



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Gelynnen



Pencader



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<https://mdcareltd.co.uk>

The inspection visit took place on 16/04/2026

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:	4
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Gelynnen is a residential service located in a small rural village in Carmarthenshire. Gelynnen is a homely and welcoming service for adults requiring support with personal care needs. People living at the service are supported and encouraged to achieve their personal goals and aspirations.

People experience excellent well-being outcomes as they have control over their lives and are treated with dignity and respect. We saw people's independence and choice consistently promoted. Relationships are prioritised, and safeguarding arrangements are robust.

Care and support is excellent. We saw thorough, person-centred care planning and frequent reviews involving people using the service. People experience excellent wellbeing outcomes as the service actively promotes people's goals and independence.

The environment is maintained to a good standard. Private spaces are personalised, communal

areas are welcoming, and health and safety systems are effective. Outdoor spaces and community access enhance quality of life.

Leadership and management are good and effective within their roles. Governance arrangements provide good oversight, care staff feel supported, and training compliance is high. Quality assurance processes drive continuous improvement, ensuring the service operates safely and promotes positive outcomes.

Findings:



Well-being

Excellent

People experience excellent well-being outcomes and live healthily and safely with control over their lives. There is a strength-based ethos within the service which is evidenced in care planning documentation. People are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. The service promotes independence and skills development through positive risk management. We saw thorough documentation that identified individual desired outcomes along with documentary evidence of people working towards and achieving these outcomes.

The service ensures people's rights and dignity are promoted. A family member told us, "*He is respected, he is happy and settled*". There is a clear commitment from managers and staff to listening and communicating effectively and attentively, in a personalised format people understand. The service encourages people to be actively involved in decisions that affect them and express any concerns and preferences. Evidence of monthly meetings and feedback forms were seen where people were asked for their feedback about what is going well and what needs improvement.

It was evident that community presence and engagement is promoted. Throughout our inspection, we saw people accessing the community as they wished and utilising public transport. People have enriched experiences and are empowered to thrive, with numerous opportunities for learning, social interaction and growth. People are encouraged to maintain, develop and explore their interests, strengths and skills. People told us they decide how to spend their day. One person told us, "*I always get choice, I like going to shows and shopping but sometimes I like to stay in, watch a film and relax*". Daily planners are varied and individual. Activities consist of regular visits to day centres, community groups, swimming, pub visits, attending the local gym, walks on the beach, live music, football, cycling, sensory activities, arts and crafts, shows at the theatre, gardening, drama groups, weekends away, holidays and cooking. Furthermore, staff actively encourage people to participate in activities of daily living such as meal planning, food shopping, cooking, and cleaning. These well-planned activities encourage engagement and enhance people's wellbeing, sense of purpose and direction.

People are supported to cultivate safe and healthy relationships. People are encouraged to maintain relationships with family and friends; family are able to visit at any time they want. A family member told us, "*I can call in whenever I want*". People have the opportunity to go on home leave with families and maintain close relationships.

We saw the promotion of Welsh culture and language within the service, evidenced by bi-lingual

signage and literature available in Welsh if desired. Additionally, the service celebrates Welsh culture.



Care and support is excellent and people are supported to achieve their personal outcomes through high-quality, person-centred care. Before a service is offered, the provider ensures they can meet people's identified needs through a thorough assessment.

Personal plans are always developed with involvement from people, professionals and their families/representatives as much as possible. A family member told us, *"We work as a team"*. Personal plans are comprehensive, detailed and reviewed regularly. Corresponding risk assessments are in place which are exceptionally detailed and promote positive risk taking. A professional told us *"They are willing to go above and beyond to improve their quality of life. Looking at proactive and positive risk taking to reduce restrictive practice"*. Personal plans and risk assessments are reviewed frequently with people to ensure they are consistent with current needs and risks. Advice and guidance from other professionals is acted upon and used to inform personal plans.

The provider ensures people are protected from harm and abuse. There is a strong approach to safeguarding within the service. Staff receive comprehensive training in protecting vulnerable adults and the service provider has thorough policies and procedures in place to support this. Staff told us they feel they possess the necessary skills and understanding to support people to achieve their outcomes. Staff spoken with had a clear understanding of their role in safeguarding people and confident in dealing with any safeguarding concerns.

