



Panteg



Panteg, Carmarthen, SA33 4JR



01994231019

The inspection visit took place on 04/11/2025

Service Information:

Operated by:	CARNINGLI TRUST (THE)
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	5
Main language(s):	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:

Panteg is a small residential home in the village of St Clears, Carmarthenshire and provides care and support for up to 5 individuals.

Well-being at Panteg is rated good because people receive care that supports them to achieve their health and well-being outcomes. Care staff know individuals well, understand their needs, and provide attentive, caring, and respectful support. People have opportunities to engage in meaningful activities, attend community events, and maintain relationships with family and friends. Care and support is also rated good as people are safe and supported by a professional, friendly, and consistent team that works in partnership with other professionals to promote health and well-being. Personal plans are detailed and guide staff effectively, and the small, stable team fosters strong relationships with those they support. The environment is rated good because people feel comfortable and relaxed in the home. Leadership and management is rated good as the provider maintains strong oversight, staff receive good quality training, feel supported, and enjoy working at the service, with the Responsible Individual (RI) visiting regularly to support the manager.

Findings:



Well-being

Good

People experience good wellbeing as a result of the care and support provided. They have control over their daily lives and are supported to lead the lives they choose. Individuals make decisions every day and are encouraged to plan for their future. Regular resident meetings, one-to-one sessions, and reviews create opportunities for people and staff to share ideas and agree on new activities. Hobbies and personal interests are actively promoted, ensuring people remain engaged and fulfilled.

Physical, mental, and emotional wellbeing is prioritised throughout the service. People are central to care planning and actively participate in assessments and reviews. Personal plans are detailed and of good quality, including essential information such as medical conditions and medication guidelines. Robust systems are in place to manage medication safely and effectively. Individuals follow their own routines and set personal goals, supported by care workers who know them well and can identify early signs of deteriorating health. Records confirm that any concerns are addressed promptly.

Safeguarding people from harm is a key priority. Care workers are recruited safely to ensure suitability for working with vulnerable individuals. A clear safeguarding policy is in place, and staff receive regular training. Care workers report confidence in raising concerns when necessary. Risk assessments are thorough, and strategies are implemented to maintain safety. Infection prevention and control measures are consistently followed, and medication storage and administration comply with best practice guidelines.

People live in a comfortable and welcoming environment. Panteg has a calm, warm atmosphere where individuals appear settled and content. The premises are clean, uncluttered, and well maintained, with repairs completed promptly. Bedrooms are personalised to reflect each person's preferences and personality while maintaining safety standards. Overall, the environment promotes dignity, independence, and wellbeing.



Care & Support

Good

People are actively involved as much as possible in the service they receive. The plan for their care and support is co-produced between them, their representatives, relevant professionals, and the service provider. The accurate personal plans outline how staff should support people to achieve their well-being outcomes. Plans are strengths based, highlight what people are good at, include their preferences, routines and beliefs. The service offers people individualised activities to ensure they have different opportunities to reach their potential. People engage in pastimes, such as selecting meals, enjoy planned activities and are active members of their local community. People experience care and support that is dignified and respectful. People have positive interactions with each other and the staff team. 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. A social worker told us “*Staff provide high quality care to meet each of the individual’s care needs*”.

Medication is stored, managed, and administered safely. Medicines are stored securely in the dedicated medication room and administered in line with the prescribers’ instructions. Medication administration record (MAR) charts contain all required information and are completed correctly with signatures when medication has been administered. We saw evidence care staff receive training on the administration of medication to ensure they remain sufficiently skilled. The completion of routine medication audits ensures practice remains safe and effective. Records show regular contact with health and social care professionals when needed.

People are protected from abuse and harm. Panteg has a safeguarding policy in place and all care staff receive training in the safeguarding of adults at risk of abuse. The provider understands the legal requirements of caring for vulnerable people and makes referrals to the local authority safeguarding team when required. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team and are renewed appropriately. This ensures that placements at Panteg are lawful where people lack the mental capacity to make decisions around their care and accommodation needs. People have access to independent advocacy services where required.



Environment

Good

The environment is suited to people's needs and supports their wellbeing goals. There is a homely environment, which is comfortable, clean and maintained to a reasonable standard. There are numerous communal areas where people can interact with each other and take part in activities. We observed people in communal areas, they appeared to be relaxed and comfortable, suggesting they are happy with the environment. Laundry facilities are available, and cleaning products are stored safely. There are sufficient toilet and bathing facilities. People's rooms are a sufficient size and are personalised to their preference with items of importance, which helps create a homely feel. We saw people can choose where they spend their time and go from their rooms to communal areas as they wish.

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 very good. Cleaning was observed during our site visit which ensures the service remains clean and tidy. There is a plentiful supply of personal protective equipment (PPE) throughout the service including gloves, aprons and hand sanitiser. Staff have received training in this area and the manager carries out regular audits of the kitchen and home environment.

People are supported in a safe environment. The service provider ensures environmental risks to people's health and safety are actively identified and managed. Personal Emergency Evacuation Plans (PEEP's) are in place, describing how people will be evacuated in the event of an emergency or a fire. Care staff complete fire safety training and take part in fire drills to practice evacuation. The provider carries out weekly and monthly fire safety checks and ensure external contractors attend as required to service fire equipment and carry out routine maintenance.

Security arrangements are in place to protect people. The home is secure to prevent unauthorised access. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises.



Leadership & Management

Good

The service provides detailed information to people. The statement of purpose sets out the service's aims, values, and support provided. An individualised written guide is given to each person living in the home and contains practical information about the home, the care provided, and how to make a complaint. We looked at several key policies and found them to be up to date and relevant.

Care staff recruitment pre-employment checks are completed prior to employment commencing. This includes Disclosure and Barring Service, and identity checks along with references to confirm applicants are suitable to work with vulnerable people. Care staff are registered with Social Care Wales (SCW) the work force regulator. New care staff receive an induction including shadowing more experienced staff and this was confirmed by care staff we spoke with. Care staff have the knowledge, competency, skills and qualifications to provide the levels of care and support required to enable people to achieve their personal outcomes. A training matrix has been implemented, which clearly evidences both online and face to face learning. The care workers spoken with told us they feel well trained and can perform their duties safely and effectively.

Care staff told us they feel valued and supported by the manager, one said "*She's brilliant, approachable and gives us support*". There are enough care staff on duty to safely support and care for people. Records show the team in place has a mixture of experienced and new care staff available, and this was seen during our inspection. This was reflected in records we saw and compliments from people and their families. The manager has an 'open door' approach and is very approachable, care staff confirmed this.

The RI for the service visits regularly and provides a three-monthly report of their visits. They ensure they speak to people and staff for their views. They also inspect the premises and review a selection of records during their visit to ensure a good quality service is being delivered. Any actions are recorded and will be followed up at the next visit. They also complete a quality of care report every six months. They consider feedback from quality questionnaires and analyse what is working well and areas for continued improvement.

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.

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