



## Minstrels



Minstrels, Backe Road, Carmarthen, SA33 4EU



01994232985

Date(s) of inspection visit(s): 16/07/2025

## 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 service 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:

People living at Minstrels experience a warm and inclusive home where their well-being is promoted through meaningful relationships and personalised care. They are supported to make choices, maintain contact with loved ones, and engage in activities which matter to them. Care staff understand people's communication needs and treat them with dignity and respect.

Care and support is good. Personal plans reflect people's preferences and aspirations and are regularly reviewed. People are supported to access healthcare services and maintain their physical and emotional well-being. Medication is generally managed safely, with care staff demonstrating good understanding of procedures and regular audits in place.

The environment is clean, safe, and well maintained. People personalise their rooms and have access to creative and outdoor spaces which support their independence and well-being. Health and safety checks are completed regularly, and the home is suitably equipped to meet people's needs.

The leadership and management are good. Care staff feel supported and receive regular supervision and training. Governance arrangements are effective, and quality assurance processes

support continuous improvement. Recruitment is robust, and care staff are appropriately registered and trained.

## Findings:



### Well-being

Good

People living at Minstrels experience a warm, inclusive, and supportive environment where their well-being is promoted through meaningful relationships and personalised care. They receive support to express themselves and engage in activities which matter to them. We observed positive interactions between people and care staff, with kindness, laughter, and references to personal interests such as television programmes and birthdays. People told us they enjoy outings, meals out, and shopping, and we saw evidence of these activities being planned and celebrated.

People are treated with dignity and respect. Care staff demonstrate a good understanding of individual communication needs, including the use of total communication approaches. We observed people using picture cards to make choices, and care staff were seen responding appropriately and patiently. People are supported to make decisions about their daily lives, including meal choices and activities. House meetings are held regularly, and records show people are encouraged to contribute to discussions about menus, holidays, and outings.

People are supported to maintain meaningful relationships with those who are important to them. Records show regular contact with family members, including in-person visits and video calls, which are facilitated by care staff. This helps people feel connected, valued, and emotionally secure, which contributes positively to their overall well-being.

People are supported to feel safe and protected from harm. Care staff demonstrate a clear understanding of safeguarding procedures and spoke confidently about recognising and reporting concerns. Care staff were able to describe the steps they would take if they witnessed or were told about a safeguarding issue, and they were familiar with the service's whistleblowing policy.

People live in accommodation which is suitable for their needs and preferences. They are supported to personalise their rooms and make choices within the home, which contributes to a strong sense of belonging.

The service is working towards providing the Welsh active offer. While Welsh-speaking care staff are not currently based at the service, they are available across the organisation. Care staff support people's cultural needs where required.



## Care & Support

Good

A comprehensive and accessible information guide is provided to people, clearly outlining what the service offers, available leisure opportunities, and how to raise concerns or make complaints. People have access to advocacy services and receive support to ensure they can express their views and wishes.

The service undertakes thorough assessments to ensure it can meet people's care and support needs before they move in. Information is gathered from a range of sources, including the individual, their families, and professionals involved in their care. This helps ensure the service is suitable and people are supported in a way which promotes their well-being. A review process has recently been introduced to monitor the ongoing suitability of the service, which helps people achieve positive outcomes and receive consistent, person-centred care.

Personal plans are written in the person's voice and provide clear, practical guidance to care staff on how to support people's daily routines, preferences, and aspirations. Plans reflect what matters to each individual and are regularly reviewed. People are supported to be as independent as possible, and their personal outcomes are clearly identified and measured. Risks are assessed and regularly reviewed to ensure people are supported safely and in line with their individual needs. Care staff are provided with clear guidance on how to support people with a range of activities and daily routines, including how to enable positive risk-taking. Daily routines are clearly documented and include personal care, food diaries, and recreational activities, ensuring continuity and a understanding of each person's needs.

