



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Llwynhendy Care Home



Llwynhendy Care Home, Ynys Las, Llwynhendy, Swansea, SA14 9BT



01554556074

The inspection visits for this service took place between 10/03/2026 and 24/03/2026

Service Information:

Operated by:	PADDA CARE LTD
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	78
Main language(s):	Welsh and 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:

Llwynhendy Nursing Home is located on the outskirts of Llanelli. Well-being is rated as good because people receive a service that is person centred, that enables them to live as well as possible. People have developed positive relationships with staff at the service.

Care and support is rated as good, people receive a service from a team of well trained, kind and caring staff. Care workers are guided by accurate and highly individualised personal plans that enable them to meet people's needs.

The environment is rated as good because people are relaxed, safe and comfortable throughout the home. The provider has completed actions to improve the building that positively impact people's well-being and has plans to make more improvements to benefit people.

Leadership and management is rated as good. There have been recent changes in leadership at the service, which has brought structure and guidance for staff. The provider has effective systems in place to ensure they have good oversight of the service.

Findings:



Well-being

Good

People are treated with dignity and respect by the team of passionate care workers. We saw many kind, fun and understanding interactions between people who live and work at the service throughout the inspection.

People are encouraged to have as much control as possible over their day-to-day lives. They are actively supported to be involved in decisions that affect them. Personal plans have detailed, high quality, person specific information, ensuring that people's voices are heard.

People enjoy taking part in a variety of stimulating activities, that promote exercise, fun and social interaction. People are supported to maintain existing relationships with family, friends and important people in their lives as far as possible. This is promoted by staff who respect these relationships and understand the importance they hold in people's lives.

People are safeguarded from abuse and neglect. There are support systems to ensure any risks are identified and addressed by the provider. They are provided with a secure environment where they feel safe. The service encourages feedback from people and their representatives to ensure every voice is heard. The most recent 'Family Forum' has highlighted some positive suggestions for people to have more options to remain connected to their local community.

The provider has made changes to the layout and décor of the building to enable people to achieve positive outcomes. The leadership team have close working relationships with associated health and social care professionals to ensure high standards are maintained.



Care & Support

Good

People are very happy with the care and support they receive. We observed many warm and respectful interactions between people and staff throughout the inspection. When discussing the care workers, a person who lives at the service told us, *"The staff are wonderful"*. Representatives are also positive about the service and the strong relationships people have with staff. One told us. *"The staff are lovely with her and always get her involved"*.

The provider gathers information from professionals and others who are already involved in people's care and support. They talk to people themselves about their needs and preferences whenever possible. The information gathered fully informs the decision about whether they can provide a service to people.

Senior staff have worked closely with partner agencies to improve the person specific information and overall quality of documentation. We saw guidance from external professionals being adhered to and appropriately recorded. Personal plans are detailed and clearly outline how staff should support people to achieve their health and well-being outcomes. We saw many examples of highly personalised information recorded in plans being recognised and followed by staff when they interact with people.

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. The service has introduced an effective electronic system to support staff to reduce the likelihood of errors occurring. Regular reviews of medication are completed in a timely manner, involving people where appropriate and the relevant professionals.

People's well-being and safety is prioritised by the service by identifying and positively managing potential risks. People experience care and support that is extremely dignified and respectful, they have genuine and meaningful interactions with staff, friends and family. Care workers support people at a relaxed pace, giving them sufficient time to make a decision and creating a positive sense of belonging. People are enthusiastic to participate in a variety of activities at the service such as, music, exercise, arts and crafts and visiting their local community. People are also supported to attend appointments related to health promotion.

There is an effective approach to assessing, managing and preventing the risk of infection, with clear roles and responsibilities. Food hygiene practices are good and the provider has enhanced the dining experience for people to make it a more social and interactive event.



Environment

Good

People live in accommodation that meets their needs and benefits them both emotionally and physically. They experience a welcoming, secure, warm and homely environment which promotes their health and well-being.

The building is new and modern, the provider has re-configured rooms, allocated staff differently and changed décor to better meet people's needs. They are also planning to improve external aspects of the service by making the grounds more accessible.

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. People can decorate their rooms as they choose with their own furniture, soft furnishings and ornaments.

The service manages risks to people, staff are familiar with the strategies and apply them. Regular servicing, maintenance and repairs to equipment ensures the safety and well-being of people using the service. The service works with an external consultant to ensure fire safety systems are compliant and effective.

The provider ensures security arrangements are in place to protect people without compromising their rights and dignity. This includes protecting personal property and providing appropriate access to and from the premises for people and their visitors.



Leadership & Management

Good

The provider oversees the quality of care through their extensive auditing processes. Information gathered from both internal and external compliance checks guides quality review reports and improvement plans.

The proposed new Responsible Individual (RI) is well known and is a daily presence at the service. They have good oversight of day-to-day operations and are working closely with the leadership team to improve the overall quality at the home. They are due to complete their first quality report and intend to encourage people, their representatives and staff to provide feedback to support assessing the quality of the service and to consider any improvements.

The new manager has brought structure and organisation to the service. They know people well and are accessible to staff and people's representatives. The manager is well supported by their deputy and clinical lead; they have a hands-on approach to improving standards. Together they have created a positive and caring culture with a team of skilful care workers. Nurses and care workers have regular one-on-one supervision sessions with their manager at least quarterly.

The provider has effective selection and vetting processes for hiring staff to ensure they are suitably qualified and trustworthy. The provider has enhanced the care teams' skills, knowledge and understanding to develop an extremely kind and caring culture at the service.

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 has developed an effective induction with a comprehensive support system to help prepare new staff for the role.

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. The manager ensures safeguarding issues are responded to promptly and appropriately reported to the relevant bodies.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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