Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Clynsaer House

Clynsaer House, Cynghordy,, Llandovery,, SA20 0LP

01550 750224

The inspection visit took place on 18/08/2026

Service Information:

Operated by:	Cygnet Care Services Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with mental health needs, Care and support for people with a learning disability
Registered places:	11
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	Good
Leadership & Management	Excellent

Summary:

Clynsaer House is a large detached house sitting in over 3 acres of beautiful grounds and gardens situated in a rural location in Cynghordy, a small village close to the town of Llandovery in Carmarthenshire.

The well-being outcomes for people are “Excellent” as people maintain and improve upon their physical, mental, and emotional health because of the exemplary support they receive from staff.

The care and support people receive is “Good” as people receive high-quality care and support from staff who know them well and place them at the heart of the service.

The environment of which people live is “Good” as people benefit greatly from living in a well maintained and safe home which is suitable to their individual needs.

The leadership and management of the service is “Excellent” as people have very high levels of confidence in the provider because leaders promote an exemplary positive culture that is supportive, inclusive and respectful.

Findings:

Well-being — Excellent

People have an excellent sense of well-being. They are consistently treated with dignity and respect, have meaningful control over their daily lives and are supported to achieve what matters to them.
People have significant choice and control over how they spend their time. They move freely around their home and make everyday decisions about their routines, meals, activities, outings and use of communal or quieter spaces. People are also supported to personalise their environment according to their individual preferences.

People's voices have a meaningful influence on the service they receive. Regular opportunities are provided for people to express their views, make suggestions and contribute to decisions about their home and activities. Records demonstrated a clear "You said – We did" approach, with examples of people's suggestions resulting in changes to social activities, trips out into the wider community and the development of facilities available to them. This demonstrates that consultation is purposeful and leads to tangible outcomes.

Staff demonstrate an exceptional understanding of people's individual communication needs and preferences. Communication methods are recognised and responded to naturally and consistently, including where people communicate non-verbally or require additional support to express themselves. This enables people to make meaningful choices, communicate their wishes and remain actively involved in decisions affecting their lives.

There is strong evidence that people are supported to achieve meaningful personal outcomes and maximise their independence. People have extensive opportunities to engage in activities and occupations that reflect their interests, abilities and aspirations, including physical, creative, community and work-related opportunities. People at the service enjoy swimming, work experiences locally and trips to the seaside. Support is adapted to enable people to develop everyday living skills and do as much as possible for themselves. Feedback demonstrates positive progress in areas important to individuals, including communication, independence, participation, health and lifestyle. These opportunities provide people with routine, responsibility and a sense of achievement.

People are also supported to maintain important relationships and participate fully in community life. They have regular opportunities to spend time with family and people important to them, access local facilities and participate in activities outside the service. People are supported to enjoy trips, holidays and new experiences, including opportunities to travel further afield, demonstrating that their experiences are not limited by living within a care setting.

Care & Support — Good

People receive good-quality, person-centred care and support. Care staff know people well and understand their individual communication, health and behavioural needs. Evidence from observations, records and feedback showed support is attentive and responsive and promotes people's safety, independence and participation.

Personal plans and risk assessments are detailed, up to date and focused on people's individual needs. Daily records provide care staff with relevant information to support continuity of care. Assessments have been reviewed in response to identified risks and changes in people's needs. Where appropriate, the service works with family members, advocates and relevant professionals to ensure people received coordinated care and support. Written records did not always clearly demonstrate progress against identified outcomes, what had been achieved, changes made to support, or what should happen next. The provider is keen to improve this.

Care and support is tailored to people's individual needs and responds appropriately when those needs change. Care staff demonstrate a good understanding of how people communicate and the support they require to remain safe and comfortable. Risk management was proportionate and enabled people to continue doing things that mattered to them wherever possible. Observations showed care staff interactions to be patient, calm and reassuring, with support provided at an appropriate pace and in ways people understood.

Staffing arrangements reflected people's assessed needs. Some people require continuous individual support, while others received additional allocated support at specific times. Staffing and rotas sampled during the inspection provide assurance people receive the level of support identified for them. Where agency workers are used, known staff are used wherever possible to promote familiarity and continuity.

