



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Pant Yr Odyn



96 Llandeilo Road, Llandybie, Ammanford, SA18 3JD



01269 851101

The inspection visit took place on 09/06/2026

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:	7
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

Good



Environment

Excellent



Leadership & Management

Excellent

Summary:

Pant Y Odyn is a welcoming care home providing accommodation and personal support for adults with a range of support needs. It is set in a rural village a short distance from Ammanford. The home offers a calm, nurturing environment where people feel valued, supported, and able to live meaningful, positive lives. The atmosphere is warm and inclusive, and people are encouraged to grow in confidence, develop their independence, and enjoy fulfilling daily experiences.

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 good delivered by a dedicated and skilled care staff team who know people well.

The environment of which people live is excellent providing safe, comfortable, and homely spaces

that reflect people's individuality and promote a strong sense of belonging.

The leadership and management of the service is excellent as managers promote a strong positive culture that is supportive, inclusive and respectful.

Findings:



Well-being

Excellent

People experience excellent well-being at Pant Yr Odyn because care 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. Daily planners are varied and individual. Activities consist of visiting local shops, swimming, walks on the beach, sensory activities, arts and crafts, woodwork, gardening, days out to local attractions and local parks, cafes and pubs. These well-planned activities encourage engagement and enhance people's wellbeing, sense of purpose and direction. A family member told us *"He does things I would have never imagined. I'm so proud"*.

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 and homely atmosphere enabling people to feel relaxed, settled and in control of their daily routines. People are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths, enabling them to achieve excellent wellbeing outcomes. The service promotes independence and skills development through positive risk management.

People attend regular forums, showcase events and individual review meetings, which help them, their families and professionals review progress and recognise success. Care staff know people extremely well and interact in ways that uphold dignity, respect and emotional security. Throughout the inspection, we saw care staff encouraging people to express their preferences, make decisions about activities and meals, and take part in tasks that promote independence.

The manager ensures people's rights and dignity are promoted. A family member told us, *"He is respected, he is happy"*. They train care staff in different communication methods and support this through detailed personal plans. There is a clear commitment from managers and care staff to listening and communicating effectively and attentively, in a personalised format people understand. 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.

People are supported to cultivate safe and healthy relationships. Family connections are highly valued, and family can visit at any time they want. People have the opportunity to go on home leave with families and maintain close relationships. Monthly newsletters, photo sharing platforms and regular discussions ensure families are updated on what their loved ones have been doing throughout the month.

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 traditions.



Care & Support

Good

Care and support is good and people are supported to achieve their personal outcomes by care staff who deliver person-centred care. They demonstrate a good understanding of people's routines, preferences and communication needs and documentation provides useful guidance to support consistent practice. The provider continues to strengthen personal plans, so they reflect people's personal needs and outcomes more consistently. Risk assessments provide care staff with clear guidance to support people safely. Daily notes are recorded and provide a clear overview of people's day to day experiences. They capture relevant information about well-being, routines and any changes that may require follow up, helping care staff maintain continuity and monitor ongoing needs. The provider has assessment arrangements in place to ensure that it can safely and appropriately meet people's needs. Once people move into the service, personal plans are created with consideration for individual needs and wishes. They are reviewed monthly with as much involvement from people and their representatives as possible. Corresponding risk assessments are in place which promote positive risk taking. These are reviewed frequently with people.

We saw warm and respectful interactions and encouragement to participate in decisions and daily routines. A relative expressed their confidence in the service, describing communication as "good" and highlighted how care staff know people well. A professional who works with the service told us: *"I was always happy with the care and support provided"*.

People are supported to maintain meaningful relationships with family and friends, which contributes positively to their emotional wellbeing. The manager makes weekly contact with family members and sends newsletters with photographs which show how people have spent their time.

People are protected from harm and abuse. There is a strong approach to safeguarding within the service, and a culture of openness and honesty. Care staff we spoke with have a clear understanding of their role in safeguarding. All care staff receive safeguarding training and are aware of the procedure to follow if they have any safeguarding concerns. Deprivation of Liberty Safeguards applications are made promptly for people who lack capacity to make a decision regarding their care and accommodation needs. These safeguards help ensure people's rights and liberties are upheld in line with legal requirements.

