



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty George



Bridgend



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www.prioritychildcare.co.uk

The inspection visit took place on 19/05/2026

Service Information:

Operated by:	Priority Childcare Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	4
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

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

People experience very high levels of well-being. With few exceptions, people are treated with dignity and respect and are supported to have control over their daily lives. Care staff actively support people to understand their rights, make informed decisions and achieve outcomes that matter to them. A strong culture of openness and respect supports people's emotional well-being, and safeguarding arrangements are highly effective in promoting safety and empowerment.

People receive high-quality care and support that is personalised and designed in partnership with them and relevant professionals. Personal plans are detailed, accessible and regularly reviewed, guiding care staff to meet people's needs consistently. Care staff promote independence through enabling risk management and effective communication methods. Medication is managed safely and appropriately, and people benefit from coordinated support that leads to positive outcomes.

People live in a safe, clean and well-maintained environment that enhances their quality of life. The

accommodation is homely, accessible and supports independence in daily living. People are involved in decisions about their environment, including meals and activities. Robust health and safety systems ensure risks are identified and managed effectively, and infection control practices are strong.

Leadership and management provide effective oversight and governance. Strong quality assurance systems, regular audits and Responsible Individual (RI) visits drive continuous improvement. Care staff are well trained and supported. There is a positive and open culture where feedback is encouraged and acted upon, enabling people to achieve excellent outcomes.

Findings:



Well-being

Excellent

With few exceptions, people are treated with dignity and respect. They are supported to identify their well-being outcomes and build on their strengths. Care staff know people well and use this knowledge to promote a positive sense of identity and self-worth.

People have as much control as possible over their daily lives. They are supported to understand their rights and are actively involved in decisions that affect them. Their views are listened to and acted upon.

Leadership and management show a strong, consistent commitment to ensuring people receive clear and accessible information. Care staff present information in ways people understand, helping them make informed choices and take control of their lives with confidence.

The service provider promotes independence and choice through a proactive approach to risk. Care staff balance risk effectively to support positive outcomes and help people make aspirational decisions safely. They provide support with decision-making using preferred communication methods with care and empathy.

With few exceptions, people receive personalised information that meets their communication needs. Care staff ensure people understand information and access advocacy where needed. A range of methods, including written, digital, and verbal communication, are used to ensure accessibility.

The service supports creative communication practices based on best practice. Care staff use preferred languages and specialist methods, such as British Sign Language (BSL) or symbols, so people can express themselves effectively.

There is a strong culture of openness and respect. People's emotional and psychological well-being is consistently supported, and they feel safe, valued and understood.

Safeguarding systems are highly effective. Staff and management work with external agencies to prevent abuse and identify concerns early. Risks are recognised and addressed promptly through clear systems that protect people.

People are encouraged to share concerns and preferences. They are given accessible information about their rights and supported to speak up, including through advocacy. This helps them feel empowered and confident.

With few exceptions, people's well-being is enhanced through practice that promotes equality, diversity and inclusion.

People are supported to develop and maintain skills and interests through daily living activities, learning opportunities and tailored leisure activities.

They are supported to maintain relationships and engage with their communities, including through the use of technology. Staff show a good understanding of balancing risk to enable meaningful involvement.

The service prioritises people's well-being within the home. Environments are personalised, promote a sense of belonging and enhance quality of life.

People have access to appropriate technology and equipment and are involved in decisions about their environment, so it reflects their needs, culture and preferences.



People receive care and support centred on their personal outcomes. Personal plans are comprehensive, person-centred and developed with people, families and professionals. They are accessible in formats people understand, including symbol-based communication. Records show people are involved in planning and reviewing their care and confirm agreement. Plans provide clear guidance for staff and reflect people's preferences, strengths and aspirations.

Care staff use detailed assessments and information from external professionals to inform care. Leadership ensures relevant information is gathered and reviewed before and after admission. Care is regularly reviewed and updated to reflect changing needs. Daily records are clear and accurate, showing progress against personal outcomes.

Risk assessments are clear, regularly reviewed and enable people to participate safely. They promote independence and avoid unnecessary restriction. Staff follow guidance to manage risks while supporting people to achieve their chosen outcomes.

People are supported to maintain choice and independence. They choose meals, take part in food preparation and are involved in shopping. Staff communicate using preferred methods, including BSL and visual tools. Interactions are respectful and support decision-making. Communication is a strength, with staff developing skills alongside people with support from specialists.

Leadership and management ensure staff receive appropriate training and guidance. There is strong multi-disciplinary involvement, including speech and language professionals. Staff understand people's needs well and provide consistent, structured support.

People's needs are met and independence promoted through personalised approaches, including communication systems and BSL. People access meaningful activities, social opportunities and community engagement. Emotional well-being is supported by a positive, inclusive culture.

Safeguarding arrangements are robust. Records of incidents and concerns are detailed and show clear actions and outcomes. Leadership and management maintain oversight, ensuring prompt responses. Staff understand their responsibilities, and people are supported to understand their rights and raise concerns.

