



Glanmarlais



**Glanmarlais Care Home, Maes Piode Llandybie, Ammanford,
Carmarthenshire, SA18 3YS**



01269839569



www.paddacare.com

The inspection visits for this service took place between 05/03/2026 and 13/03/2026

Service Information:

Operated by:	PADDA CARE LTD
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	74
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Glanmarlais Residential Home, operated by Padda Care Ltd, provides nursing and residential care for older adults with physical or cognitive needs. The provider is part of the Padda Care group, which operates two additional services in Swansea and Llanelli.

People experience good well-being outcomes. They are supported to build on their strengths and receive care delivered with dignity and respect. Staff are motivated and contribute positively to people's daily lives.

Care and support are good. People are enabled to maintain relationships within the home and wider community, and they are involved in decisions about their care. The provider is strengthening its recording of skin integrity checks.

The environment is good and supports people's well-being. The home is warm, comfortable, and dementia-friendly, with suitable personal and communal spaces. Fire safety systems are in place; however, further work and training are required to ensure full compliance.

Leadership and management are good. Governance arrangements support a positive culture and continuous improvement. Staffing levels are appropriate to meet people's needs and to support

individuals in achieving their personal outcomes.

Findings:



Well-being

Good

People experience positive well-being because the service maintains strong, established links with local mental health, health, and social care services. The provider works proactively with external professionals, resulting in coordinated support and improved outcomes for individuals. Visiting professionals told us, “*They communicate well with us, it’s about joint working*” and “*They always take on board our advice.*” Care records and conversations with staff demonstrate that people are supported to attend routine and specialist health appointments, and staff promote healthy lifestyles by providing appropriate guidance and activities.

People’s Welsh language and cultural needs are actively recognised and promoted, enhancing their sense of identity and belonging. We heard Welsh being spoken naturally throughout the home and observed overseas staff being encouraged to learn Welsh. The service celebrates Welsh culture through regular events and activities, which people told us they enjoy. The environment supports people’s language choices with bilingual signage and key documents such as the statement of purpose and complaints process available in Welsh.

People live in an environment that enhances their well-being and sense of comfort. The home provides a vibrant, dementia-friendly setting that is well maintained and connected to the wider community. People benefit from communal and personal spaces that reflect their preferences and support their independence. Staff ensure individuals have access to the equipment and technology they need to achieve their personal outcomes.

Comprehensive risk assessments are in place to support people’s safety, although improvements are required in fire safety training and compliance. The provider has begun addressing this and is progressing the necessary actions.

People are supported to identify and pursue their personal well-being outcomes, with staff encouraging individuals to use and build on their strengths. The management team promotes a positive and supportive culture where staff consistently go above and beyond. Interactions between staff and people are warm, respectful, and dignified. Planned activities and spontaneous engagement help people maintain a positive sense of self and emotional well-being. People told us they feel listened to and have control over daily routines and decisions. Care documentation reflects a strong outcomes-based, person-centred approach that places the individual at the heart of care planning.



Care & Support

Good

People develop and sustain positive relationships within the home and the wider community because staff actively support and encourage them to do so. The home welcomes friends, family members, and visiting professionals, creating a warm and inclusive atmosphere. We observed a wide range of meaningful group and individual activities, including sensory games, sing-alongs, music therapy, arts and crafts, and exercise or reablement sessions. Staff support people who enjoy walking outside, and a minibus enables regular trips within the community during warmer months. A recent family forum demonstrated effective consultation with people and their representatives.

Care planning documentation reflects a strengths-based, outcome-focused approach that supports people to achieve their well-being outcomes. Personal plans are high quality and include people's interests, culture, background, and significant relationships. People and, where appropriate, their representatives contribute to reviews of personal plans. The management team continues to improve how they capture and celebrate people's progress and achievements. Risk assessments provide detailed information in key areas such as weight loss, falls, and skin integrity. Although documentation has improved, the service provider must maintain accurate and consistent records of repositioning. We expect the provider to take action and will follow this up at the next inspection.

The service protects people's liberty in line with legislation. We found thorough and appropriate Deprivation of Liberty Safeguards (DoLS) authorisations in place, supported by detailed documentation. Staff understand the process well and receive relevant training. Skilled and competent staff help people achieve their outcomes using least restrictive options.

