

THE FEEDBACK YOU TOLD US

VISIT TO MELBOURNE HOUSE

FEBRUARY 2026

INTRODUCTION

Listening to Voices in Care Homes

Llais visits care homes across Wales to listen to residents and their families. We gather feedback on what works well and what could be improved, making sure everyone has a chance to be heard—especially those who cannot leave their home. We use what people tell us to help improve health and social care services and to support person-centred care that respects dignity, independence, and quality of life.



WHAT WE DID

In February 2026, a team from Llais West Wales visited Melbourne House Care Home in Crosshands. During the visit, we spoke directly with residents to hear about their experiences of the services they receive. We also shared a survey with residents' families and loved ones, giving them the opportunity to share their views and feedback as well.



WHAT PEOPLE TOLD US

I like to watch TV, I like to read I used to enjoy history, I like to talk to people

I like to sit outside in the garden when the weather is fine. I like to do some gardening

Plenty of company, comfy bedroom, I come down for breakfast, usually toast. Sometimes I have a lay in

Everyone is so nice and friendly

the food is lovely and I get tea and coffee when I ask for it

The staff are very friendly, one of the staff painted my nails (hand) for me. They are pink.



POSITIVE FEEDBACK

Residents spoke very positively about the staff at Melbourne House, describing them as approachable, supportive and always willing to help

Everyone we engaged with praised the way staff arranged GP and hospital appointments when needed. However, some residents did express concern about the limited availability of NHS dental services in the area, with many feeling they had no option but to pay privately for dental care.

OUR FINDINGS

Residents said they were very happy with the staff at Melbourne House, with several noting the comfort they felt being able to speak Welsh with some members of the team. Overall, people were pleased with the range of food choices available. While some expressed a preference for hot meals, the home was praised for its flexibility and willingness to accommodate individual tastes and all dietary requirements.

A variety of activities were available for residents throughout the day, and many spoke fondly of enjoying time outdoors in the garden seating areas during the warmer weather.

WHAT HAPPENS NEXT

Llais will raise our feedback with the Local Authority through a formal Letter of Representation. We'll keep you updated by:

- Posting updates in our newsletter
- Publishing information on our website

Thank you to everyone who shared their views: your input really matters!

LLAIS WEST WALES

Covering health and social care services for people living in:

- Carmarthenshire
- Ceredigion
- Pembrokeshire



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