



Inspection Report on

Llys Y Seren

**Llys Y Seren
Moor Road
Port Talbot
SA12 7BJ**

Date Inspection Completed

03/03/2025

Welsh Government © Crown copyright 2025.

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.

About Llys Y Seren

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pobl Care and Support Limited
Registered places	60
Language of the service	English
Previous Care Inspectorate Wales inspection	8 August 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

Situated in Baglan Moors within the industrial town of Port Talbot, Llys y Seren is an exceptionally well-presented and maintained purpose-built service. All rooms have ensuite facilities and there are ample communal areas both indoors and outdoors for people to choose where to spend their time. Care documentation is developed with people and/ or their families where possible and communication with families is promoted as much as possible.

People experience enhanced well-being due to the multiple activities that take place in the service daily, and within the local community. Activities are led by a very enthusiastic well-being coordinator who is highly thought of in the service.

People are treated with dignity and compassion by a very dedicated care team who know them well and strive to do their best for people. The provider has robust procedures in place to recruit, train and support the care team and develop them in their roles. Care staff feel valued and happy in their roles. Feedback received about the service was exemplary.

The service is overseen by a stable and efficient management team who continue to be held in high regard by people, their relatives, care staff and visiting professionals. The Responsible individual (RI) visits the service regularly to understand the experiences of those living and working in the service and other area managers visit to conduct audits for health and safety and quality assurance checks.

Well-being

People have a voice and their choices are respected in the service. People and/or their representatives contribute to the development of their personal plans and are consulted with for all aspects of their care wherever possible. People's likes and dislikes and what is important to people is captured on personal plans. People told us they feel comfortable in the service and feel listened to. The provider consults with people living in the service when any projects are planned, and their opinions influence decisions made. We spoke to people living in the service who are also involved in the interviewing of potential care staff. People can make choices in all aspects of their day including where to spend their time, activities to participate in and what to eat. The RI actively engages with people to obtain their feedback about the service which is used to inform improvements needed.

People are protected from harm and neglect. Care staff are up to date in safeguarding training and those we spoke with are aware of their roles and responsibilities to report any concerns they have about people they support. Appropriate up to date Deprivation of Liberty Safeguards (DoLS) are in place for people who lack the capacity to make their own decisions about aspects of their care and support and accommodation. The service has secure outdoor areas and within the building there are security arrangements in place such as card lock entry systems to keep people safe. There are policies and procedures in place to ensure the safe running of the service. The environment is excellently presented and maintained. Care staff are recruited safely to ensure they are suitable to work with people.

People have enhanced well-being through participating in meaningful activities and maintaining valued relationships in the service. There are many activities that take place in the service daily. People can enjoy outings to the local community with the service's minibus. The service has built good relationships with businesses and other services in the locality and external activities take place such as coffee trips to the local superstore and visits to the school. The service has software in place to keep distant family and relatives of people in contact and care staff promote this. People spoken with in the service told us they have made good friends living in the service and also in staff supporting them.

People benefit from living in a purpose-built service which has been designed to best support their needs. This includes supporting the orientation of individuals living with dementia. The facilities in Llys y Seren are excellent, with multiple communal areas both indoors and outdoors as well as ensuite bedrooms that are spacious and personalised. There are robust and consistent oversight arrangements in place in the service to ensure it continues to meet the needs of people.

Care and Support

People have personalised personal plans in place that reflect their needs well and are updated and reviewed routinely to ensure they are consistent with any changes in need. Several care files were viewed, and these are consistently well organised and easy to follow. Care documentation is clear and gives care staff good information on how best to support people to meet their needs. Regular reviews of personal plans take place. Where possible these take place with individuals and/or their relatives. Relatives confirmed that communication with the service is very good, one said: *“they went through everything at the time of assessment to determine what is important to X. She went to another home temporarily, but this place is amazing. X loves it here; communication is very good”*. Professionals visiting the service also confirmed this: *“communication is excellent in this service”*.

There are very effective systems in place to manage and oversee medication at the service and maintain people’s health. Since the last inspection, the service has embedded a new online system to record and monitor medication. We looked at the records on this system and found these to be accurate and effective to ensure people get the right medication at the right time, with alerts in place to prevent early and minimise late administration. Medication rooms in the service are locked when not manned with temperature-controlled measures in place to store medication safely. Each unit in the service has its own locked medication trolley and there is limited overstock of medication stored in locked cupboards. Routine audits are in place to ensure any issues are detected and rectified quickly. There are good procedures in place to monitor people’s weight and health and relationships with health professionals are very good. Feedback from healthcare professionals confirmed this, one said: *“we have very good relationships with the service. Information is followed and passed on”*.

