



Maesteilo Care Home



Maesteilo Care Home, Capel Isaac, Llandeilo, SA19 7TG



01558 668510

The inspection visits for this service took place between 17/06/2026 and 24/06/2026

Service Information:

Operated by:	SWANTON CARE & COMMUNITY LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	18
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

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Maesteilo is a care home situated in 19 acres of land just outside Llandeilo set in beautiful countryside. The home comprises Maesteilo Mansion, flats and cottages and is registered to provide care and support for up to 18 adults.

The well-being outcomes of people is “Excellent” as they receive highly personalised care and support to live fulfilled lives doing things that matter to them.

The care and support people receive is “Excellent” as highly skilled care workers provide care and support that reflects people’s wishes, aspirations, risks and specialist needs.

The environment of which people live is “Excellent” as people live in highly personalised accommodation where they are happy and their lives are greatly enhanced.

The leadership and management of the service is “Excellent” as leaders promote a strong positive culture that is supportive, inclusive and respectful.

Findings:



Well-being

Excellent

People experience excellent well-being at Maesteilo because staff support them to live fulfilled lives doing things that matter to them. People have frequent opportunities to maintain, develop and explore their interests, strengths and skills. They take part in activities within the service and in the wider community, including regular holidays, countryside walks, visits to sensory woodland and trips to local beaches. The on-site Activity Hub gives people access to pottery, woodwork, music and other practical and sensory-based activities.

Leaders and care staff show a strong commitment to listening to people, involving them in decisions and celebrating their achievements. People attend regular forums, showcase events and individual review meetings, which help them, their families and professionals review progress and recognise success. Relatives spoke very positively about the support people receive. Comments included, *“The care has been nothing short of outstanding”*. The provider also organises regional events, including seasonal balls, talent events and bake-offs, which help people build relationships and celebrate their skills.

The provider promotes people’s well-being by ensuring their accommodation enhances their quality of life. They have access to high-quality communal, outdoor areas and private rooms reflecting their personalities, interests and preferences. We found a warm, homely and community-based atmosphere. People appeared relaxed and happy living at the service. The provider manages maintenance, health and safety effectively, supporting people to live in a safe and comfortable environment.

The provider prioritises people’s well-being ensuring the accommodation enhances their quality of life. People live in highly personalised accommodation that is made up of Maesteilo Mansion, flats and cottages situated in 19 acres of land. They have access to high quality internal and external communal space, as well as private areas which reflect their personalities. We found a homely community-based feel in the home. We found people to be extremely happy living at the home. The management of maintenance and health and safety is to a high standard, which ensures peoples safety.

Care workers provide highly personalised care and support that reflects people’s communication needs. The provider trains staff in different communication methods and supports this through detailed personal plans. A dedicated Total Communication lead and internal positive behaviour specialists help staff understand and respond to people’s individual needs. The provider also makes key information, including the guide to the service and complaints policy, available in easy-read and pictorial formats so people can understand information and make choices.



Care & Support

Excellent

Highly skilled care workers support people and understand their individual needs and preferences extremely well. A core team has worked at the service for many years and knows people well. Staff turnover has reduced recently, which gives people more consistent care and support. We saw positive and respectful interactions between people and care workers throughout the inspection. Managers support care workers very well through supervision, regular communication and strong daily guidance from the operational management team. High-quality training and accessible, up-to-date care planning documents help care workers provide excellent care and support to people.

The service promotes people's health and well-being as an integral part of care and support. Staff work closely with local mental health, health and social care professionals, which helps people achieve excellent outcomes. Care workers and managers encourage health promotion through strong professional relationships and highly personalised health passports. We saw evidence that staff refer people for appropriate care and treatment at the right time. Staff follow recommendations from health and social care professionals. One health care professional told us communication was improving and said, *"In general this is a good care home"*. People regularly take part in a wide range of activities in the service and in the wider community.

