



Melbourne House Care Home



Melbourne House, 22-24, Carmarthen Road, Llanelli, SA14 6SP



01269845404

Date(s) of inspection visit (s): This inspection took place on 13th January 2026

Service Information:

Operated by:	Melbourne House Care Home limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	23
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	This service provides an 'Active Offer' of the Welsh language. This service anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use the service.

Ratings:



Well-being

GOOD



Care & Support

GOOD



Environment

GOOD



Leadership & Management

GOOD

Summary:

Melbourne house is a pleasant and spacious 23 bed residential home for adults. It is situated in the village of Cross Hands, Carmarthenshire.

At this inspection we found peoples well-being is good, because both the care and support people receive and the environment, they live in support them to achieve good well-being outcomes. There is a real sense of community and friendship within the service, with people feeling happy, comfortable and at home. People are supported to maintain and improve their physical, mental health, and emotional wellbeing by caring and compassionate staff. Care staff know people well and interactions are respectful and personalised to individual needs. The environment is good and people benefit from a warm, welcoming, comfortable, and homely environment which promotes their well-being. Leadership and management of the service is good because the positive actions of the manager and care staff team ensure people achieve good outcomes.

Findings:



Well-being

GOOD

People experience good outcomes because they have choice and control over their day. They decide when to get up, dress and they can move freely around the home as they wish. Staff know people well and treat them with dignity and respect. A family member told us, “*They treat people as individuals*”. People told us “*Nothing is too much trouble*” reflecting positive relationships within the home.

People enjoy a range of nutritious, home cooked meals, and told us they have choice, one person told us, “*The food is very good*”. Family and friends are invited to join people for meals or snacks, helping maintain social connections and a homely atmosphere. Many people receive support from relatives and friends to personalise their rooms with photographs and meaningful belongings, promoting identity and emotional well-being.

People are supported to maintain their physical, emotional, and social well-being. They have opportunities to develop and sustain positive relationships with those they live with and the wider community. Activities are varied and meaningful, supporting people to reach their potential. These include attending the National Botanical Gardens using annual passes purchased by the service, visits from local school children, and regular visits from a therapy dog. These are activities people told us they enjoy. A designated salon area enables people to have their hair done if they wish. Welsh language and culture are actively promoted. We heard staff chatting with people in Welsh and English, and documentation is available in both languages. Staff understand and respond to people’s language preferences, and many people experience enhanced well-being because their linguistic needs are met. A family member told us, “*There is lots of Welsh speaking here which is important*”.

We saw warm and positive interactions between staff and people, including attentive listening and reassurance. Staff were visible and available to support people when needed. People described feeling safe and happy in their home. A relative commented, “*I’ve noticed there are a few carers who are bouncy and lively and they have them laughing*”, demonstrating the friendly and inclusive atmosphere.

People are supported to maintain and sustain relationships with family, friends and those important to them. Relatives told us they feel welcomed and involved, sharing comments such as “*We are welcomed in anytime*”, “*they look after family as well*” and “*There is always someone available, they are excellent communicators*”. Care staff we spoke to understand their safeguarding responsibilities and felt confident reporting concerns to the manager.



Care & Support

GOOD

People experience strong, reliable, and compassionate care and support from care staff who know them well and treat them with dignity and respect. Warm, reassuring interactions were seen throughout the service, and people told us they feel listened to and supported. Relatives described positive communication with the team and expressed confidence in the care provided. People are supported to maintain meaningful relationships with family and friends, which contributes positively to their emotional well-being.

The service has assessment arrangements in place to ensure it can safely and appropriately meet people's needs. Discussions with the manager confirmed that assessments consider people's presentation, risks, preferences, and the suitability of the environment. An assessment process is in place, and the provider is already working to ensure written assessments are consistently maintained and used to inform personal plans.

Care staff demonstrate a good understanding of people's routines, preferences, and communication needs, and documentation provides useful guidance to support consistent practice. The provider continues to strengthen personal plans, so they reflect people's specific needs and personal outcomes more consistently. Recent updates show clearer, more individualised information, demonstrating progress towards fully embedding person-centred planning. Risk assessments provide care staff with clear guidance to support people safely. The service is continuing to refine these documents so that risks and corresponding actions are recorded consistently.

