



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Y Garreg Llwyd Care Home



Y Garreg Llwyd Home For The Elderly, Salem Road St. Clears,
Carmarthen, SA33 4DH



01994 230855



ygl.wales

The inspection visits for this service took place between 08/07/2026 and 03/08/2026

Service Information:

Operated by:	INVICTA CARE HOMES LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	16
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Y Garreg Lwyd is a residential care home for up to 16 adults. It is located in a quiet location overlooking open countryside about a mile from the small town of St Clears, Carmarthenshire.

People experience good well-being outcomes as they are supported to maintain their physical and mental health, and emotional well-being by care staff who know them well.

Care and support are good as people get good quality care provided by care staff that fully understand their care and support needs.

The environment is good and supports people's well-being as people benefit from a warm, comfortable and welcoming environment with plenty of personal and communal space for them to enjoy. Fire safety systems are in place; however, further work and training is required to ensure full compliance.

Leadership and management are good as the service provider's oversight and governance arrangements foster a positive and compassionate culture in the service.

Findings:



Well-being

Good

People are treated with dignity and respect by experienced care staff. Care staff know people well as they have worked at the service for many years. We saw lovely interactions throughout the inspection with laughter, appropriate banter and when needed emotional support being provided. Relatives are welcomed and treated like part of the family, they told us, “*Staff are unbelievable*” and “*Anything you want they are on the ball*”. We felt a very positive “can do” culture driven by the management team. We heard Welsh being spoken by care staff throughout the inspection an important aspect within a wider Welsh speaking community.

People's well-being and safety is prioritised by identifying and managing potential risks. There are strong support systems to ensure any risks are promptly identified and addressed. We saw good clear individual and environmental risk assessments focussing on people's health and wellbeing. Care staff are supported by consistent safeguarding and whistleblowing policies and regular staff training.

People receive support to maintain their physical and mental health, and emotional well-being. Care staff ensure people and their wellbeing is at the heart of everything they do. There is a low turnover of care staff ensuring continuity of relationships and care staff knowing people very well. We saw some activities arranged for people, but this should be further explored especially for people living with dementia. We found people have control over their day-to-day lives and are aware of their rights and entitlements. There is comprehensive care planning information available and held on an effective electronic care management system. The service maintains good links to health and social care professionals and evidenced within care planning documentation.

People live in accommodation which meets their needs. People are happy living in a nice, homely environment. They told us, “*It's a lovely place to live*” and “*I am very happy living here*”. We saw people are supported to maintain and sustain existing relationships with family, friends and important people in their lives. The home is well maintained environment being reflective of the people living there. Overall, there are good health and safety procedures in place. Although improvements are required in fire safety training and compliance. The provider has begun addressing this and is progressing the necessary actions.



Care & Support

Good

People receive good quality care provided by care staff that understand their care and support needs. Skilled and competent care staff support people to achieve their personal outcomes. Caring and respectful care staff know people very well as several of them have worked at the service for a significant period. We saw the provider gathers useful information from professionals and others already involved in people's care and support. Good links to external health and social care professionals are being maintained to achieve positive outcomes for people.

Care planning documentation is good with clear outcomes and guidance for care staff to follow. People's personal plans are strengths based and outline how care staff should support people to achieve their well-being outcomes. People's plans consistently include their preferences, routines, and previous history. The provider reviews personal plans regularly and intends on strengthening reviews to show more clearly how people achieve their outcomes and how people, or their representatives, contribute

Promoting the health and wellbeing of people is at the heart of the service. People are referred for appropriate care and treatment at the right time, a real partnership approach with external professionals. People are assisted and supported to attend and participate in health checks and activities related to health promotion. This is evidenced in good clear care planning documentation. The home prides itself on very much a locally produced varied home-cooked menu ensuring people have access to a nutritious and balanced diet.

Peoples' medication is safely managed. People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. Care staff with appropriate experience and training administer medication. Regular medication reviews take place in a timely manner. The manager completes audits but more consistency in recording these are required. Medication is stored correctly to ensure its safety and effectiveness.



Environment

Good

People benefit from a warm, comfortable and welcoming environment with plenty of personal and communal space for them to enjoy. We found Y Garreg Lwyd to be a homely environment where people are happy and enjoy living. People told us, *"It's a very good home"* and *"it's a lovely atmosphere"*. There was a sense of community within the home with people chatting with each and care staff, over lunch and throughout the inspection. A relative said *"the sense of community is glorious"*.

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. Relatives often visited and always made to feel welcome, the home we saw was an integral part of the wider community. The provider ensures people have suitable furnishings and equipment to meet their needs and preferences. This includes people bringing items of furniture to make them feel more comfortable. Although the use of colour within the environment was limited in some areas of the home and may not support orientation and recognition for people living with dementia.

Checks of fire safety equipment take place; however, outcomes for people require improvement because staff need further training and additional work is required to ensure full compliance with fire safety requirements, to ensure peoples safety. The provider has employed an experienced fire safety consultant and is progressing the required actions. We will follow this up at the next inspection.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic, and food hygiene practices are good. There are good infection, prevention and control working practices in place. This is supported by audits carried out by the management team and clear policies and procedures. Care staff are fully aware of their responsibilities and using the appropriate personal protective equipment. Care staff are trained, understand, and implement safe practices to prevent infection. There is a dedicated domestic team in place maintaining the home to a good standard.



Leadership & Management

Good

The service provider's oversight and governance arrangements foster a positive and compassionate culture in the service. There are effective quality monitoring systems including audits of care and support. This includes three- and six-monthly quality assurance reports. This information is used to drive improvements in the service. Overall, the provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service. Some minor updates to strengthen these were discussed with the provider.

People feel confident that their concerns or complaints will be taken seriously and acted upon appropriately. An approachable and accessible management team ensure a compassionate and positive culture is being maintained. The manager is readily available to discuss any concerns with people and their representatives. People told us, *"Anything you want done they are on the ball"* and *"Fantastic staff and good manager"*. We saw good evidence that any areas of dis-satisfaction are addressed appropriately. This is supported by a complaints policy.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified, supported and trained care staff to deliver good quality care and support. The service provider has strict selection and vetting processes for hiring care staff, followed by an effective induction. This has resulted in a well-established team of care workers with low staff turnover. There is minimal use of agency staff. Care staff feel well supported having regular one-to-one supervision sessions with their line manager at least quarterly, and an annual review to provide feedback and identify training needs. Daily communication is good and care staff training supports them in their roles. Care staff told us, *"It's a positive place to work"* and *"manager is very approachable and friendly"*.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Fire safety risk assessments and arrangements need to improve to ensure the health and safety of individuals are identified and reduced so far as reasonably practicable.	08/07/26

CIW has not issued any Priority action notices following this inspection.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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