

## Compliance Assessment Report CAR\_NRW0043784

**Permit being assessed:** DP3827GJ

For: STP SERVING LLANTRISANT CARE HOME, held by ABRAHAM NURSING HOMES LTD

At: LLANTRISANT CARE HOME, OLD LLANTRISANT ROAD, LLANTRISANT, MID GLAMORGAN, CF72 8LQ.

**Type of assessment carried out:** Audit, Reason: Routine.

On 15/03/2024, between 10:30 and 11:30.

Parts of permit assessed: All

**NRW Lead Officer:** Paul Latham, accompanied by: Ceri Malone.

**Report sent to:** manager@llantrisantcarehome.co.uk, Manager, on 11/04/2024.

### 1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C3 Minor	3.1.2 the limits given in schedule 3 shall not be exceeded
WQ-A1 - Water Quality - Management - General management	C3 Minor	1.1.1 (a)
WQ-A1 - Water Quality - Management - General management	C3 Minor	1.1.2 Records demonstrating compliance with condition 1.1.1 shall be maintained.
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C3 Minor	3.3.1
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C1 Major	3.1.2 The limits given in Schedule 3 shall not be exceeded

Result types are explained in more detail in the 'Important Information' section below.

### 2. What action is required?

Criteria	Action needed	Complete by
WQ-C1	safe access and egress to 'outlet 1' for monitoring purposes.	18/04/2024
WQ-A1	Provide to us via email the written management system,	18/04/2024
WQ-A1	provide via email records demonstrating compliance	18/04/2024
WQ-C1	provide safe access and egress to the monitoring points shown in schedule 3	18/04/2024
WQ-C1	Investigate the root cause. Provide and execute an action plan to reduce environmental impact of effluent discharge and	30/04/2024

Criteria	Action needed	Complete by
	bring the PTP to compliance.	

Action criteria codes are listed in the 'Important information' section below.

### 3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

**You are non-compliant with your permit.**

**We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.**

### 4. Details of our assessment

Thank you for accommodating our visit on 15.03.2024 to carry out a compliance visit for water discharge permit DP3827GJ.

Officers representing Natural Resources Wales were met by the care home maintenance manager who showed us your Package Treatment Plant (PTP). A water quality sample was obtained from the PTP itself but access to the monitoring point 'outlet 1', described in table S3.3 was inaccessible. Results of the sample will be shared once available.

Breaches of conditions and actions required which are shown in the table above will need to be completed before 18.04.2024.

If you have any questions regarding this report please contact [paul.latham@naturalresourceswales.gov.uk](mailto:paul.latham@naturalresourceswales.gov.uk)

This CAR for was amended and re-submitted on **11.04.2024** after review and also upon completion of the water quality sample analysis and outfall inspection:  
Amendments made:

Breach #1 amended to refer to the creation of access to outlet 1 for monitoring purposes.

Additional breach added regarding 3.1.2 Emissions to Water and Schedule 3.1 Numerical limits. The sample results were :

BOD - **503mg/l** (permit limit of 20mg/l)

Suspended solids - **188mg/l** (permit limit of 30mg/l)

Ammoniacal Nitrogen - **27.3mg/l** (permit limit of 10mg/l)

The sample results are more than 4 times greater than the maximum limit , therefore this will be categorised as a Category 1 non compliance in accordance with the guidance.

#### **11.04.2024**

Site visit to Confirm outfall 1 to water, discharge was creamy colour and odorous with rag and solids present, visible signs of pollution to the aquatic environment. Sewage fungus present downstream of discharge location.

After locating outfall 1 I Spoke in person with Helen Webber, Manager of Llantrisant Care Home about the sample results and the state of the discharge. Helen Webber confirms that an improvement plan and investigation will be carried out into the root cause of the Category 1 non compliance.

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

## Important information

### Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm to the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

### Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action only relating to the activity assessment
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property

### If your assessment result in Section 1 is suspended, what does this mean?

In line with our guidance, we may suspend non-compliance for up to six months to allow time for remedial action to be taken. These will be re-instated if the action is not completed.

**Full list of water quality action criteria (used in section 1 and 2):****WQ A: Management**

- WQ-A1 General management

**WQ B: Operations**

- WQ-B1 Permitted activities
- WQ-B2 The site
- WQ-B3 Operating techniques
- WQ-B4 Improvement programme
- WQ-B5 Pre-operational conditions

**WQ C: Emissions and monitoring**

- WQ-C1 Emissions to water
- WQ-C2 Emissions to land
- WQ-C3 Emissions of substances not controlled by emission limits
- WQ-C4 Installation of monitoring boreholes

**WQ D: Information**

- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

**Enforcement response**

Any permit condition non-compliance is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

**Data protection notice**

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or services relating to environmental matters
- consulting with the public, public bodies and other organisations (e.g. Health and Safety Executive, local authorities) on environmental issues
- carrying out statistical analysis, research and development on environmental issues
- providing public register information to enquirers
- investigating possible breaches of environmental law
- assessing customer service satisfaction and improving our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

**Disclosure of information – this report will be available to view on-line**

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be

added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within 20 working days to let you know if we agree to your request.

**What do I do if I disagree with the report or have a complaint?**

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk) for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

**Welsh Language Standards**

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.