



Glangarnant



Glan Garnant, Neuadd Road, Ammanford, SA18 1UF



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The inspection visit took place on 26/03/2026

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:	9
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:

Glangarnant House is a welcoming care home providing accommodation and personal support for adults with a range of support needs. Set within spacious rural grounds in Ammanford, the home offers a calm, nurturing environment where people feel valued, supported, and able to build 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.

People experience excellent well-being, with personalised support that helps them feel happy, secure, and connected. Care and support is excellent, delivered by a dedicated and skilled staff team who know people well and use detailed personal plans to guide their practice. The environment is excellent, providing safe, comfortable, and homely spaces that reflect people's individuality and promote a strong sense of belonging. Leadership and management is excellent, with a committed management team who foster a compassionate culture, empower staff, and ensure people consistently receive the highest standard of care.

Findings:



Well-being

Excellent

People experience excellent well-being at Glangarnant House because staff support them to live lives filled with choice, purpose and meaningful connection. The atmosphere across the service is warm, calm and genuinely homely. Thus, enabling people to feel relaxed, settled and in control of their daily routines. Staff know each person extremely well and interact in ways that uphold dignity, respect and emotional security. Throughout the inspection, we saw staff encouraging people to express their preferences, make decisions about activities and meals, and take part in tasks that promote independence. We were told by one person that the staff are “*nice and helpful*”. People clearly feel recognised as individuals with unique strengths, interests and aspirations.

People benefit from strong, nurturing relationships with staff who show patience, kindness and genuine affection. The service places significant emphasis on supporting people to do what matters to them. This includes socialising, enjoying quiet space, accessing the community or engaging in more adventurous experiences such as holidays or charity events. One person proudly climbed Pen-y-Fan with support from staff, while others enjoy holidays, days out, gardening and preparing their own meals. These opportunities help people maintain good physical and emotional well-being, build confidence and develop a sense of achievement.

Family connections are highly valued, and relatives express deep confidence in the care provided. Monthly newsletters and regular discussions ensure families are updated on what their loved ones have been doing throughout the month. One parent told us the service had been “*lifesaving*” for their family, describing communication as “*excellent*” and praising staff for putting “*people first*” in everything they do. This level of trust reflects the strong emotional reassurance families feel, knowing their loved ones are safe, happy and well supported.

People also enjoy positive relationships with each other, with several examples of shared activities, mutual support and genuine friendship. Staff promote community links in ways that broaden experiences and prevent isolation. People regularly visit cafés, attend various clubs and events, and enjoy trips to places of interest. Staff respond promptly to people’s needs and communicate using methods tailored to each person. This ensures everyone can participate fully in decisions affecting their lives. People feel safe because staff respond promptly to their needs who communicate using methods tailored to each person, ensuring concerns can be expressed and understood. This contributes to a positive culture where people feel secure.



Care & Support

Excellent

Care and support at Glangarnant House is excellent because people receive highly personalised, attentive and consistent care that supports them to achieve their personal outcomes. Staff have an in-depth understanding of people's needs, preferences, communication styles and histories. This is reflected in the thorough, well-maintained personal plans. Detailed risk assessments and support plans are in place for each person. These plans are updated regularly, written in accessible formats and co-produced with people and their families. This ensures support remains appropriately aligned with each person's strengths and aspirations.

Staff provide warm and respectful support, encouraging people to participate in decisions and daily routines. The stability of the workforce means people experience continuity, predictability and strong emotional reassurance from the staff who know them best. Relatives express their confidence in the service, describing communication as “*excellent*” and highlight how staff consistently prioritise people's well-being. This is reinforced by consistently high levels of satisfaction from family members, who describe the service as “*lifesaving*.” A professional who works with the service also told us: “*The quality of care provided is consistently high. Documentation is always thorough, accurate and up to date.*”

Health and well-being needs are met proactively. Staff support people to attend health appointments, follow specialist advice and maintain healthy routines. Medication is managed safely through audits, competency checks and consistent practice. People with complex needs benefit from clear plans, risk assessments and specialist input where required. Staff demonstrate strong safeguarding awareness and confidence in raising concerns.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. Food hygiene practices are good. There is an effective approach to assessing, managing and preventing the risk of infection, with clear roles and responsibilities in line with current national guidance. Care and support at Glangarnant House is excellent, with people experiencing consistently high-quality, person-centred care that helps them grow in confidence, independence and emotional well-being.



