

Compliance Assessment Report CAR_NRW0050968

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 05/03/2026, between 13:00 and 14:00.

Parts of permit assessed: All

NRW Lead Officer: Paul Latham, accompanied by: Natalie Wrangham.

Report sent to: shaikhzaher@gmail.com Mr Zaher Shaikh, Care home owner, on 11/03/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-A1 - Water Quality - Management - General management	C3 Minor	1.1.1 general management
WQ-D2 - Water Quality - Information - Reporting	Action only (X)	

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-A1	Create a suitable written management system that adequately identifies and manages the risk of potential pollution	10/04/2026
WQ-D2	Submit records as detailed in comments section of this report	31/03/2026

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.

At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.

This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

4. Details of our assessment**Site Report**

On 5th March 2026 Officers from Natural Resources Wales Officers carried out a regulatory compliance visit for Environmental Permitting Regulations (2016) permit **DP3827GJ** that permits Abraham Nursing Homes Limited to carry out a water discharge activity at Llantrisant Care Home.

The weather at the time of the visit was overcast with intermittent light showers and Officers were escorted around the premises by an employee of Llantrisant Care Home.

At the time of the visit Officers confirmed that the effluent from your PTP is still being taken for offsite disposal by tanker, and not discharging to the aquatic environment. Officers were showed the final effluent chamber, aeration chambers and the grease-traps currently in situ prior to the PTP.

A water quality sample was not taken at the time but it was evident from the discolouration and historical on site turbidity tube test results provided on the day (see images 1 & 2) that the current effluent would breach the numerical limits detailed on Schedule 3 Table 3.1 of your permit if the discharge was occurring.

It appears that adding additional grease and fat traps prior to the treatment process has reduced the amount of visible Fats, Oils and Grease (FOG) in the process and as a result we would expect to see an improvement in effluent quality.

Image 1: Final effluent chamber



Image 2: copy of recent onsite turbidity tests

17.11.25 -210 ntu
21.11.25 - 300 ntu
24.11.25 - 250 ntu
28.11.25 - 300 ntu
1.12.25 - 320 ntu
8.12.25 - 190 ntu
12.12.25 - 170 ntu
15.12.25 - 175 ntu
22.12.25 - 200 ntu
29.12.25 - 190 ntu
2.01.26 - 260 ntu
5.01.26 - 250 ntu
9.01.26 - 240 ntu
12.01.26 - 195 ntu
16.01.26 - 220 ntu
19.01.26 - 190 ntu
23.01.26 - 270 ntu ssp
26.01.26 - 280 ntu
30.01.26 - 310ntu
02.02.26 - 240ntu
06.02.26 - 280ntu
09.02.26 - 185ntu de-sludge
16.02.26 - 300ntu
20.02.26 - 300ntu
23.02.26 - 300ntu
27.02.26 - 290ntu
02.03.26 - 300ntu

Breach of permit conditions

During the visit Officers noticed that a written management system was not available and therefore a breach of condition 1.1.1. General management is recorded.

1. *The operator shall manage and operate the activities:*
 - a. *In accordance with a written management system that identifies and minimises the risk of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances, and those drawn to the attention of the operator as a result of complaints.*

This breach has been classified as a category 3 breach - a non-compliance with minor environmental impact, as the permitted discharge is not currently occurring, in accordance with actions from a previous enforcement notice.

Actions required

Please send the following information via email:

- Create a suitable written management system that adequately identifies and manages the risk of potential pollution - by **10th April 2026**
- Copies of all waste transfer notes since discharge to the aquatic environment ceased and waste water began being removed from site via tanker by **31st March 2026**.
- Copies of all effluent tests and results carried out by employees and external contractors since discharge to the aquatic environment ceased to the time that the information is sent by **31st March 2026**.
- Report of actions and results about previous and current attempts to return to compliance. Including how you have been monitoring changes to activities onsite against effluent quality? What improvement has been noticed if any, and what has caused any recorded changes of effluent quality? by **31st March 2026**

Other advisory comments

The numerical limits shown in table 3.1 include Biological Oxygen Demand (BOD), Suspended Solids and Ammonia, therefore It may be worthwhile purchasing a handheld ammonia meter when taking turbidity tube readings to track the ammonia level against the turbidity.

Contact details:

If you have any queries regarding this CAR form or to provide an update on any actions above, please contact me using the following email address:

cwmtaf&bridgendconsultations@cyfoethnaturiolcymru.gov.uk

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 required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
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

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 Monitoring
- WQ-C5 Installation of monitoring boreholes

WQ D: Information

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

Enforcement response

Any non-compliance with a permit condition 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 twenty working days to let you know if we agree to your request.

Disputing the Content of this Compliance Assessment Report Form

If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: [Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales](#)

Concerns Not Related to the Content of this Compliance Assessment Report Form

If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone:** 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email:** enquiries@naturalresourceswales.gov.uk

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone:** 0300 790 0203
- **Email:** 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.