



Blaenmarlais Care Home



Blaenmarlais Cottage, Redstone Road, Narberth, SA67 7ES



01834860326



blaenmarlaiscarehome.com

The inspection visit took place on 09/04/2026

Service Information:

Operated by:	Blaenmarlais Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	22
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

Requires Improvement



Care & Support

Requires Improvement



Environment

Excellent



Leadership & Management

Requires Improvement

Summary:

Blaenmarlais Care Home is a traditional Welsh country house standing in its own matured, walled gardens and lawns of some two and a half acres. It is just outside the small market town of Narbeth. The local amenities include shops and boutiques, pubs, restaurants, historical buildings, library, local museum, a swimming pool, a railway station and churches of all denominations. They provide residential care for up to 22 residents.

People's wellbeing is promoted by caring and respectful staff. We found people's well-being requires improvement because staff are not always able to describe what actions they must take to support people's well-being.

People's risk of infection is minimised through robust control measures. Care and support requires improvement because referrals to professionals are not consistently made in a timely manner, to ensure people's health and wellbeing is maintained. Daily records of care do not consistently

record and reflect the care provided to people.

The environment is excellent. People live in an environment which is clean, comfortable and has an excellent programme of refurbishment. Communal and quiet spaces support choice and bedrooms are personalised. People enjoy secure gardens and pleasant grounds.

Leadership and management requires improvement because policies and procedures do not always correctly direct staff to provide care in a manner which promotes people's health and wellbeing.

Findings:



Well-being

Requires Improvement

People live in accommodation which meets their needs. People benefit from a warm, comfortable, welcoming environment which promotes their wellbeing and independence. We saw the environment was clean, tidy and well maintained throughout. People have good communal and private space, as well as pleasant secure gardens and grounds to enjoy.

People decide when to get up, when to go to bed, and where they spend their time. The home has several areas where people can spend time, or more private places including their bedroom if they prefer a quieter area.

People enjoy positive relationships with staff. An activities organiser arranges a wide range of enjoyable opportunities and activities for people. This includes music, film nights and other communal social events. We found care staff were caring and respectful and safely recruited. One relative told us, *"Very privileged that [relative] is here. The care and attention is great."* A resident told us, *"It is great, they look after me."*

People are supported to cultivate safe and healthy relationships. Family members and people's representatives can visit at any time and are made to feel welcome by staff. One relative told us, *"I come all the time. I'm constantly here..... I come twice a week. You can come anytime. You don't book in."* We saw care staff and people engaging with each other at mealtimes and throughout the course of the day. We also saw people sitting together in groups socialising with each other.

People do not always have the support they need to maintain their physical, mental and emotional wellbeing. We found people do not always experience timely care and support to meet their health and wellbeing needs. Daily records of care do not consistently record and reflect the care provided to people. We found policies and procedures do not correctly direct staff to provide all care in a timely manner. Outcomes for people require improvement because people cannot be assured they consistently receive the right care and support at the right time to promote their health and wellbeing.



Care & Support

Requires Improvement

We reviewed people's personal plans and risk assessments. The plans and risk assessments we reviewed were detailed and contained information required to direct staff to meet people's needs and personal outcomes. We saw plans and risk assessments are reviewed in a timely manner. We heard from people and relatives who were involved in the reviewing of personal plans where appropriate.

People and their representatives are happy with the standard of care and support they receive. Care staff are sensitive to people's needs and preferences. Care staff are encouraged and supported to get to know people well, understand their needs and preferences. We saw many encouraging and friendly interactions between people who live and work at the home.

Medication management is good. People receive medication in a safe, person-centred way considering choice, individuality and best practice guidelines. There are good clear medication management policies and procedures in place. Designated care staff are trained and confident to administer medication. a designated medication room is secure, clear of clutter and good procedures are in place to make sure medication is stored at optimum conditions. We saw medication is documented correctly. No gaps were visible in Medication Administration Records (MAR) reviewed.

People's risk of infection is minimised. There are consistent infection, prevention and control measures in place. There are good supplies of personal protective equipment (PPE) made available throughout the service. Care staff are trained and there is an effective policy in place that staff understand. We saw a good supply of cleaning products.

People's care and support needs are not always met. We found daily records of care do not consistently record the care provided to people. We saw inconsistent records of daily hydration. We read policies and procedures do not correctly direct staff to provide all care in a timely manner. We did not see consistent, timely care and support, including seeking guidance from external professionals, to ensure people's health and wellbeing is maintained. Outcomes for people require improvement because people cannot be assured all care and support is provided as soon as possible to maintain their health and wellbeing.



