



Ty Richards



Latimer Lodge, Bryn Road, Llanelli, SA14 7PW



01792 885 126



<https://mdcareltd.co.uk>

The inspection visit took place on 17/08/2026

Service Information:

Operated by:	M&D Care Operations Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with a learning disability, Care and support for people with mental health needs
Registered places:	7
Main language(s):	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

Excellent

Summary:

Well-being is rated excellent because people receive highly personalised support that promotes choice, independence and meaningful engagement. Staff know people exceptionally well, support positive health and well-being outcomes, and help people maintain important relationships and participate in activities which are meaningful to them.

Care and Support is rated excellent because people benefit from consistently effective and responsive care that is tailored to their changing needs. Comprehensive assessments, detailed care planning and regular reviews ensure support remains current and achieves positive outcomes

Leadership and Management is rated excellent because leaders promote a strong person-centred culture and provide effective oversight of the service. Quality assurance systems drive continuous improvement, staff feel supported and valued, and partnership working contributes to positive outcomes for people.

Environment is rated Good because people live in a safe, welcoming and personalised home which promotes comfort, dignity and independence. The environment meets people's needs, supports meaningful daily experiences and is continually reviewed and developed to enhance people's well-

being and quality of life.

Findings:



Well-being

Excellent

People experience excellent well-being outcomes because they receive highly personalised care and support that reflects their individual needs, preferences and aspirations. Staff know people exceptionally well and use this knowledge to promote choice, comfort, security and meaningful engagement in everyday life. People's strengths, interests and abilities are recognised and valued, with support tailored to ensure they can participate in activities, routines and experiences that are important to them.

People have as much control as possible over their daily lives. Care staff adapt their communication approaches to ensure people remain involved in decisions affecting them and are supported to express their views and preferences. We saw evidence of personalised communication tools, visual aids and individual communication strategies being used effectively to support people to make choices. Staff listen and responded to people's wishes, ensuring care and support reflects what matters to them and promote their sense of autonomy.

People are supported to maintain their physical, emotional and behavioural well-being. Personal plans provide detailed guidance for staff and contain comprehensive information about people's health needs, communication preferences and support requirements. Staff work proactively with healthcare professionals to ensure people receive appropriate treatment, specialist input and regular health monitoring. This coordinated approach helps people achieve positive health outcomes and promotes their overall quality of life.

People benefit from meaningful opportunities that enhance their well-being and provide enjoyment, stimulation and purpose. Activities are based on individual interests and preferences, with people encouraged to participate in experiences both within the home and in the local community where appropriate. Staff understand the importance of promoting independence and positive risk-taking and support people to develop skills and confidence in line with their abilities.

Records demonstrated positive outcomes for people, including increased participation in daily living activities, greater engagement in meaningful experiences and improvements in confidence and emotional well-being. Staff celebrated achievements and supported people to work towards personal goals, resulting in positive and sustained improvements to their quality of life.

People are exceptionally well supported to maintain important relationships with family members, friends and those who matter to them. Relatives are encouraged to remain involved in people's lives and, where appropriate, contribute to care planning and reviews. Throughout the inspection, we observed warm, respectful and genuine interactions between people and staff. Staff

demonstrated kindness, patience and a detailed understanding of individual needs, helping people feel safe, valued and comfortable within their home. Feedback from relatives and professionals was highly positive and reflected the significant contribution the service makes to people's well-being and daily lives.



People receive exceptionally person-centred care and support that is informed by comprehensive assessment, robust planning and a detailed understanding of their individual needs. Care documentation provides clear and highly personalised guidance regarding people's health, communication, behavioural, emotional and social support requirements. Plans reflect people's preferences, strengths, routines and outcomes and are developed using information from people, those important to them and relevant professionals. This ensures support is tailored to the individual and delivered consistently by all staff.

People benefit from care and support that is regularly reviewed, responsive and adapted to meet changing needs. We found strong systems were in place to monitor people's progress, review support arrangements and evaluate the effectiveness of interventions. Care plans were updated promptly following changes in circumstances, healthcare reviews, incidents and professional recommendations. This proactive approach ensures support remains current, effective and reflective of people's evolving needs.

People receive highly effective support from staff who have an excellent understanding of their assessed needs and how these should be met. Staff demonstrated detailed knowledge of people's communication methods, behavioural presentations, healthcare requirements and individual support strategies. We found clear guidance was available to support consistent practice and observed staff implementing this confidently and effectively. As a result, people receive support which is responsive, reassuring and tailored to their individual circumstances.