Staff support people to stay safe while promoting independence. DoLS documentation is in place, monitored and reviewed. Staff understand how to minimise restrictions and balance safety with choice.

Medication is managed safely. Records are accurate and complete, including refusals and disposal. Staff administer medication safely, and systems for storage and controlled drugs are

secure. Internal processes are robust and consistently followed.

Infection prevention and control measures are in place. PPE is available and used appropriately. Staff follow good hygiene practices to protect people's health.

People receive care and support that is highly personalised, well-documented and delivered by knowledgeable care staff. Leadership and management ensure systems are in place to monitor quality, involve professionals, and promote positive outcomes for people.



Environment

Excellent

People live in an environment that promotes their well-being, safety and independence. The accommodation is homely, welcoming and maintained to a very high standard. Furnishings and décor are of good quality and reflect people's preferences, creating an environment that feels personalised and comfortable. Cleanliness is consistently maintained throughout the home, and care staff follow clear cleaning schedules and hygiene practices to ensure a safe and pleasant environment for people.

The layout of the environment supports privacy and dignity. People have access to appropriate spaces for activities, relaxation and time alone. The environment is organised in a way that enables people to move around safely and independently. Leadership and management ensure the environment is regularly reviewed to maintain high standards and respond to people's needs.

The kitchen is clean, accessible and well equipped. People are actively involved in food preparation and are supported to make choices about their meals. During the inspection, an individual was observed preparing food independently with care staff support, demonstrating that the environment promotes independence. People decide their menus, and this is supported in practice. Care staff encourage people to follow safe food hygiene practices while maintaining autonomy.

Activities are planned in line with people's preferences. Information is presented in accessible formats, such as symbol-based planners. Care staff also adapt approaches based on individual preference, for example providing daily information to reduce anxiety and support engagement.

The home's outdoor space is safe, accessible and well maintained. People can access the garden freely, and it is designed to meet their needs. The outdoor area provides opportunities for relaxation and engagement with nature, supporting physical and emotional well-being.

Health and safety systems are comprehensive and well managed. Leadership and management maintain clear records, including fire safety documentation, risk assessments and maintenance records. Regular checks are completed, including daily environmental checks, temperature monitoring, safety equipment checks and external area inspections. Other routine checks include window restrictors, first aid kits, carbon monoxide monitors and vehicle safety. These systems ensure risks are identified promptly and managed effectively.

Personal Emergency Evacuation Plans (PEEPs) are in place and accessible. Fire safety procedures, including drills and equipment checks, are documented and up to date. Health and safety audits and maintenance records confirm equipment, and systems are regularly serviced and safe for use.

Infection prevention and control measures are strong. Personal protective equipment is available and used appropriately. Cleaning schedules and hygiene practices are followed consistently. The kitchen and all areas of the home meet high hygiene standards, supporting people to remain safe from infection risks.

The environment is of a high quality, well maintained and supports people to achieve their well-being outcomes. Leadership and management ensure robust systems are in place to monitor safety, maintenance and cleanliness, and care staff support people to use the environment in a way that promotes independence and choice.



People benefit from effective leadership and management that supports the smooth operation of the service and promotes high-quality care. Clear oversight is maintained through structured governance systems, including daily walk rounds and regular audits. These cover key areas such as health and safety, medication, care planning, infection control, safeguarding and record keeping, ensuring issues are identified and addressed promptly with clear follow-up actions.

Quality assurance systems are used to monitor and improve the service. The RI visits include engagement with people, staff and professionals to gather feedback. These visits review documentation, the environment and care records, and result in action plans that are updated as improvements are made. Although a full six-month review has not yet been completed due to the recent opening, systems are in place to support this.

There is a positive and open culture. People, staff and professionals feel able to raise concerns and are confident these will be acted upon. Leadership and management are approachable and accessible, and feedback includes compliments from professionals recognising the quality of care. While no formal complaints have been recorded, clear systems are in place to manage them and promote learning.

Leadership and management promote equality, diversity and inclusion. Recruitment processes are thorough and compliant, including required checks such as DBS, references and registration. Records show equality and inclusion are considered throughout recruitment. Staff files confirm induction, supervision and appraisal processes are in place and up to date.

Care staff are well supported through regular supervision, appraisal and wellbeing sessions. Training is prioritised, and records show completion of mandatory and specialist training relevant to people's needs, including safeguarding, communication, medication, health and safety and positive behaviour support. Staff report feeling supported, confident and competent in their roles.

Sufficient numbers of skilled staff are on duty to meet people's needs. Staffing arrangements are informed by individual needs, and care staff confirm there are enough to provide consistent care. Handover processes support effective communication and ensure care staff are aware of changes in needs.

There is strong partnership working with external professionals to inform care and improve outcomes. Policies and procedures are comprehensive, up to date and reflect current guidance. Key documents, including the statement of purpose and service user guide, are accessible and reflect the service provided.

Leadership and management maintain robust and highly effective systems, effective oversight and a positive culture that supports staff and enables people to achieve their outcomes.

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.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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