Environment

Excellent

Glangarnant House is a warm and welcoming home where people feel relaxed, secure and valued. The home is situated within spacious rural grounds that create a peaceful and calming atmosphere. 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, pottery and personal contributions that promote ownership and belonging.

The environment supports both privacy and community. People who prefer quieter surroundings have access to self-contained bungalows, while others enjoy comfortable communal living spaces where they can interact as they choose. 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 repainting, new external tarmac resurfacing and planned refurbishments demonstrate continuous investment. The kitchen achieved a Food Standards Agency hygiene rating of 5, reflecting excellent food hygiene practice and strong environmental monitoring. Infection control measures are robust, with clear routines and oversight in place. Safety systems such as window restrictors, secure storage and fire-safety processes are consistently implemented and monitored. There is a sign-in book for all visitors to complete upon entering and leaving the premises. Areas deemed unsafe, such as the medication room and laundry room, are kept locked when unmanned.

Outdoor areas are a particular strength. The grounds include safe seating spaces, a colourful courtyard and well-kept gardens. This allows people to enjoy time outdoors and participate in activities such as gardening and football. People take pride in their surroundings and clearly feel at home in an environment that is clean, safe and well cared for. People enjoyed showing us their rooms, clearly indicating how much they appreciate and enjoy their space.

People experience a strong sense of freedom and autonomy within the home, moving confidently and naturally through the environment while staff interactions consistently uphold dignity and privacy. Staff use safety measures discreetly and proportionately, ensuring people remain protected without restricting their independence or sense of control.

Feedback from advocates and professionals further reinforces the high standard of the environment. An advocate noted the home is *“well presented and in excellent condition,”* reflecting not only good maintenance but also the pride staff take in ensuring the environment supports people’s well-being.



People and their representatives have high levels of confidence in the service provider, reflecting the strong, values-driven and nurturing culture across Glangarnant House. Managers promote a positive, supportive and respectful environment and are highly visible within the home. Staff describe the service as *"a family"*, emphasising how appreciated, listened to and supported they feel by the manager and deputy manager. Families also express deep confidence, with one parent describing the service as *"amazing"* and praising staff for putting *"people first"* in everything they do.

The provider uses comprehensive quality monitoring systems to maintain high standards, with the Responsible Individual (RI) playing an active and meaningful role. Staff told us the RI is *"always on the end of the phone"*, visits regularly and maintains strong relationships with people and staff, ensuring clear oversight of quality and daily practice. Family members echoed this reassurance, describing communication as *"excellent"* and expressing strong trust in the leadership team. Families praise leadership, stating they *"don't know what we would have done without the service."* They feel fully reassured that their relatives are safe, well cared for and supported by staff and managers who know them extremely well.

Governance arrangements are robust and well embedded. The management team undertakes a broad range of detailed audits, ensuring emerging issues are identified early and addressed promptly. Staff commented that managers *"aim to be as perfect as possible"* and that the service is *"constantly learning"*, reflecting a culture of continuous improvement and reflective practice. A professional also highlighted strong governance, stating *"The quality of care provided is consistently high... residents appear very happy, settled and well supported."*

People benefit from a stable and dedicated workforce that is appropriately recruited, well supported and highly professional. The service does not use agency staff, creating continuity and emotional security for people. Staff receive regular supervision, annual appraisals and access to learning opportunities, and they told us that training feels *"high quality"* and relevant to people's needs. Staff have opportunities to contribute to the development of the service through team meetings, staff forums and breakfast meetings for new staff. These forums help maintain the service's collaborative ethos and ensure staff feel empowered and involved. An advocate also confirmed positive practice, reporting that staff *"know the residents very well,"* and are *"friendly and helpful"*.

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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