People receive their medication safely and as prescribed, in line with national guidance and the provider's policy. We observed person-centred practice that promotes choice, independence, and dignity. Staff with appropriate experience and training administer medication, overseen by a clinical nurse. Regular medication reviews take place in a timely manner. The management team completes detailed audits, and staff consistently store medication correctly to ensure its safety and effectiveness.



Environment

Good

People are protected as much as possible from the risk of infection because staff keep the premises and equipment clean and hygienic and follow good food hygiene practices. We saw clear, comprehensive infection prevention and control policies in place. Staff understand these, alongside their wider health and safety responsibilities.

Staff consistently wear the correct personal protective equipment (PPE) and applied infection control measures confidently. The management team supports this through regular audits. A dedicated maintenance and domestic team keep the home clean and well-maintained to a high standard.

People benefit from a warm, comfortable, and welcoming environment with plenty of personal and communal space. The service provider ensures suitable furnishings and equipment are available to meet people's needs and preferences. This includes specialist beds, call systems, moving and handling equipment, and communication aids. We saw communal areas that support people's independence and offer opportunities for private meetings, activities, and recreation. People engage well in these spaces, and they are well used throughout the day.

People have uplifting, personalised private spaces where they can spend time alone, socialise, or welcome visitors. Bathrooms and toilets promote privacy, dignity, safety, and accessibility. The provider places significant emphasis on developing a dementia-friendly environment. This includes colour-contrasted equipment, supportive decoration, and plain flooring throughout. People told us they feel comfortable and happy in the environment, saying: *"It's a lovely place to live; I have friends here"* and *"I enjoy my own space but sometimes like to sit with other people."*

There are effective systems to ensure the environment is safe and well maintained. Security arrangements protect people without restricting their rights, privacy, or dignity. CCTV operates in communal areas in line with the service provider's policy. The experienced maintenance team ensures equipment and building systems are serviced and certified as required. Staff told us that repairs are completed quickly and appropriately.

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. The provider has employed an experienced fire safety consultant and is progressing the required actions. We will follow this up at the next inspection.



Leadership & Management

Good

The provider's oversight and governance arrangements promote a positive and compassionate culture within the service. Effective quality monitoring systems are in place, and the management team uses information gathered from various audits to drive continuous improvement. The provider actively encourages feedback from people and staff, taking account of individuals' specific conditions and communication needs when assessing care quality.

People receive timely updates about how their feedback has influenced the service. The management team shares this information through individual discussions, group meetings, and the new family forum. We saw representatives given opportunities to discuss their views directly with the management team. Representatives told us, *"Staff update us on x each time we visit"* and *"They always ask for our views"*. A visiting professional told us, *"The home is very well run."*

Overall, the provider's policies and procedures are appropriate and proportionate to people's needs, and staff understand them well. The provider recently updated the CCTV policy to reflect the needs of people living at the service and consulted with people and their representatives about the use of CCTV in communal areas.

The provider operates strict selection and vetting processes to ensure all staff and volunteers are qualified and trustworthy. Staff undergo routine checks to confirm they remain fit to work and are appropriately registered with professional bodies. All staff hold current registrations with Social Care Wales or the Nursing and Midwifery Council, the workforce regulators. Staff receive effective induction and ongoing training. The manager monitors staff qualifications and training and promptly addresses any gaps or lapses.

The service provider ensures there are enough qualified and well-trained staff to help people achieve their personal outcomes and receive good-quality care and support. The statement of purpose and guide to service clearly set out what the service offers. We saw very good staffing levels with flexibility around people's needs. Pre-admission assessments check whether the service can meet a person's needs while also considering the needs of people already living at the home.

Staff speak positively about the leadership. They receive regular one-to-one supervision with their line manager at least quarterly, as well as an annual review to provide feedback and identify training needs. Care workers told us, *"They [Managers] are friendly, which means it's easy for us to talk to them and they support us well"* and *"Lovely management team, so supportive."*

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.	05/03/26
People cannot be assured that the service has robust arrangements to ensure an accurate record is maintained of care provided.	28/01/25

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

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