



### Llys Gwyn Residential Home



Llys Gwyn Residential Home, Heol Broom Maudlam, Bridgend, CF33 4PN



01656743666

Date(s) of inspection visit(s):

11/04/2025

### Service Information:

Operated by:	Grayson Enterprises Ltd
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:	31
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture or is working towards a bi-lingual service.

## Ratings:



**Well-being**

**Excellent**



**Care & Support**

**Excellent**



**Environment**

**Good**



**Leadership & Management**

**Excellent**

## Summary:

Llys Gwyn is a well-established care home set in extensive private grounds. It is situated in a semi-rural area but close to local amenities and services. It is a ten-minute drive to the M4 motorway and is within easy reach of Swansea, Bridgend, Porthcawl and Cardiff. The service provides support for males and females over the age of 50, with personal care and Dementia care needs.

Llys Gwyn provides excellent care and support in a warm and friendly environment. The premises is safe and accessible and has suitable indoor and outdoor areas for people to use. Staff know people well and interact in a kind and caring manner. Care files detail how people like their needs met and are reviewed regularly. Activities at the service are regular and varied to ensure people's physical and emotional well-being. Staff feel very well supported, happy, and confident in their roles. Staff receive regular supervision and a variety of training, and policies are in place to provide guidance. Audits and oversight are carried out by a conscientious management team. Robust Quality Assurance systems are in place, and the Responsible Individual (RI) visits the service

regularly.

## Findings:



### Well-being

Excellent

With few exceptions, people are supported to have as much control as possible over their day-to-day. The service carries out a thorough pre-admission assessment to ensure it can meet people's needs, which are evident on people's care files. People and their representatives are then involved in developing and reviewing their care plans and identifying personal goals/outcomes.

Documentation such as a statement of purpose and written guide are available to people and provide information on the service, how to raise a complaint, and details of advocacy services. Details of how to make a complaint, contact details, and other information such as 'Know Your Rights' are also available in the entrance area. The manager deals with complaints, however, there have been none at the service since our last inspection.

Communication needs are suitably met to ensure people and staff can understand each other. People's communication needs are considered in pre-assessments and communication plans are evident on people's care files. Staff receive mandatory and specialist training appropriate to the needs of the people they support. The service is also actively working towards anticipating, identifying, and meeting the Welsh language and cultural needs of people who use the service. Documentation is available in Welsh on request, and signage around the home is in both English, Welsh and picture form. Although, there is no policy or formal training offered to staff in this area, we were told of someone living at the care home who teaches staff some basic Welsh language and they strive to use this when they can.

People are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths and skills. There are frequent opportunities for people to connect with family, friends and contribute to local communities. A passionate activities co-ordinator engages people in a variety of daily activities of their choosing, and we saw people enthusiastically involved in music, dancing, and enjoying the sunshine in the garden on the day of our inspection. We were told of entertainers coming in and saw photos throughout the service of people enjoying parties and other activities. Family also told us they were invited to these events. One person told us of headphones arranged by staff that enable him to use noisy communal areas and participate in activities when he likes. We saw the home was nicely decorated for Easter and observed handmade flowerpots crafted by people on the tables. The service uses community transport for things such as trips to Porthcawl and the local Church. Another person told us of recently visiting a children's nursery to make Easter bonnets stating, "*I loved it, it was lovely, the children were wonderful.*" We also saw people returning from trips out with family members and were told there were no restrictions on visiting. It is evident people have positive relationships with each other and care staff at the service.

People live in accommodation that supports their well-being. Bedrooms are comfortable and personalised, with sufficient indoor and outdoor communal areas available for people to use. The

home is clean and well-maintained, with the correct checks and servicing in place for utilities and equipment.



## Care & Support

Excellent

People receive very high quality care and support which helps them achieve their personal outcomes. Prior to a person receiving the service a detailed assessment is completed to ensure the service can meet their needs, using good tools such as 'About Me'. A personal plan is then developed with the person and if appropriate, their representatives. Personal plans we viewed are clear and concise. They highlight people's personal outcomes and the best ways of supporting people to achieve them. Risk assessments consider any risks to people's health and safety and detail ways for keeping people safe. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty. We saw personal plans and personal outcomes are reviewed regularly with people and those involved in their care to ensure information recorded remains relevant and meaningful.

People are supported by highly skilled staff with an excellent understanding of their individual needs and preferences. There is a stable staff team providing continuity of care to people. We saw care staff, office staff, and the management team have very positive relationships with the people they support. It was clear they know the people they support well and are familiar with their needs and preferences. Positive feedback from people included *"It's very nice, the staff are great, they look after us well"* and *"I'm contented."*

People are supported with their dietary requirements. Menus are varied, nutritious, and include people's favourite food on one day a week. People are offered choice and told us the food was nice. The kitchen staff receive appropriate training and know people's dietary needs, such as those with alternative diets. Jugs of cold drinks were evident in communal areas on the day of our inspection as it was a warm day, although it was noted alternatives were on offer such as hot drinks and alcohol.

The service provider uses strong, established links with local mental health, health, and social care services resulting in people experiencing excellent outcomes, which is evident on people's care files. An example of this was meeting two people who had come into the service requiring end of life care, but with the exemplary care and support from staff were now well and no longer considered to be on this pathway. Feedback from a visiting district nurse on the day of the inspection was also very positive.