Health and well-being needs are met proactively. Care staff support people to attend health appointments, follow specialist advice and maintain healthy routines. Medication is stored appropriately and safely in designated areas, with temperature checks completed daily. Care staff receive training to ensure they are competent to administer medication, and managers complete annual competency checks to support consistent practice and maintain good standards.



Environment

Excellent

Pant Yr Odyn is a warm and welcoming home where people feel relaxed, secure and valued. The home is situated within spacious grounds that create a peaceful and calming atmosphere. The environment is excellent, meeting people's needs and providing suitable spaces along with well-maintained facilities and equipment.

People's bedrooms are highly personalised with photos, decorations and items important to each person, creating individualised spaces that reflect identity, comfort and choice. Communal areas are bright, homely and thoughtfully arranged, featuring artwork, woodwork and personal contributions that promote ownership and belonging. People and their families are proud of their personalised rooms, clearly indicating how much they appreciate and enjoy their space.

The environment supports both privacy and community. People who prefer quieter surroundings have access to their personalised bedrooms while others enjoy comfortable communal living spaces where they can interact as they choose. Care staff encourage involvement in domestic tasks such as cooking, cleaning and laundry, which increases independence and reinforces the homely feel of the environment.

The provider maintains the building to a high standard. Recent installation of a sensory room and redecoration demonstrate continuous improvement and investment. The service provider routinely and proactively identifies areas of redecoration or repair to the property and any remedial works required to the property is completed promptly.

The provider achieved a food standards agency hygiene rating of five, reflecting excellent food hygiene practice and strong environmental monitoring. Infection control measures are robust, with clear routines and oversight in place. 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. There is a sign-in book which all visitors are required to complete upon entering and leaving the premises.

Outdoor spaces are accessible and provide opportunities for physical activity and relaxation. The grounds include safe seating spaces, a courtyard and well-kept garden. This allows people to enjoy time outdoors and participate in activities such as gardening and basketball. People take pride in their surroundings and clearly feel at home in an environment that is clean, safe and well cared for.

People experience a strong sense of freedom and autonomy within the home, moving confidently and naturally with freedom throughout the environment while care staff interactions consistently

uphold dignity and privacy.



The leadership and management team at Pant Yr Odyn have a clear, positive impact on the quality of care delivered. 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.

The RI provides support to a highly dedicated and experienced management team at the service who promote an open-door policy. Care staff told us they can speak to the manager whenever they wish, promoting a positive culture. The management team completes a broad range of detailed audits across the service. An internal organisational quality assurance team supports this work, helping managers identify emerging issues early and address them promptly.

Managers promote a positive, supportive and respectful environment and are highly visible within the home and accessible to care staff, people and their representatives. Care staff feel supported and valued in their roles because of highly effective, present and supportive leadership. Care staff told us, *"I love it here"*, *"the support is fantastic"* and *"It's very rewarding"*. The RI and regional director visit the service regularly, and care staff, people and representatives know them well.

The provider recruits care workers appropriately and supports them to work professionally. Managers recruit new care workers with strong positive values and provide a thorough induction. Care workers have opportunities to contribute to the development of the service through team meetings, staff forums and breakfast meetings for new care staff. These forums help maintain the service's collaborative ethos and ensure care staff feel empowered and involved. The service has developed a positive learning culture where care staff are encouraged to progress professionally.

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

People are supported by care staff who have the necessary expertise, skills and qualifications to meet people's care and support needs. Managers provide effective support to care staff through regular supervision, annual appraisals, daily communication and access to learning opportunities. Care staff told us, *"Training is high quality"* and relevant to people's needs. All care staff receive a range of core and service specific training to support the outcomes of people.

Although the service has experienced some turnover of care staff, a core group of care staff have worked at the service for many years. Whilst there are currently some agency staff working at the

service, this is reducing as new permanent staff are recruited

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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