People are protected by robust risk management arrangements that are proportionate, person-centred and consistently implemented. We saw risk assessments were detailed, regularly reviewed and provided clear guidance on the management of identified risks. We found evidence of incidents and accidents were thoroughly analysed, with learning used to strengthen practice and improve support planning. Staff demonstrate a clear understanding of how to support people safely whilst ensuring restrictions are kept to the minimum necessary.

People can be confident they are protected by a strong and well-embedded safeguarding culture. Staff demonstrate a thorough understanding of safeguarding responsibilities and respond appropriately to concerns. Records show safeguarding matters are managed effectively, with clear oversight, investigation and follow-up action. Learning is used constructively to strengthen practice and enhance the safety of people living at the service.

People receive their medication through highly effective systems which promote safe and consistent practice. Medicines are stored securely, administered by trained and competent staff and supported by accurate records and regular auditing. Management oversight is effective and any issues are identified and addressed promptly, helping to ensure people receive their medicines

safely and as prescribed.



Environment

Good

People live in an environment that promotes their well-being, independence and quality of life. People's views and needs are considered when maintaining and developing the home to ensure it remains suitable for those who live there. The environment is welcoming, person-centred and designed to support people's individual needs. People benefit from self-contained living spaces that provide comfort, privacy and opportunities to develop independence, whilst ensuring support is available when required.

People benefit from an environment that reflects their individual identities, preferences and interests. Bedrooms and personal living spaces are highly personalised with photographs, personal belongings, communication resources and items of significance. People receive support to make choices about their décor, furnishings and the organisation of their personal space wherever possible. This helps create familiar surroundings and promotes a strong sense of ownership, identity and belonging within the home.

People have access to a variety of communal and private spaces that support their daily lives and individual preferences. The home provides comfortable communal areas where people can socialise, spend time with visitors or participate in activities, as well as private spaces where they can relax. Bathrooms, shower rooms and toilet facilities promote privacy, dignity, safety and accessibility. The layout of the home enables people to move around safely and access the facilities they require.

People benefit from an environment which supports meaningful engagement and continues to develop in response to their needs. Outdoor areas are safe, accessible, welcoming and provide opportunities for people to spend time outside and enjoy their surroundings. Leaders described plans to further enhance the outdoor environment through the development of a sensory garden, creating additional opportunities for meaningful activity, sensory experiences and enjoyment. This demonstrates the provider's commitment to continually improving the environment and enhancing people's overall well-being.

People receive support within an environment that is safe, well maintained and promotes their security. Safety is a key consideration throughout the home, and the design of the premises supports people to navigate their environment safely. Staff understand people's individual risks and implement agreed strategies to promote their safety and well-being. Regular servicing, maintenance and environmental monitoring help ensure the premises remain fit for purpose, whilst security arrangements protect people without compromising their privacy, dignity or rights.



People benefit from exceptional leadership and management that consistently promotes positive outcomes and a strong person-centred culture. Despite a period of significant challenge, including staffing pressures, management changes and the complexity of people's needs, leaders have maintained stability within the service and ensured people continue to receive high-quality care and support. Managers demonstrated a detailed understanding of the people living at the home and were able to provide numerous examples of how leadership decisions had been shaped by individual needs and desired outcomes. This strong values-based approach ensures people remain at the centre of service delivery.

People benefit from a positive and inclusive culture which is embedded throughout the service. Feedback from staff was overwhelmingly positive, with staff consistently describing managers as supportive, approachable and responsive. Staff told us they felt listened to, valued and respected and were confident seeking advice or raising concerns. It was particularly noteworthy that staff spoke positively about the organisation as a place to work and expressed confidence in the leadership team. This reflects a healthy organisational culture where open communication, mutual respect and shared values are well established.

People can be assured the service is subject to highly effective governance and oversight arrangements to drive continuous improvement and strengthen outcomes for people. Leaders utilise a range of quality assurance processes, including audits, provider monitoring, medication reviews and regulatory oversight activities, to evaluate the quality and safety of the service. These systems are used proactively to identify trends, monitor performance and implement improvements rather than simply monitor compliance. We found strong evidence of reflective practice, with incidents, safeguarding concerns and other significant events thoroughly reviewed and used as opportunities for learning.

People are supported by staff who are encouraged to develop professionally and achieve their potential. The organisation demonstrates a strong commitment to workforce development through training, qualifications, progression opportunities and staff recognition initiatives. Staff spoke positively about opportunities for learning and development and provided examples of progression within the organisation. This investment in staff helps maintain a skilled workforce capable of meeting the complex and changing needs of people living at the home.

People benefit from leadership that promotes effective partnership working and meaningful engagement with those important to them. Leaders have developed positive relationships with families, professionals and external agencies, ensuring communication remains open and collaborative. Examples of complex transition planning demonstrated effective partnership working,

careful coordination and a clear focus on achieving the best possible outcomes for individuals.

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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