People can enjoy an extensive range of activities in the service. The service has developed considerable links within the local community and has lots of opportunities and partnerships with local schools and businesses for additional activities for people to enjoy. People are encouraged to stay in touch with their loved ones who can’t visit regularly through the utilisation of technology and video calls and the service uses a specialised system for families to provide updates. This system generates a regular personalised newspaper for those in the service whose families send updates. There is a dedicated well-being officer in post who plans and facilitates activities for groups of people and individuals in the service. We observed very wholesome activities during the visit where people were clearly enjoying themselves and smiling. We spoke to many people living in the service and multiple relatives who were all full of praise for the service and how active and social people were. Comments included: *“We can’t sing their praises enough”*, *“They do things that keep them active and not just sitting there”*, *“There’s always something going on here”* and *“There is plenty of activities in-house for residents and family also participate”*.

Environment

People live in a service that has excellent facilities for them both internally and externally which supports them to meet their needs. Located near a large retail park with large shops and superstores, and a small drive from the seafront, people often engage in events and outings to the local community. The manager showed us a list of all the community links the service has and what people can participate in should they choose. The service benefits from having its own minibus and at the time of this inspection they were actively looking to recruit a staff member who would be able to drive the bus to enable more communal trips for people to enjoy. Llys y Seren is secure with CCTV in place around communal exits and card fob entry access points to each unit. The service is subdivided into six suites with each suite having its own open-plan communal lounge/ kitchen diner and outdoor space. The well thought out layout of ensuite bedrooms supports people living with dementia to orientate in the building. These wide access corridors are decorated with trinkets and mementos for people to explore and investigate should they wish.

The provider promotes relationships with family members and has actively enhanced the environment to support this. There is a large car park to the front of the building with lots of spaces available for visitors and staff. There is a visitors' book in place for all visitors to log entry and exit of the building for fire safety. The large communal lounge on the ground floor has tea and coffee making facilities for visitors to help themselves, cakes and biscuits are also freely available. Toys and games are in place to entertain younger visitors, and a secure outdoor play area is also available. Visitors also have access to accessible toilet facilities and quieter rooms are available for more private meetings with their loved ones.

The provider has robust procedures in place to identify and mitigate risks to health and safety. We met the maintenance person and saw their daily, weekly and monthly checks on the building and facilities and these were completed consistently. Annual servicing of equipment and facilities are up to date and certificates on file evidence this. Domestic staff work tirelessly in the service to ensure it remains clean and there is a constant programme of refurbishment in place to ensure elements of the service are upgraded as and when needed. At the time of this inspection, new flooring was being laid in one of the bedrooms. Cleaning equipment and substances hazardous to health are stored safely and securely and there are good infection control procedures in place. The kitchen is well run, and the most recent environmental health inspection rated the kitchen a score of 5 - 'Very Good' in the food hygiene ratings. People have a choice in the foods they want to eat and the overall feedback from people about the food was very positive

Leadership and Management

People are supported by care staff who are managed by a very dedicated and approachable management team who have highly effective oversight of the service. The overall manager of the service is still relatively new in post but is held in high regard by the care team. They are supported by the team managers and senior care team within the service. The RI and area directors also visit the service routinely to oversee different elements of the service. This includes health and safety, quality assurance and dip sampling of documentation. Routine audits are carried out by the management team. During the RI visits, feedback is obtained from people living in the service through spending time with people and engaging with them in a relaxed manner. The RI also observes practices in the service, samples the food and experiences had by people living in the service and speaks with staff and relatives. Reports are completed and these include the required bi-annual quality of care review which details what the service is doing well and any improvements that have been identified.

People are supported by highly efficient and supportive care staff who are recruited, trained and supported effectively and consistently. The service is one of many of the provider's and benefits from a provider level human resources department that oversees the recruitment of new care staff. Personnel files we viewed contained up to date Disclosure and Barring Service (DBS) checks and almost all staff are registered with Social Care Wales (SCW)- the workforce regulator. Care staff feel supported in their roles and we saw routine supervision and annual appraisals take place. Care staff spoken with were complimentary of the training and support they receive, comments included *"I feel valued and supported, I have been able to progress in my role and offered opportunities for further development"* and *"it's a lovely place to work, everyone gets on and helps one another and I feel supported by my managers"*. Care staff were also complimentary of the training they receive, and we looked at the training matrix, which detailed high levels of training in all staff. The manager confirmed whilst lots of training was conducted online, face to face was also provided in certain areas.

The provider constantly invests in the service to ensure it continues to meet the needs of people. Since the last inspection, we saw the planned children's play area outside has been installed, new flooring being laid within bedrooms and some further developments are being planned both in the interior and exterior of the service. The provider strives to seek ways to continuously improve the service. Staffing levels in the service are appropriate to meet people's needs and although agency staff are being used in the service at present these are block booked to maintain continuity of care to people. The cook confirmed there is a healthy food budget for people to have the food that they need and enjoy.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

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.

Welsh Government © Crown copyright 2025.

*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.*