Health and wellbeing are actively encouraged by staff in partnership with relatives and health and social care professionals. High importance is placed on ensuring people's health is promoted, improved and/ or maintained. Staff ensure people have regular access to health and social care professionals and are supported to attend appointments. Care documentation comprehensively details people's health and care needs. Health profiles enable health care professionals to have clear information on the person's health. The service encourages people to eat a healthy balanced diet.

Medication is very well managed at the service. Medication is stored appropriately and safely in a designated area. Temperature checks are completed daily, which were within the correct range. Staff receive training to ensure they are competent to administer medication and competency checks are completed. Thorough audits are completed by the manager frequently.

Infection prevention and control is prioritised within the service, minimising people's risk of infection. Staff receive consistent training in infection prevention and control, and the environment is clean, hygienic and clutter free. There is strong oversight in this area as thorough and regular audits are completed. We saw a good supply of personal protective equipment (PPE) is available when required.



Environment

Good

Care and support is provided in an environment which is good. It provides suitable space, promotes and enables people to achieve their personal outcomes. Communal spaces are clean and arranged to create a welcoming atmosphere. We saw people relaxed and comfortable in their surroundings and spending their time as they choose. People are encouraged to be actively involved with decisions in relation to the decoration of the service, with individuals choosing wall colours, sofas and furnishings for communal areas. It was clear it was their home of which they were proud.

People's bedrooms are personalised and reflect individual preferences, helping to create a sense of ownership and belonging. Pictures of people living at the service are displayed in communal areas adding to the homely feel. Furnishings and décor are generally in good condition, and maintenance systems ensure that any repairs or improvements are addressed. While some areas require minor attention, plans are in place to ensure these are resolved without delay.

There is a strong emphasis on developing independence and living skills within the service and the accessibility of the environment and its facilities promote this. People are strongly encouraged to complete daily tasks for themselves, such as meal planning, cooking and domestic care activities, with support from staff where needed. We saw an area where fruit and vegetables are being grown in the garden. Staff told us people enjoy spending time watering the crops and are looking forward to harvesting the fruit and vegetables once they are ready.

The service provider ensures risks to health and safety are identified, mitigated and reduced. Fire safety checks, drills, and equipment servicing are carried out regularly, and records confirm compliance with statutory requirements. Storage areas for hazardous substances are secure, and medication cabinets are locked to maintain safety.

Outdoor spaces are accessible and provide opportunities for physical activity and relaxation. Security measures, including external surveillance, are implemented appropriately and respect privacy. There is secure entry to the service and a visitor's log is maintained ensuring that visitors sign in and out of the service.

Overall, the environment is good because it is safe, well-maintained, and designed to meet diverse needs. Communal and private areas are comfortable and functional, health and safety systems are effective, and access to outdoor spaces enhances quality of life. This approach ensures the home provides a positive and supportive atmosphere.



Leadership & Management

Good

Leadership and management at the service are effective and contribute to a positive and well organised environment. Governance arrangements provide oversight, and systems for monitoring quality are embedded. Regular Responsible Individual (RI) visits and Quality of Care Reviews take place. The service is currently working to improve these to strengthen the oversight of the service. Managers demonstrate oversight of day-to-day operations. Audits of medication and health and safety are completed regularly, with actions tracked to resolution.

Care staff told us they feel supported and described the manager as approachable and proactive in dealing with issues. Relatives described positive communication with the team and expressed confidence in the level of care provided. A family member told us that the manager is “*fantastic and always on hand*”. Professionals expressed positive communication, we were told “*The communication is always good from Gelynnen*”. This promotes confidence in leadership and helps maintain a positive culture throughout the service.

Systems are in place to protect people from harm. Care staff apply their training and skills to support people in the least restrictive ways and promote positive outcomes. Deprivation of Liberty (DoLS) applications are made when people lack the mental capacity to make specific decisions. This ensures the service upholds people’s rights and freedoms.

Recruitment processes are thorough, and checks are completed before care staff start work at the service. All care staff are registered with Social Care Wales or working towards registration, and in-depth induction processes are in place.

Training compliance is high across mandatory areas, and care staff are supported to complete qualifications and attend refresher training. Supervision and appraisal systems provide opportunities for care staff to reflect on practice and identify development needs. Team meetings are held regularly and demonstrate strong communication and collaboration amongst the staff team. Staffing arrangements are generally effective. Rotas are planned to maintain safe levels, and contingency measures are in place to manage absences.

Overall, leadership and management are good because oversight is effective, care staff are well supported, and quality assurance processes drive continuous improvement. This ensures the service operates safely and delivers care that promotes positive outcomes.

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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