



Brynsiriol Care Home



259/261 Neath Road, Briton Ferry, Neath, SA11 2SL



01639 813277

Date(s) of inspection visit(s): The inspection visits for this service took place between 14/07/2025 and 15/07/2025

Service Information:

Operated by:	Bravemore Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	20
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Requires Improvement



Leadership & Management

Good

Summary:

Brynsiriol Care Home is in a residential area with shops and other amenities close by. The home is changing ownership, although the Responsible Individual (RI) continues to oversee its running while keeping stakeholders updated. The home provides a good overall standard of care and support, which helps people stay happy and healthy. Care staff work well as a team to provide fulfilment in people's daily lives. Managers are taking action to improve medication procedures.

Environmental conditions need improvement. People feel content in private and communal areas, although many fixtures, fittings and furnishings require repair or upgrade. Storage and bathing facilities also require review and development. The home has a pleasant garden for people to enjoy outdoor activities.

The manager leads the service effectively, with the support of a deputy. Staff feel valued and supported by managers. They receive good quality training and are passionate about their work. There is visible accountability from the RI, who regularly attends the home to monitor standards.

Findings:



Well-being

Good

People receive dignified care and support. Care staff follow personal plans to ensure people receive appropriate care. They communicate with people effectively and actively promote choice and independence. People are encouraged to maintain a suitable diet and have a range of meal options to choose from. There is no current demand for a service in Welsh, although there are a few Welsh speakers in the team. Care staff complete an online course around promoting the Welsh language and culture. They also use technology to learn phrases and instructions in other languages, as required. People and families take comfort from their relationships with care staff. They said, *“Some staff are better than others but they’re all kind and caring, they just have different ways”* and *“Anything I’d ask they’d do in a heartbeat. I sleep at night now, I don’t worry at all”*.

The service has safeguards in place to protect people from harm and abuse. People told us care staff often remind them how to stay safe and assist them gently and considerately. The manager follows correct procedures to ensure any restrictions people face are lawful. The service has policies which clearly outline safeguarding and whistleblowing procedures. Managers are also considering introducing an electronic system that will allow staff to whistle blow anonymously. Staff complete mandatory safeguarding training and understand their role in protecting people. The manager refers concerns about people’s welfare appropriately and acts upon professional advice.

People enjoy meaningful activities. One person told us care staff adapt the environment so they can safely complete domestic tasks, commenting *“It makes me feel normal”*. Relatives also said, *“They’ll try anything and everything”* and *“They look at what they can do for X, not at X’s dementia”*. Staff engage well with people during group activities, creating an inclusive, stimulating atmosphere. For example, we observed spirits to be high as people enthusiastically took part in a lively quiz that generated much laughter. Activity coordinators plan themed days every month plus occasional trips, charity events and musical performances. People play an active role in fundraising where possible, giving them a sense of purpose and achievement. For larger home events, staff organise a variety of activities to cater for people of all ages.

The accommodation is continually improving but requires further work and investment to fully support people’s health, safety and well-being. People feel at home in their environment, where they can access private and communal space at their leisure. Staff also give visitors a warm welcome, making them feel part of an extended family. However, the quality and range of facilities must improve. The service requires more suitable storage facilities and updates to the furniture and décor.



Care & Support

Good

The service recognises and respects people for who they are. Managers gather information about people's backgrounds to help shape their care and support. The service uses specific documents to highlight what is important to people, their interests and the support they require to help them achieve their goals. Care staff understand how people like to be supported. Relatives told us their compassionate approach puts people at ease and brightens their day. We found care staff to be accommodating of people's requests. They also anticipate people's physical and emotional needs well, using effective verbal prompts and gentle touch when needed.

People have access to medical and specialist services to promote their health and well-being. The service has good links with the local mental health service, GP surgery and district nursing service. The GP calls or visits the home weekly to discuss people's care and additional reviews are carried out if there are concerns. Managers also request referrals and input from other professional services if needed, such as occupational therapy, physiotherapy and the falls team. People told us care staff encourage them to follow health advice to stay fit and healthy. People's care and support needs are outlined within risk assessments and personal plans, and care staff are informed about updates during handover meetings and via a communication book. Care staff document the care and support they provide, which aligns to the guidance in personal plans. One person told us *"The care I have here is very good. They don't just do what's needed, they go above and beyond"*.

People receive their prescribed medicines at the appropriate time. This is evidenced by the clear records staff maintain in relation to medication administration. The medication lead also undertakes regular audits to help identify issues. However, medication systems need to improve as controlled drugs are not always handled correctly. We also observed overstock of some medicines and inconsistent checks relating to storage temperatures. These matters put people at increased risk of medication misuse/errors, and we expect the provider to make improvements. The service has the required facilities to securely store controlled drugs and maintain a suitable register. The manager has liaised with health services to strengthen procedures further and help staff identify controlled drugs more easily. There are plans for staff to receive further medication training and competency-based assessments.

