People are protected from harm and abuse. The manager and staff attend a range of safeguarding training and are clear on their roles and responsibilities in reporting any concerns and keeping people safe. Care workers have a good understanding of the vulnerability of the people they support and are aware of the visual, verbal and non-verbal communication used by individuals to indicate how they are feeling. Staff practice is supported by policies and procedures which are accessible and regularly reviewed. The service submits safeguarding referrals where necessary, participating in and learning from safeguarding processes and outcomes to improve the service.

Environment

Good

People have access to a variety of different private and communal spaces and their needs and preferences are taken into consideration. People choose the decoration of their flats and contribute to decisions around décor in the communal areas. People's flats are personalised according to their preferences and requirements. One person showed us their flat and told us *"It's a really nice flat, I like the posters I have put up as it makes it homely*". The communal areas are a little spartan and this has also been identified by the Responsible Individual (RI) during their visits to the service. The manager told us that there is a plan to improve the internal environment.

Regular servicing, maintenance and repairs to facilities ensures the safety and well-being of the people living in the service. The manager and staff confirmed that any maintenance issues are dealt with in a timely manner. There are a range of environmental audits and checks undertaken. There are effective security and health and safety measures in place including all visitors having to sign in and out of the service in addition to identifying themselves. Emergency exits are free from obstructions and clearly signed. Cleaning fluids are safely locked away when not in use and firefighting equipment are regularly serviced.

People have access to a safe space at the rear of the building which have been decorated and improved to make the area more welcoming for people to use. One person told us *"I like sitting out here, especially when it's sunny".* The staff office is located in the rear garden area which people can freely access to meet with the manager are staff.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight of the service. The RI visits the service regularly and completes detailed quarterly reports. Quality of Care reports are produced six monthly and CIW has received copies of these. There are a range of quality audits undertaken by the RI, the Area Operations Manager (AOM) and the manager. The information obtained from the audits are used to help improve the service. The AOM works closely with the manager and is readily available for support and direction whenever required. The manager speaks highly of the AOM and the professional and supportive relationship they have developed. The service operates within its Statement of Purpose and notifies CIW of reportable issues in a timely manner.

The management team are respected by care workers who feel well supported by them. Care workers we spoke with told *us "I thoroughly enjoy working for M&D and in Croft. I feel really supported by the deputy and manager. The training and support is great. I love my job"* and *"I Love the job and Croft. I am extremely well supported by staff team and [AOM], I can call him any time I need him"*

People living in the service speak positively about the management of the service. They told us; *"the staff are great, they really support me", "I really like living here, the staff are good and kind".* Health and social care professionals told us "s*taff demonstrated respectful and adaptive communication, and residents expressed satisfaction with the support received. Health and safety standards were met, and leadership was found to be stable and proactive"* and *"I have a very positive professional relationship with the manager and staff of Croft".*

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Care workers undergo a thorough recruitment process with all required checks and clearances in place prior to them commencing employment in the service. Following their recruitment, care workers receive a good induction which is complimented by an ongoing training and development programme. Care workers speak positively about the training and the regular one-to-one supervision and support they receive. This is corroborated by the staff records we have read. All staff spoken with are clear about their responsibilities in reporting any concerns they have about the safety of the people living in 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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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