



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

The Laurels Residential Care Ltd



The Laurels Care Home, 23 Meirion Street, Aberdare, CF44 8NH



01685871218



www.thelaurelscarehomeaberdare.com

The inspection visits for this service took place between 30/06/2026 and 02/07/2026

Service Information:

Operated by:	THE LAURELS RESIDENTIAL CARE LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	22
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Requires Improvement



Environment

Good



Leadership & Management

Good

Summary:

The Laurels is a residential care home located in Aberdare, situated within a residential area close to the town centre and local amenities.

Well-being outcomes for people are good. People are treated with dignity and respect and benefit from positive, supportive relationships with care staff. People told us they are happy living at the service and have access to a range of activities that promote engagement and social inclusion.

Care and Support requires improvement. Personal plans are in place and provide care staff with an overview of people's care and support needs, as well as associated risks. These plans are reviewed regularly and updated when people's needs change. Care staff demonstrate a good understanding of people's preferences and support requirements. However, improvements are needed in medication management arrangements to ensure medicines are stored, managed, and administered safely and in line with best practice.

The environment is good. The home is welcoming and meets people's needs. People can personalise their bedrooms, and communal areas are clean and conducive to social interaction. A planned programme of maintenance and repairs is in place to support the ongoing upkeep of the

premises.

Leadership and Management is good. Staff morale is positive, and staff report feeling supported and valued in their roles. Appropriate recruitment processes are in place to ensure staff are safely recruited. Staff receive training to enable them to meet the needs of the people they support. Governance and quality assurance arrangements provide senior staff with appropriate oversight of service.

Findings:



Well-being

Good

People are encouraged and supported to make choices about their daily lives. People are involved in making decisions about matters that are important to them, including what they eat, how they spend their time, and the activities they wish to participate in. People have access to a varied programme of meaningful activities that reflect their interests and preferences. In addition, regular entertainment is arranged by the service's Activities Coordinator, providing further opportunities for engagement and social interaction. During the inspection, we observed people actively participating in an arts and crafts session, which they appeared to enjoy. The service also supports people to maintain important relationships with family and friends and provides regular opportunities to access the wider community. These arrangements help to promote social inclusion and contribute positively to people's emotional well-being and quality of life.

Measures are in place to safeguard people from harm, abuse, and neglect. Individual risks relating to people's health, safety, and well-being are clearly identified and managed through their personal plans. Care staff receive appropriate safeguarding training and demonstrate an understanding of their responsibilities, including recognising and responding to concerns and following established reporting procedures.

People are treated with dignity and respect. During the inspection, we observed care staff interacting with people in a warm, friendly, and caring manner. Staff demonstrated a good understanding of the people they support and are familiar with their preferences, routines, and care needs. Feedback from people using the service and their relatives was consistently positive. People told us they have developed good relationships with staff and felt well supported. One person said, *"The staff are wonderful; they are all very friendly. They help me to do the things I can't do anymore."* A relative also spoke highly of the care provided, telling us, *"The staff are amazing; they are very patient and spend time with people, always very helpful when you call."* These observations and comments provide assurance that people are supported by caring and attentive staff who treat them with kindness and respect.

People live in accommodation that meets their individual needs. Bedrooms are personalised to reflect each person's identity, promoting comfort, dignity, and a sense of belonging. The environment and facilities are well maintained and support people's health, safety, and well-being. Outdoor areas are safe and accessible, providing opportunities for fresh air, recreation, and meaningful engagement.



Care & Support

Requires Improvement

People are supported to maintain their health and well-being, with all identified health needs documented within their personal plans. Appointments with healthcare professionals are consistently recorded, and all relevant medical correspondence maintained on file. Health passports are in place for people who may require hospital admission, providing healthcare professionals with an overview of their medical history, health needs and support requirements to help ensure continuity of care. Support is available to meet people's medication needs. However, improvements are required to ensure medication management systems fully reflect best practice. We found that medication storage arrangements need to be strengthened, and the management and administration of controlled drugs and 'as required' (PRN) medication require more robust oversight to ensure they are safe, effective, and consistently aligned with current guidance. We told the provider this is an area for improvement. We expect appropriate action to be taken to address these issues and will review progress at the next inspection.

Assessments are completed before a person is admitted to the home. The provider gathers relevant information from professionals and others involved in the person's care and support, while also engaging directly with the person to understand their needs, preferences, and personal outcomes. The information obtained through this process is used to make an informed decision about whether the service can meet the person's needs safely and effectively. Following the assessment, a personalised care and support plan is developed. Personal plans identify people's care and support needs, as well as any risks to their health and safety. We found personal plans are person-centred and outcome-focused, providing clear guidance on how people can be supported to achieve their individual goals and maintain their independence wherever possible. Personal plans are reviewed regularly and updated as required to ensure they continue to reflect people's changing needs, preferences, and circumstances.

