



## Garnant House LLP



75 Cwmamman Road, Garnant, Ammanford, SA18 1ND



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[garnanthouse.co.uk](http://garnanthouse.co.uk)

The inspection visits for this service took place between 14/05/2026 and 21/05/2026

## Service Information:

|                                          |                                                                                                           |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Operated by:                             | Garnant House LLP                                                                                         |
| Care Type:                               | Care Home Service<br>Adults Without Nursing                                                               |
| Provision for:                           | Care home for adults - with personal care, Provision for mental health                                    |
| Registered places:                       | 21                                                                                                        |
| Main language(s):                        | Welsh and 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:

Garnant House is a residential care home on the outskirts of Ammanford. Well-being is rated as good because people receive a service that is highly person centred, that enables them to achieve their health and well-being outcomes. People have developed extremely positive relationships with the familiar and caring staff.

Care and support is rated as good because people receive a service from a team of passionate and friendly staff. Care workers are guided by accurate and individualised electronic personal plans that enable them to successfully meet people's needs.

The environment is rated as good because people are very comfortable and relaxed throughout the home. Improvements have been made to the building and the provider intends to continue these to enhance people's well-being.

Leadership and management is rated as good because the provider has good oversight of the service. The leadership ensures people receive high quality care from a team of dedicated and skilled care workers who get effective support from their managers.

## Findings:



### Well-being

Good

People are treated with dignity and respect. They are supported to identify their health and well-being outcomes, while also being encouraged to use and build on their strengths. A visiting representative told us, *“Putting a parent in a home is one of the hardest things you have to do but since moving here I have more inner peace in the knowledge that she is having exceptional care”*.

People have as much control over their day-to-day lives as possible. They are supported to be involved in decisions that affect them, ensuring that their voices are heard. This approach helps people to take charge of their lives with confidence and assurance.

People enjoy taking part in planned activities and there is unrestricted visiting. People are supported to maintain and sustain existing relationships with family, friends and important people in their lives as far as possible. This is facilitated by staff who respect these relationships and the importance they hold in people’s lives.

People are safeguarded from abuse and neglect. People 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. There are effective support systems to ensure any risks are promptly identified and addressed. A visiting representative told us, *“All staff are easy to talk to, there’s no secrets here”*.

People live in accommodation that supports them to achieve positive outcomes. The design, layout and decoration of the setting and quality of the furnishings and fixtures meets people’s needs. When discussing the service, a support worker told us, *“It feels like home from home here”*.



## Care & Support

Good

People are very happy with the care and support they receive from the team of passionate and friendly care workers. We observed many warm and fun interactions during the inspection. A person who lives at the service told us, *"This place is great"*.

People experience very good quality care because there is a detailed process before the manager agrees to provide the service. The effective assessments check if the provider can fulfil their needs and personal outcomes alongside people already living in the service.

People are actively supported to be involved in their personal plans. Their care and support is co-produced between them, their representatives, relevant professionals and care staff. Personal plans are highly individualised and outline how staff should support people to achieve their well-being outcomes. People's plans include their preferences, routines and beliefs. A care worker told us, *"I love working here, the residents are so funny and it's like a family here"*.

People's well-being and safety is prioritised by the service by identifying and managing potential risks. People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. This is reflected in people's individual plans.

The service works creatively with the staff team to ensure people are offered choices in enjoyable and stimulating activities. People engage in meaningful past times, such as cooking, exercise classes, shopping and visiting entertainers. Photographs of people taking part in these activities are shared with family and friends. Welsh language and culture is embedded in the service, a representative told us, *"It's so warm and family orientated here. Lots of the staff are local and Welsh speakers, which is so important"*.

People experience care and support that is dignified and respectful. People have positive interactions with staff, friends, family, and each other. People are supported to attend and participate in activities related to health promotion, staff are aware of their role in this and the current needs of each individual.

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 medication administration system.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. Food hygiene practices are good. There is an effective approach to managing and preventing the risk of infection, with clear roles and responsibilities.



## Environment

**Good**

The building is homely and well maintained. The provider has upgraded bathrooms and improved the décor, with further plans to continue this. People's views and needs are considered when maintaining the building. Individual rooms are highly personalised and people decorate them with items of their own furniture, ornaments and equipment.

People access different communal and private spaces, where they can spend time alone, socialise or entertain visitors. Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation.

Outdoor areas are, safe, accessible and welcoming, allowing people to spend time outside independently. We were told about people enjoying the opportunity to have social drinks together in the garden in the warmer weather.

Safety is a key consideration at the service, people can easily navigate the home and access necessary equipment. The service manages risks to people, staff are familiar with the strategies and apply them consistently.

Regular servicing, maintenance and immediate repairs to equipment ensures the safety and well-being of people using the service. The provider work with an external specialist who offer them guidance and advice to ensure safety standards are maintained at the service.

Security arrangements are in place to protect people without compromising their rights, privacy, and dignity. This includes protecting personal property and providing appropriate access to and from the premises.



The provider oversees the quality of care through detailed and effective audit processes. Information gathered from both internal and external audits guides quality review reports and improvement plans

The Responsible Individual (RI) is well known and visits the service regularly to talk with people, their representatives and staff. Feedback from everyone involved is encouraged by them to support assessing the quality of the service and to consider any improvements. People know how they can provide feedback about their experiences of the service.

The new manager is well supported by their deputy manager and senior care workers. They have worked together effectively to create a friendly and caring culture, that enables people to live as well as possible. A care worker told us, *"We have some brilliant characters here and they are lovely"*. People, their representatives and staff have confidence in the manager and deputy, they can discuss any concerns they have with them.

Care workers have regular one-on-one supervision sessions with their manager at least quarterly and an annual review to provide feedback and identify any training needs. Care workers told us the manager and deputy are accessible and extremely helpful. One said, *"They (manager and deputy) are so approachable and supportive, I couldn't ask for more"*.

The service provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. 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 an effective induction that prepares new staff for the role. Care workers are positive about the opportunities they receive.

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. A representative told us, *"I can raise any issues I have and they get sorted quickly. They have a very slick system that really works"*.

## 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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