People are supported to access healthcare services and maintain their physical and emotional well-being. Records show regular contact with GPs, psychiatrists, and community nurses. Health passports and profiles are in place to provide clear direction to care staff with each person's ongoing health needs.

Medication is managed safely overall. Medication is stored securely, and audits are carried out regularly. The provider intends to improve the quality of their audits to ensure any errors are followed up appropriately with the necessary support for care staff. Care staff have completed medication training, and competency assessments are in place.

People's rights and liberties are upheld. Referrals under the Deprivation of Liberty Safeguards (DoLS) are made promptly and appropriately, ensuring care is delivered using the least restrictive measures. This helps protect people and promotes their safety and well-being.



## Environment

Good

People live in accommodation which is suitable for their needs and preferences. The home is clean, well-maintained, and provides a safe and comfortable environment. Bedrooms are personalised with items which reflect people's interests and identities, such as murals, memorabilia, and family photographs. This helps people feel at home and contributes to their emotional well-being and sense of belonging.

Communal areas are spacious and appropriately furnished, offering people the opportunity to relax, socialise, or engage in activities. The living room is well-used and includes photographs of people enjoying outings and activities, which promotes a sense of community and shared experience.

People have access to a large outdoor area, which includes seating, a basketball net, and an arts and crafts shed with a television. These facilities support people to spend time outdoors, be creative, and engage in meaningful leisure activities. Bikes are available to support people to remain active and enjoy time in the community.

Health and safety checks are routinely carried out. Fire safety equipment is serviced annually, and weekly checks of alarms and emergency lighting are recorded. Fire drills are completed every six months. Personal Emergency Evacuation Plans (PEEPs) are in place and reviewed regularly.

The kitchen is clean and well-stocked, temperatures recorded, and food labelled and stored appropriately. A total communication choice board is used to support people in making meal choices, which promotes independence and inclusion.

Control of Substances Hazardous to Health (COSHH) items are stored securely, and care staff confirmed data sheets are available. A weekly maintenance walkaround is completed by care staff to identify and report any issues. This proactive approach helps ensure the environment remains safe and fit for purpose.



## Leadership & Management

Good

The service benefits from strong leadership and effective governance arrangements which support the delivery of good quality care. The Responsible Individual (RI) and manager are visible, approachable, and actively involved in the day-to-day running of the service. Care staff informed us they feel well supported and valued and described the management team as responsive and committed to continuous improvement. Care staff members also told us; *“Staff team are brilliant and very helpful,”* and *“I love coming to work to support people, it makes it worthwhile.”*

Care staff receive regular supervision and appraisal, and a training matrix shows most are up to date with their mandatory training. Care staff told us they feel confident in their roles and receive the training they need to support people effectively. Team meetings are held regularly and provide a forum for care staff to discuss people’s needs, share updates, and reflect on practice. The manager and deputy oversee the staffing rota to ensure there are sufficient care staff available to support people in doing the things which matter most to them. At the time of inspection, the service was close to having a full complement of care staff, with recruitment underway to fill remaining vacancies.

The provider has effective quality assurance systems in place. Quarterly RI visits are completed and include consultation with people, care staff, and stakeholders. Quality of care reviews are detailed and reflect a commitment to person-centred care, safeguarding, and continuous improvement. Feedback from families and professionals is used to inform service development. Notifications are submitted to CIW as required, and safeguarding procedures are followed appropriately. Policies reviewed during the inspection were up to date, regularly reviewed, and provided clear guidance aligned with current legislation.

Care staff recruitment processes are robust. Personnel files contain the required documentation, including references, employment histories, and Disclosure and Barring Service (DBS) checks. All care staff are either registered with Social Care Wales (SCW) or working towards registration. Care staff are required to complete the All Wales Induction Framework (AWIF) when they begin employment. They told us the framework provides them with the skills and knowledge needed to carry out their roles effectively.

Overall, the service is well-managed, with good leadership which promotes a positive culture and continuous improvement. Care staff are supported, people are listened to, and there is a clear focus on delivering effective care which supports people’s well-being.

## 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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