There are measures in place to reduce infection risks. Domestic staff follow organised cleaning schedules and complete logs each shift regarding their cleaning activities. Laundry workers handle people's laundry with care, ensuring clean and dirty items are separated and suitably stored. The home maintains a good supply of personal protective equipment, which staff can access easily. Staff are required to complete infection control and food safety training. The service has a current food hygiene rating of 4 (good). However, environmental conditions are compromising standards of infection control. This is because some fixtures and furniture are damaged or unsuitable and therefore more difficult to sanitise effectively.



Environment

Requires Improvement

People are comfortable in their surroundings. They have established their own routines and regularly use communal rooms to relax, socialise and take part in various activities. People may also choose to spend time in quieter areas or enjoy the privacy of their own bedrooms. Many bedrooms reflect people's personalities and have been set out and furnished to suit their needs and preferences. One person told us they take comfort and pleasure from seeing their own furnishings in their bedroom. The home has a designated area for people to use when the hairdresser attends every fortnight. People often spend time outdoors in the pleasant, fully enclosed garden where various herbs, vegetables and flowers are grown. Seating areas and canopies help people relax in comfort whilst enjoying some fresh air.

The environment does not fully promote people's well-being, and we expect the provider to make improvements. At the previous inspection, we observed a lack of facilities to ensure people's safety and support their dementia care needs. Although some improvements have been made, further work is needed. For example, a programme of renovation is required as some carpets, furniture and furnishings are in poor condition, compromising standards of hygiene and infection control. There is currently a lack of dementia-friendly features to help people orientate and identify with their surroundings. The provider should also explore whether people have access to an adequate number of accessible bathing facilities as several bathrooms are not being used. The home's new owners plan to complete a schedule of works aimed at improving and modernising the environment. A maintenance officer and gardener have been employed to support the general upkeep of the home. The service uses external contractors for more specialist works.

The service has worked hard to reduce environmental risks and implement appropriate health and safety measures. Managers have completed specialist health and safety training and significantly improved systems for managing Legionella risks. The provider has also upgraded the fire panel and smoke detection system to address fire safety concerns. Utilities and equipment are routinely tested and inspected within recommended timescales. Exits are secure and windows on upper floors include restrictors to help prevent falls from a significant height. However, there are aspects of the environment which are continuing to put people's health and safety at risk, and we expect the provider to make improvements. For example, the service plans to install keypads on internal doors to help prevent people accessing hazardous areas without support. Managers must also review the arrangements for storing equipment and other items to ensure these are safe and suitable. The service needs to ensure personal plans are kept up to date in respect of maintaining a safe environment for people and ensuring they have the necessary safety equipment and facilities.



The management team is well thought of and respected. The RI has communicated changes regarding the home's ownership effectively and is continuing to consult people about their experiences. People, families and staff feel confident in how the service is run and consider the RI, manager and deputy manager to be kind, caring and approachable. This impacts positively on the culture within the service, as people feel heard and respected. A relative said, *"Manager is so approachable – I can email, phone and I get updates all the time"*. A staff member also told us *"They are friendly and open, easy to approach"*. Morale amongst the staff and management team is good, which contributes to the positive atmosphere in the service. The manager networks with other care providers and agencies at various events, using feedback and new information to further develop the service.

The home has a stable team of staff, although staffing levels require review due to a recent change in occupancy. We found care staff to be visible and attentive to people's needs. Managers deploy them to work in designated areas, but they work collectively to ensure people receive timely care and support. Care staff are alert and responsive to call bells. One person said, *"They come within seconds when I call"*. Staff undergo an appropriate recruitment and vetting process before being employed. Managers also track and renew Disclosure and Barring Service (DBS) checks every three years. A new audit tool ensures personnel records contain all the required recruitment information and documentation. Staff are supported to complete recognised care qualifications and register with Social Care Wales. They spoke positively about their experiences joining the team. Comments include *"It feels like home"* and *"Coming here and being welcomed so nicely has been amazing; more than I could have asked for"*.

Staff have the knowledge and skills to provide safe, effective care. Managers ensure staff complete good quality training relevant to people's needs. One staff member told us *"There's no stone left unturned... felt like I could ask questions"*. Managers support new staff flexibly, offering additional time and shadowing opportunities to help them gain confidence. Staff receive regular supervision and annual appraisals, allowing them to reflect on their personal well-being, contribution to care, challenges or concerns, and training goals. A staff member told us *"[Managers] always ask how I am, which is great"*. Managers create displays each month to celebrate the achievements of both residents and staff. Team meetings are held every two months to promote healthy, worthwhile discussions about work and life at the home. Staff have access to up to date and informative policies and procedures. Managers issue a 'Policy of the Month', which staff must read and sign.

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.

The table below shows the areas for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The service provider must ensure people's medicines are consistently stored and administered safely.	14/07/25
The service provider must ensure people live in an environment that is properly maintained, with suitable facilities to support their comfort and well-being.	14/07/25
The service provider must ensure people live in an environment that promotes their health and safety.	14/07/25

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

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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