Environment

Excellent

The environment is excellent. It is clean, comfortable and has undergone high quality refurbishment. Communal and quiet spaces support choice and bedrooms are personalised. People enjoy a warm, comfortable, welcoming environment which promotes their well-being and independence. The service is a spacious nicely decorated Welsh country house which has an extension to the previous listed building standing. It is situated in its own mature, walled gardens and lawns of some two and a half acres. The main garden provides further outdoor space with seating and a greenhouse.

The home is adapted around the lives of people living there. There are two lifts to enable safe and easy access to the upper areas of the building. People have access to a range of communal areas as well as quieter spaces, enabling them to choose where they spend their time. There are two lounges, a library and a dining room. People's bedrooms are personalised and nicely decorated. People are comfortable in their surroundings and easily access both the inside and outside areas of the home. All areas are safe and secure with appropriate security arrangements in place. Visitors are made to feel welcome by staff who know people well.

Robust environmental checks are in place. Routine health and safety monitoring is completed in line with regulatory and organisational requirements. This includes regular checks of water temperatures, care staff call systems, emergency lighting, window restrictors and general environmental safety. Maintenance records show prompt action is taken to address any defects identified.

Cleanliness and hygiene standards are high. Care staff follow infection prevention and control procedures and use appropriate personal protective equipment. Environmental practices minimise the risk of cross-contamination. The service has a dedicated maintenance and domestic team who maintain the home to an outstanding standard, keeping the environment immaculately clean.

The building is supported by an established maintenance programme. Essential equipment, such as hoists and slings are serviced in accordance with required timescales. Fire safety systems are well managed. Fire-fighting equipment is regularly checked, fire alarms are tested weekly and fire drills are carried out and recorded. A current fire risk assessment is in place and care staff are familiar with evacuation procedures. There are personal emergency evacuation plans (PEEPs) in place for each person and these are kept within easy access, secure in a cabinet in reception, in the event of an emergency.

Overall, the environment is safe, clean, aesthetically pleasing and well maintained, providing a setting that supports people's comfort, dignity and independence.



Leadership & Management

Requires Improvement

The statement of purpose (SoP) clearly states what people can expect from the service, and overall, the service reflects its content. The RI is very visible, accessible and well known to people, care staff and visiting relatives and professionals. We found the RI to be approachable and supportive to staff and people being supported. The RI visits the service and spends time talking to people. There is a professional and experienced manager in place, who is suitably qualified for the role and registered with Social Care Wales (SCW), the social care workforce regulator. The manager is implementing new procedures to improve the service. The manager is also very keen to support the RI in improving the oversight and governance arrangements. A relative told us, *“They are extremely welcoming, kind and helpful.”* A member of care staff said, *“The manager is good.”*

Governance is unreliable and not always effective, leading to procedures where risks are not consistently identified. We found policies were not reviewed and updated as required, to ensure all procedures were appropriate to meet the needs of people in a timely manner. We did not see any evidence the service provider has consistently notified CIW, the Regulator, of all required events. We did not see any evidence that the service had undertaken a review of policies and procedures following significant events at the service. Outcomes for people require improvement because people cannot be assured that care staff are directed to provide care and support as soon as possible to promote their health and wellbeing. People cannot be assured the regulator has all required information to enable scrutiny.

We found sufficient numbers of care staff at the service. Care staff are safely recruited following a strict selection and vetting processes, ensuring all staff are qualified and trustworthy. We reviewed staff files and found they contained all the information required to be assured staff are safe and fit to work at the service. Disclosure and barring service checks (DBS) are in place, prior to the commencement of employment and these are updated at the required frequency. We saw care staff are appropriately registered with SCW, the workforce regulator.

Care staff are appropriately trained and receive training in areas such as oral care and medication. All new care staff engage in a period of induction and shadowing with experienced colleagues. New staff and staff promoted to new positions receive an induction in line with SCW’s requirements. Care staff receive the required levels of formal support with regular supervision and an annual appraisal.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

CIW has no areas for improvement identified following this inspection.

Summary of areas for Priority Action	Date identified
People cannot be assured the care and support they receive is provided in a way which protects, promotes and maintains the safety and well-being of individuals. People cannot be assured they receive the right care and support at the right time to keep them safe from harm.	09/04/26
People cannot be assured leadership and management ensure care is provided in a timely manner, which protects, promotes and maintains the safety and well-being of people. People cannot be assured the service informs the Regulator of all notifiable events for external oversight.	09/04/26

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