Daily notes are recorded consistently and provide a clear overview of people's day-to-day experiences. They capture relevant information about well-being, routines, and any changes that may require follow-up, helping care staff maintain continuity and monitor ongoing needs.

People's health needs are identified and responded to in a timely way, with evidence of good communication between care staff, families, and external professionals. Incident reporting is completed thoroughly and demonstrates appropriate follow-up. Medication is stored securely and administered safely, with established processes supporting good practice. Care staff also complete clear daily records, which provide an accurate picture of people's well-being and any changes that occur.

DoLS applications are made promptly, helping ensure people's rights and liberties are upheld in line with legal requirements.

The information guide gives a clear overview of the care home, outlining the support available, the daily routines people can expect, and key information about how the service operates.

Overall, people receive effective, person-centred, and consistent care, and the provider is actively strengthening assessment, care-planning and risk-management processes to further support positive outcomes at future inspections.



Environment

GOOD

People benefit from a warm, comfortable, and homely environment which promotes their well-being. A professional told us the home is “*Personal, homely and the care staff are always polite, friendly and caring*”, reflecting the positive culture within the service. Bedrooms are personalised according to people’s preferences, with photographs, soft furnishings and personal items that help maintain identity and promote a person-centred approach. Communal areas are welcoming and well decorated, and the Responsible Individual (RI) and manager ensure the home is kept in good repair.

People benefit from clean, uncluttered, and safe surroundings. Corridors were free from hazards, and all bedrooms were clean and tidy. A family member told us, “*The home is always clean, it’s a nice environment*”. The dining area is bright, airy, and colourful, supporting social interaction at mealtimes. People have access to a variety of communal and private spaces where they can spend time alone, socialise or meet visitors. There is sufficient space for people to move freely, which supports independence and allows activities and recreation to take place.

The home provides accessible bathroom and toilet facilities that promote privacy and dignity. Wet rooms enhance independence for people who can manage aspects of their personal care. There is ample, well-maintained equipment to meet people’s needs, including a lift and stair lift to support safe movement around the home. Records show equipment is routinely serviced, and regular health and safety checks help ensure a safe environment. The kitchen was clean and organised, with appropriate checks in place. The service has achieved a food hygiene rating of 5 (Very Good), demonstrating strong infection control and food safety practices. Laundry arrangements support good hygiene and reduce risks of cross contamination.

A small secure garden can be accessed from one of the lounges, offering an outdoor area where people can spend time safely. While compact, it provides an additional space that supports people’s well-being.



Leadership & Management

GOOD

Leadership and management at the service demonstrate a strong commitment to providing safe, consistent, and person-centred care. This creates an environment in which people and care staff feel well supported. There is a positive culture throughout the service, and leaders are visible, approachable, and engaged in day-to-day operations. This presence helps ensure good communication, effective oversight, and a clear understanding of how the service is functioning.

Quality assurance arrangements provide appropriate oversight and help leaders maintain an understanding of how the service is operating. Regular reviews, routine monitoring, and input from the Responsible Individual (RI) support a balanced view of what is working well and where further development may be helpful. Quality of care reviews draw on feedback from people, relatives, care staff, and professionals, contributing to informed decision making and reflective practice.

The service benefits from a stable and experienced staff team, with many care staff having worked at the home for an extended period. This continuity helps ensure people receive consistent care from care staff who know them well. Care staff are supported through regular supervision, appraisals, and access to training which provides them with the skills needed to carry out their roles. Care staff report feeling valued and supported, and they are encouraged to develop professionally, with opportunities for progression.

Recruitment and vetting processes are effective and support the safe employment of staff. Leaders maintain safe staffing levels and manage rotas effectively to always ensure appropriate coverage. Communication systems support staff in remaining updated on changes within the service and ensure information is shared.

Policies and procedures are in place and reflect current legislation and guidance. Staff know where to find them and apply them appropriately in their daily work.

Overall, leadership and management are effective, supportive, and improvement-focused, contributing to positive outcomes for people and a confident, well-supported workforce. The provider's ongoing work to strengthen internal systems and documentation will support continued development of the service.

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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