People's health and safety is supported through individual risk management and effective partnership working. We saw evidence care staff respond promptly when people's health needs changed or unexpected situations arose. Feedback demonstrates staff responsive support during difficult circumstances and worked effectively with people, families and other professionals. This helped maintain continuity of care and ensures changing needs are addressed.

Care staff manage people's medication safely. Medication is stored in a large, very well-organised medication room, which helps maintain its safety and effectiveness. Senior care staff who administer medication are very well trained and knowledgeable about the medication they give. The deputy manager oversees medication practice by completing annual care staff competency checks and regular medication audits to maintain consistency and good standards. We found care staff review medication regularly and in a timely way, involving people and relevant professionals where

appropriate. We checked two people's medication records and found them accurate and in good order.

Environment

Good

People live in a clean, comfortable and well-maintained environment that supports their needs and well-being. The service has a homely character and provides a variety of spaces which have been thoughtfully adapted to meet people's individual needs and preferences.

Bedrooms are personalised and provide people with comfortable private spaces. Adaptations are proportionate and purposeful, with protective measures incorporated where necessary to manage identified risks while maintaining a homely appearance. Rooms are spacious and adapted where appropriate to meet people's physical and sensory needs.

The main house provides spacious communal areas. This includes updated flooring and bathrooms and a range of spaces where people can choose to spend time alone or with others. Furnishings and adaptations reflect people's needs while maintaining a comfortable and domestic setting.

A separate activity centre provides a range of flexible spaces, including kitchen, cinema and recreational facilities. We saw people making good use of these areas during the inspection. Further development of the facilities had been informed by people's views and preferences, including a new fence to the outdoor boundary leading to the activity centre and a pub style environment in the activity centre. These demonstrate that the people have an influence over how their environment and how it is used and developed. The range of facilities enables people to pursue their interests, socialise and spend their time in ways that are meaningful to them.

Outdoor areas are well presented and provide opportunities for people to spend time outside and access sensory and recreational equipment. Visual prompts and bilingual signage are used where appropriate to support people to navigate and make use of their environment. Environmental records and routine health and safety checks are completed and recorded.

Leadership & Management — Excellent

Leadership and management are excellent. The manager provides strong, visible and person-centred leadership. A clear ethos of putting people first is understood by care staff and translated consistently into everyday practice. This is reinforced through effective provider oversight, care staff development, quality assurance and open communication.

The manager knows people extremely well and provides visible leadership which translates the service's values into practice. Care staff demonstrate a shared understanding of expectations around dignity, choice, positive risk-taking and independence. Feedback consistently described a calm and positive culture, strong teamwork and a clear focus on achieving positive outcomes for people.

Feedback from relatives and others important to people strongly endorsed the leadership and culture within the service. They described a caring and respectful approach and confidence in the management team. The service has also received organisational recognition informed by feedback from people using the service. This provides further evidence that the positive culture and impact are recognised beyond the inspection process.

Care staff are extensively supported to develop their knowledge and skills. Training was subject to regular management oversight. Care staff have access to e-learning, classroom-based and individualised training, alongside supervision and competency assessments. Feedback from care staff was consistently positive about the learning opportunities, leadership and support available to them.

People achieve excellent well-being outcomes because the provider makes sure enough suitably qualified, supported and trained care staff deliver good quality care and support. Leaders recruit care workers with strong positive values and provide a thorough induction. We saw managers and the wider organisation place great importance on care staff well-being. Dedicated organisational wellbeing staff visit the service regularly and give care staff opportunities to raise worries or concerns so leaders can resolve issues early.

There are robust and layered quality assurance arrangements. The responsible individual undertakes regular visits and seeks feedback from people, care staff and families. Additional senior management oversight is provided through regular visits, quality of care reviews, governance meetings, audits, environmental checks and health and safety monitoring. These arrangements provide high-quality oversight beyond the manager and supports continuous evaluation and improvement of the service.

Leaders understand the challenges affecting the service and take proactive action in response. Recruitment pressures associated with the rural location are actively managed, with measures in place to promote staffing consistency while permanent recruitment continues. Management also demonstrates a very strong willingness to identify and respond constructively to areas requiring further development, including environmental improvements, outcome-focused recording and updating service documentation.

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.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.