



Parc Wern Care Home



Parc Wern Care Home, Parklands Road, Ammanford, SA18 3TD



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www.carongroup.wales

The inspection visits for this service took place between 03/02/2026 and 03/03/2026

Service Information:

Operated by:	Parc Wern Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing
Registered places:	59
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Parc Wern Care Home is a welcoming environment providing support to people who have nursing needs and are living with or without dementia. Well-being is rated as good because people receive support that is person centred and enables them to live safely and comfortably. People and their representatives speak positively about the service and the relationships with staff.

The committed staff team are friendly and attentive, providing good care and support to people. Care workers are guided by individualised personal plans that are informed by people and their representatives as well as other health professionals involved in their care. Communication with representatives is strong and medication practices are safe and well monitored.

Leadership and management are good because the provider has oversight of the service. Management promotes a positive, inclusive culture. Care staff feel valued, supported and confident in raising issues. The Responsible Individual (RI) is visible and engages well with people and care staff.

The environment is rated as good because people are relaxed and comfortable throughout the home. The provider is working on actions to improve the décor of the building to positively impact

people's well-being.

Findings:



Well-being

Good

People experience a good standard of well-being within the service, where they are treated with dignity and respect. Staff are caring, friendly, and have a strong understanding of individuals' needs. During the inspection, warm and meaningful interactions were observed, focusing on people's strengths. Representatives speak positively about the care their relatives receive, with one sharing that their mother regularly says, *"I love it here, I'm lucky to be here."* These positive relationships help ensure people's voices are heard and shape the care they receive.

The service provides a secure and reassuring environment and people and their representatives are encouraged to give feedback. We were told that the manager *"listens and takes action."* Family and friends can visit at any time, helping people maintain important relationships, supported by staff who understand how meaningful these connections are.

People can make choices about their routines and take part in activities that matter to them. Staff support individuals to maintain their physical, mental, and emotional well-being. The Activities and Wellbeing team deliver regular group sessions, and photographs in communal areas show people enjoying parties and everyday hobbies. Visiting professionals told us the service *"offers a wide range of social activities, encouraging the involvement of families and loved ones. Helping to maintain strong, meaningful relationships."*

During the inspection, people were seen engaging in activities such as chess and short walks with staff. Both planned sessions and spontaneous interactions help people maintain a positive sense of well-being. Representatives told us the *"attention and devotion"* shown by staff is highly valued, and one person shared that the home has given *"mum a sense of belonging."*

People remain as healthy as possible because care staff provide timely and proactive support. Representatives shared examples of improvements to people's health and expressed gratitude. Medication is managed safely, and people receive what they need at the right time. Experienced nurses offer effective clinical oversight and respond quickly to changes in health. Relatives say they feel well informed and involved in their loved one's care.

The provider is also updating the décor of the building to enhance the environment and support positive outcomes for the people living there.



Care & Support

Good

People receive good quality care from staff who have a holistic understanding of people's needs. The provider works with people, their representatives and relevant professionals around the kind of care they would like to receive. Care staff provide support with warmth and respect. People described them as *"wonderful,"* and one representative said, *"I cannot fault the care"*, care staff *"respect her feeling of needing independence"*. This relationship-based approach builds trust and contributes to people's emotional security and sense of belonging.

People can be confident their needs are thoroughly assessed before admission to ensure the service can safely and appropriately support them. People's views are central to this process, and they or their representative are consulted so that personal plans reflect their preferences.

Personal plans outline how staff should support people to achieve their health and well-being outcomes. People receive support to maintain good physical and emotional health. Records and observations confirm that care staff provide consistent care that meets people's needs. Some people choose to spend time in their rooms or sleep in the lounge, and this choice is respected. A representative told us her husband's preferences are listened to and *"whenever I've visited the TV is on with sports on."*

We observed calm, reassuring and supportive interactions, with care staff. People have choice at mealtimes and can request an alternative if the planned menu does not meet their preference. Modified diets are catered for. People feel safe and well supported. Safeguarding concerns are identified promptly, taken seriously and addressed in line with the provider's procedures. One representative said *"they get the balance between safety and independence right- this is the best level of care mum has ever had"*.



Environment

Good

People are comfortable and relaxed throughout the home. People have access to different communal and private spaces in which to spend time alone, socialise or entertain their visitors. Communal spaces meet the needs of people and provide opportunities for private meetings, activities, and recreation. A representative told us the home is “*safe and clean*”, and they enjoy playing the piano in the dining area. We were told that “*the facilities have recently been updated*” and the rooms are “*nice and comfortable*”. During the inspection, we saw that improvements to the home have been made since the last inspection. The provider has a plan in place to continue these improvements, and we will check the progress in the next inspection.

People personalise their rooms with their own furniture, belongings and pictures. People’s rooms reflect their interests and what is important to them. Bathrooms, showers, and toilets are designed to support privacy, dignity, and accessibility, and people navigate the premises with ease.

Health and Safety measures are in place to keep people as safe as possible. Two recently appointed Maintenance Workers complete weekly checks and ensure equipment and facilities are tested regularly. Fire safety equipment is tested both internally and by external contractors and all staff have fire safety training. People living at the service have a Personal Emergency Evacuation Plan (PEEP) in place, which guides care staff on how to evacuate people in the event of an emergency.

Domestic staff ensure the service is kept clean and hygienic. The kitchen has been awarded a score of five by the Food Standards Agency. This is the highest possible score and suggests standards of cleanliness and hygiene within the kitchen are very good.

The provider has recognised that some areas of the environment need further improvement and has recently put an action plan in place to address these. We welcome the positive steps already taken to strengthen safety management and look forward to seeing continued progress by the next inspection.



Leadership & Management

Good

The Responsible Individual (RI) is well known by everyone involved in the service and they visit regularly. Feedback from people and staff is actively encouraged by them to support assessing the service and to inform them on any quality improvements needed. People know how they can provide feedback and opinions about their experiences of the service.

The manager has created a very caring and welcoming culture at the service. We observed many friendly and understanding interactions between them and people throughout the inspection. When discussing the culture at the service a care worker told us, *"It never feels like work because the people here are so nice"*.

People, their representatives and care staff have confidence in the manager and can discuss any concerns they have with them. Care worker told us, *"He's fantastic, straight up and very supportive. He's on top of things"*. A representative told us, *"I really like his approach, and the staff really respect him"*.

Care workers have regular one-on-one supervision sessions with their manager at least quarterly and an annual review to provide feedback and identify any training needs. Care workers told us the manager is accessible and extremely supportive. One said, *"he's always there for us and always makes time"*.

The service provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. The service's induction is a mixture of E-Learning and face-to-face development courses. Care staff are positive about the many professional development opportunities they receive.

Discussions with care workers, demonstrate a positive approach to protecting people and keeping them safe. Staff have good communication with their managers and are confident to report concerns if needed.

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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