People are supported with their medication if required in accordance with national guidelines and service policy. Medication management systems are robust. There is a medication policy aligned with best practice guidance and care staff receive training on the administration of medication to ensure they remain sufficiently skilled. The completion of routine medication audits ensures practice remains safe and effective. People also have access to other services such as a chiropodist, dentist and optician who visit the service.

People are protected from abuse and neglect. Care staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people. Care staff receive training relevant to the needs of the people they support. This includes safeguarding, manual handling and medication. All staff understand and follow the Wales Safeguarding Procedures. There are effective mechanisms in place to ensure people can voice their concerns. Risk assessments are present highlighting areas of concern, and people's rights to liberty are protected and safeguarded. There are measures in place to ensure medication is safely stored and administered.



## Environment

Good

People benefit from a warm, comfortable and welcoming environment that is adapted to suit people's needs. We saw people's rooms are personalised to their preference with items of importance, which helps create a homely feel. A limited number of shared rooms are offered to those who want it. There are indoor and outdoor communal areas people can access including lounge areas, kitchen / diner, and a number of toilet/bathrooms. The outside space has covered patio areas, seating, and nice garden pots/boxes which people told us they have been involved in maintaining. We saw people can choose where they spend their time and go from their rooms to communal areas as they wish, either independently or with support from care staff. The service is nicely decorated and suitably furnished. The date and time, a clock and menu choices for the day are on the wall, and signage on doors help people stay orientated. There has been some re-decorating and refurbishment work since our last inspection including new furniture and new kitchen facilities.

The provider demonstrates a strong commitment to ensuring the premises and any equipment is maintained and serviced to a high standard. We saw there is routine servicing of utilities such as electricity and gas which is carried out by external contractors. Specialist equipment such as stair lifts, and manual handling equipment is serviced in line with the manufacturer's recommendations. There is an up-to-date fire risk assessment and fire safety features are regularly checked by staff and serviced by suitably qualified trades people. A fire safety concern in the laundry room identified during a recent inspection by the fire service, has been promptly resolved. Laundry facilities are suitable for the size of the home and there is a plentiful supply of cleaning products which are stored in accordance with Control of Substances Hazardous to Health recommendations.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic, and food hygiene practices are good. Cleaning was observed during our site visit which ensures the service remains clean and tidy. There are plentiful supplies of Personal Protective Equipment (PPE) throughout the service including gloves, aprons and hand sanitiser. Staff have received training in this area and the manager carries out regular audits of the kitchen, home environment, hand hygiene and PPE. The kitchen has been awarded a score of five by the Food Standards Agency, which implies very good food hygiene standards.

Security arrangements are in place to protect people. The home is secure to prevent unauthorised access. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises. CCTV is in operation outside the care home, and a poster advising people of this was evident.





People are supported by care staff with the necessary expertise, skills and qualifications to meet their needs. Staff receive a mix of mandatory and specialist training relevant to the needs of the people they care for. Staff we spoke to say the training they receive is comprehensive and helps them deliver high quality care and support. There is also a strong commitment to fostering development of leadership skills for staff at all levels, which was confirmed by feedback from staff who told us of promotions to senior level during their time working at the service. Staff say they feel supported and valued and receive regular one to one support from their manager. Equality, diversity and inclusion values are embedded in recruitment processes, with sponsored staff telling us they feel they are “*Treated fairly*” and that the service “*Values diversity*.” Records also confirm staff are receiving the recommended levels of formal support. This all helps support staff retention and continuity of care and support for people. Care staff are registered with Social Care Wales (SCW) the workforce regulator. This is done to ensure they have the skills and qualifications needed for working in the care sector.

Robust recruitment processes are in place with care staff who undergo the required checks to ensure they are suitably fit to work at the service. Staff recruitment files sampled contain all the regulatory required information. This includes references from previous employers, full employment histories, and Disclosure and Barring Service (DBS) checks. We saw care staff complete a structured induction when they commence employment including training and shadowing other staff.

The service providers oversight and governance arrangements foster a positive compassionate culture in the service. It is clear the management team know people and their families well, is conscientious and well organised. They engage commissioners, other professionals, staff, and people in quality assurance processes such as through 6 monthly satisfaction surveys and the website [carehome.co.uk](http://carehome.co.uk), valuing their feedback to drive continuous improvement. We saw numerous comprehensive audits are routinely conducted to ensure any issues are identified and quickly actioned. These consider things such as Medication Administration Records (MAR), care files, staff files, and Health and safety. The RI and the wider provider are routinely visible at the service and have excellent oversight of service delivery. We saw records which confirmed the RI visits the service regularly and speaks to people and staff. Quality of care reviews are completed every six months to assess the services performance and identify areas where improvements can be made, with an ongoing Home Improvement Plan in place. It is clear the service is open to improvements as issues identified by other agencies such as Welsh Fire Service and Care Inspectorate Wales (CIW) have been addressed. The service also ensures timely notifications are sent to relevant authorities in the event of significant incidents, and it is noted that the providers annual return has been received by CIW promptly as per regulation.

Service policies and procedures provide guidance to staff and ensures practice remains safe and effective. Policies and procedures we looked at include Safeguarding, Medication and Complaints.

We saw they are aligned with statutory and best practice guidance, kept under review and updated when necessary. People feel confident raising concerns, knowing their input is welcomed stating "*Communication is great.*"

## 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.

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