

# THE FEEDBACK YOU TOLD US

## VISIT TO GWERNLLWYN CARE HOME

### MARCH 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 March 2026, a team from Llais West Wales visited Gwernllwyn Care Home in Crosshands. During the visit, we spoke 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

2 x doctor's surgeries come here. The doctor comes in on Tuesdays.  
Optician has come in and someone comes in to do my feet.

"It's very nice living here. I spend most of my time speaking with people, the time flies.  
I'm blind, it would be nice if someone could read to me.

Doesn't feel lonely.  
Sometimes there are things going on.

There is music, a man sang to us, he was dressed as Elvis Presley. We've also had a Welsh Choir sing to us downstairs.

I feel safe here. I used to fall when I lived at home on my own. Staff are always on hand to help me.



## POSITIVE FEEDBACK

Residents spoke very positively about the staff at Gwernllwyn Care home, 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 happy with the staff at Gwernllwyn Care Home, some noted that there was limited opportunity to speak with Welsh speaking staff. 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 puddings with apple crumble and custard being a firm favourite.

Some activities were available for residents throughout the day, and many spoke of enjoying time outdoors in the patio area during the warmer weather.

## WHAT HAPPENS NEXT

Llais will 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



[westwalesenquiries@llaiscymru.org](mailto:westwalesenquiries@llaiscymru.org)



01646 697 610



@LlaisWestWales