Care workers provide care and support that reflects people's wishes, aspirations, risks and specialist needs. The provider gathers detailed information from professionals and organisations already involved in people's care. Personal plans are person centred and strengths based, and they keep people at the centre of the service. Care workers demonstrated a strong can-do culture throughout the inspection and reflected the organisation's aim that "every moment matters". Skilled care workers support people to achieve personal goals and aspirations because they understand their needs and preferences extremely well. We saw clear evidence they involve people, their representatives and professionals in care planning and review processes. The provider keeps people safe through an exceptionally strong approach to safeguarding.

Team leaders manage people's medication safely. Managers complete annual competency checks to support consistent practice and maintain good standards. Medication is stored safely and in line with requirements, which protects its efficacy and safety. Care workers give people their medication as prescribed and in line with national guidance and the provider's medication policy. A local pharmacist completes regular medication reviews in a timely way.



Environment

Excellent

Maesteilo is a charming, well-established service where people feel relaxed and valued in a homely environment. The environment supports both privacy and community. We saw spacious outdoor areas all around the service providing people with lovely views of the surrounding countryside. At the front of the mansion house is a large area in which physical and recreational activities take place surrounded by a large lawn. There is a large barbecue area which is about to be redeveloped. Some people enjoy walking in the sensory woods and surrounding countryside with care workers.

The garden and outdoor areas provide outstanding spaces where people can safely access nature. These spaces are tailored to meet the physical, sensory, and cognitive needs of people. Observations carried out throughout the inspection confirm people enjoy living at the home. This is supported by feedback from professionals and representatives. Comments include *"its significantly improved"* and *"it's a lovely place for ... to live"*. Where possible people and their representatives are consulted and involved in any redecoration or furnishing of the premises. We saw living areas reflect peoples risk assessments and wishes. Communal areas are decorated with peoples' paintings, artwork and photographs.

People's care and support needs are met through the provider's highly effective health and safety management systems. The provider has an inhouse maintenance team across the services they provide. They maintain the service to a high standard. The provider has employed a new maintenance officer who will be dedicated to Maesteilo in the coming weeks. We found all relevant maintenance checks and certificates in place. There are strong fire safety systems in place including detailed risk assessments, regular fire evacuation procedures and individual personal emergency evacuation plan for people. We were told that a number of doors throughout the building will be replaced in the mansion house improving fire safety arrangements.



The provider uses comprehensive quality monitoring systems to maintain high standards. The Responsible Individual (RI) plays an active and meaningful role, and governance arrangements are robust and well embedded across the service. Leaders involve commissioners, professionals, care workers, people and representatives in quality assurance processes. They value this feedback and use it to support continuous, effective and sustainable improvement. Staff told us, *“Our input is always valued”* and *“they listen to us”*. A relative told us, *“I’m always fully involved”*. The management team completes a broad range of detailed audits across the service. An internal organisational quality assurance team supports this work, helping leaders identify emerging issues early and address them promptly.

Leaders promote a strong positive culture that is supportive, inclusive and respectful. We found leaders acted as visible role models and remained accessible to staff, people and their representatives. The Responsible Individual (RI) and Regional Director visit the service regularly, and staff, people and representatives know them well. The service has appointed an experienced operational manager, who receives effective support from two long-standing deputy managers. Staff spoke positively about the support and contact they have with managers. A clear “can-do” culture runs through the service, with care workers encouraging and supporting people to achieve their goals and aspirations.

People benefit from a more stable and dedicated workforce. The provider recruits care workers appropriately and supports them to work professionally. Leaders recruit new care workers with strong positive values and provide a thorough induction. New care workers meet the senior management team through new starter breakfast mornings. The provider trains care workers well and gives them excellent development opportunities.

Senior staff told us leaders had invested heavily in their career development. Although the service experienced some turnover of care staff, a core group of care workers has worked at the service for many years. Leaders use some agency staff, but this is reducing as they recruit new staff. Managers provide effective support to care workers through regular supervision, annual appraisals, team meetings and daily communication.

The service provider recognises and celebrates the achievements of staff and the people they support. Leaders showcase outcomes and inspiring stories and organise inclusive events, such as talent shows and annual bake-offs. The service also recognises long service, birthdays and special occasions for both staff and people.

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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