Care staff receive training to understand and implement safe infection prevention and control practices. Infection prevention and control forms part of the service's mandatory training programme, ensuring staff have the knowledge and skills required to minimise the risk of infection and protect people's health and well-being. The service also has an infection prevention and control policy in place, which provides guidance and promotes safe working practices. We observed that the service maintains adequate supplies of personal protective equipment (PPE), and care staff use PPE appropriately when supporting people with tasks such as personal care. This helps to reduce the risk of cross-infection and supports the delivery of safe, effective care.



Environment

Good

People live in a comfortable, homely environment that promotes their well-being and quality of life. The home provides access to communal areas where people can socialise, participate in activities, and spend time with others, while bedrooms are personalised with individual belongings and furnishings to reflect people's preferences and create a sense of familiarity and ownership. The home has communal bathroom facilities, and specialist moving and handling equipment is available to support people safely and meet their mobility needs. Stair lifts provide access to the upper floor, enabling people with reduced mobility to move around the home as independently as possible. The kitchen has achieved a Food Standards Agency rating of five, demonstrating very good standards of food hygiene and cleanliness. Domestic staff are present on most days and follow structured cleaning schedules to ensure the environment remains clean and hygienic. Laundry facilities are appropriate for the size of the home and support the effective management of people's personal clothing.

The home benefits from a large garden area to the rear of the property, with seating available for people to relax and enjoy the outdoor environment. We were told that people are encouraged and supported to access this space according to their preferences. The garden is also used to host a range of activities and entertainment, providing opportunities for social interaction, recreation, and meaningful engagement.

The service undertakes regular servicing, maintenance, and repair activities to help ensure the safety, comfort, and well-being of people living in the home. Staff complete routine environmental checks, and audits are carried out to identify potential issues and ensure appropriate action is taken in a timely manner. Accredited external contractors undertake scheduled servicing and safety checks of key utilities, including gas and electrical systems. Specialist equipment, such as hoists, are maintained in accordance with manufacturer recommendations to ensure they remain safe and fit for purpose. Safety features, including window restrictors, are fitted throughout the home and subject to regular checks. A comprehensive fire risk assessment is in place and is supported by routine fire safety testing and monitoring. The service also completes regular legionella testing and consistently monitors water temperatures to reduce associated risks. However, we found a formal legionella risk assessment was not in place at the time of the inspection. We discussed this with the provider, who acknowledged the issue and provided assurances that appropriate arrangements would be implemented promptly.

The service has appropriate security measures to protect people. The premises are secured to prevent unauthorised access, and all visitors are required to announce their arrival and complete a sign-in and sign-out process. Confidential information is stored securely and is accessible only to authorised personnel.



Leadership & Management

Good

Governance arrangements are in place to support oversight and monitoring of service provision. The Responsible Individual (RI) undertakes regular visits to the home and engages with both people using the service and care staff to gather feedback on the quality of care provided. Six-monthly quality of care reviews are completed to assess the service's performance and identify opportunities for continuous improvement. The manager is responsible for the day-to-day operation of the home and conducts monthly audits to identify areas of concern and ensure that appropriate actions are taken to address any issues identified. A range of policies and procedures are in place to promote safe and effective practice. We reviewed several key documents, including those relating to Safeguarding, Medication Management, and Infection Prevention and Control. While appropriate policies and procedures were in place, we found some documents required updating to ensure they accurately reflected current legislative requirements and best practice guidance. This was discussed with the provider, who provided assurances that the necessary revisions would be completed.

People are supported by care staff who are appropriately trained and well supported in their roles. Records relating to supervision and appraisal demonstrated staff receive the recommended levels of formal support. Training records show staff are mostly compliant with training requirements and many hold recognised qualifications in health and social care. Discussions with care staff indicated they enjoy working at the service and feel valued and supported by the management team. Staff consistently described the manager as approachable and accessible. One staff member told us, *"The manager is great, very approachable, very supportive of me in my role."* Another commented, *"I feel very supported; the manager has an open-door policy and is always available if needed."*

The service has effective recruitment and vetting processes in place to ensure staff are suitable, competent, and of good character to work within the service. Personnel files reviewed during the inspection demonstrated the required pre-employment checks had been completed prior to staff commencing employment. These included satisfactory references, verification of employment history, and Disclosure and Barring Service (DBS) checks. Newly appointed staff undertake a structured induction programme to support them in understanding their roles and responsibilities, as well as the individual care and support needs of the people living at the home. This helps to ensure they are equipped with the knowledge and skills necessary to provide safe and person-centred care. We also found all care staff were registered with Social Care Wales, in accordance with regulatory requirements, providing assurance that they meet the standards expected of the social care workforce.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
We did not identify any impact on people due to a breach of regulation 58(1). However, there is a moderate risk to people's health and safety if medication is not stored and administered in line with regulation and best practice guidance.	30/06/26

CIW has not issued any Priority action notices following this inspection.

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