Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llys Gwyn Residential Home

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

01656743666

https://valleycaregroup.co.uk

The inspection visit took place on 06/10/2026

Service Information:

Operated by:	Grayson Enterprises Ltd
Care Type:	Care Home Service Adults Without Nursing
Registered places:	31
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

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 a 10-minute drive to the M4 motorway and is within easy reach of Swansea, Bridgend, Porthcawl and Cardiff. The service provides accommodation and personal care for older adults, including people living with dementia.

People experience excellent well-being outcomes and are supported to maintain their independence and make choices about their daily lives. They maintain meaningful relationships with family and friends and participate in a wide range of activities that promote their well-being and social inclusion.

People receive excellent personalised care and support from a dedicated and highly skilled staff team. Personal plans are comprehensive, regularly reviewed and reflect people's wishes, preferences and outcomes. Staff work effectively with health and social care professionals to

ensure people receive the support they need. Medication and infection prevention arrangements are robust.

People live in a clean, comfortable and welcoming environment that supports their needs. Bedrooms are comfortable, personalised and homely, helping people feel settled and secure. The provider continues to invest in improvements to the premises.

Leadership and management are excellent. The service benefits from strong leadership, effective governance arrangements and a stable workforce. Quality assurance systems support continuous improvement and feedback from people, relatives, staff and professionals is overwhelmingly positive.

Findings:

Well-being — Excellent

People achieve excellent well-being outcomes because they are supported by a caring and attentive staff team that places people at the centre of daily life. People told us they can choose when to get up and go to bed, receive visitors and how they spend their time. Regular resident meetings take place, whereby people can have a say in the running of the home. We observed a relaxed and sociable lunchtime experience where people were supported to enjoy their meals at their own pace. Nutritional well-being is promoted through varied menus and regular monitoring. The service actively seeks feedback from people about the food provided, and their views influence menu planning. This includes a popular weekly "residents' choice" meal, where people's favourite dishes are featured on the menu. Other initiatives, such as chip shop Friday and a weekly takeaway evening, help promote choice and make mealtimes enjoyable social occasions.

People benefit from opportunities to take part in meaningful activities and maintain important relationships. The service benefits from a dedicated activities co-ordinator who engages people in a varied programme of activities including crafts, exercise, music, reminiscence, singers, community outings via community transport links and seasonal celebrations. The service celebrates people's birthdays and special occasions with homemade cake. Families are encouraged to remain involved in people's lives and receive photographs and updates through the service's communication system. This helps people remain connected to those important to them.

We observed positive, respectful and meaningful interactions throughout the inspection. Staff spoke to people with warmth and kindness and demonstrated a detailed understanding of their individual needs, preferences and routines. People appeared relaxed and comfortable in the company of staff. People living at Llys Gwyn shared positive feedback about the service. Comments included, *"All staff here are lovely, I can't praise them enough" and "It's brilliant here, I'm happy"*. Staff respond promptly to requests for assistance and there are sufficient staff available to provide support in a calm and unhurried manner. People feel safe and know who to speak to if they have concerns.

Robust safeguarding and risk management arrangements help ensure people remain safe while maintaining their independence. Care plans and risk assessments reviewed were comprehensive, providing staff with clear guidance to support people safely and in a person-centred way. Specialist equipment, including sensor mats and call bells, are available to help ensure people receive timely support when needed. Incidents and accidents are appropriately recorded, monitored and reported to relevant agencies where required.

The service makes a positive effort to promote Welsh language and culture using bilingual signage

throughout the home and by employing staff who can communicate using basic Welsh phrases and greetings. The service further celebrated Welsh culture by holding a Welsh-themed day.

Care & Support — Excellent

People receive exceptionally personalised care and support from staff that know them well. The service completes detailed pre-admission assessments to determine whether people's needs can be met safely and effectively before offering a placement. Personal plans are comprehensive, well organised and person-centred. We reviewed several care files and found they reflected people's preferences, personal histories, communication needs, strengths, risks and desired outcomes. Plans provided clear guidance for staff and included detailed information about mobility, nutrition, communication, medication, personal care, emotional well-being, activities and end-of-life wishes. People's cultural preferences, routines and interests were also clearly recorded.

Reviews of personal plans are thorough and responsive. Records demonstrated plans are reviewed at least monthly, or sooner when people's needs change. Reviews involve people, where they wish to participate, alongside relatives, advocates and relevant professionals. Detailed risk assessments enable people to make informed choices while promoting their safety and independence. We spoke to people's relatives who were visiting on the day of our inspection. One relative told us *"I think it's great here! Really good, it's lovely".*

People benefit from excellent continuity of care because the service has a stable staff team with low staff turnover. We saw evidence of strong partnership working with healthcare and social care professionals. Records evidenced regular involvement from district nurses, speech and language therapists, falls teams, social workers, dentists, opticians and community mental health services. A healthcare professional described care provided at the home as being of a very high standard and told us staff know people well and follow professional advice appropriately. They said, *"I've got no concerns at all".* The provider reports any concerns about people's safety to local safeguarding teams and makes Deprivation of Liberty Safeguards (DoLS) referrals when there is a risk that care arrangements may deprive them of their liberty.

People receive their medicines safely through a robust electronic medication management system. Arrangements are in place for the ordering, storage, administration and monitoring of medicines. Controlled drugs are stored and administered appropriately, and clear guidance was available for the administration of medicines prescribed on an 'as required' (PRN) basis. Staff receive regular medication training and competency assessments. Effective audits and management oversight support safe, person-centred practice.

Effective infection prevention and control measures help protect people from the risk of cross-contamination. Effective cleaning schedules are in place, and the home is clean and tidy. Staff receive relevant training and use personal protective equipment (PPE) which is readily available. The service is supported by an infection control policy, and regular infection control audits are completed to support safe practice.

Environment — Good

People live in a comfortable, welcoming and homely environment that supports their well-being and promotes independence. The service provides a range of communal and private spaces where people can spend time socialising, participating in activities or relaxing quietly. People benefit from a large accessible outdoor garden area that is often enjoyed during the summer months.

Communal areas are bright, attractive and suitably furnished. Recent decorative improvements have enhanced the appearance of the home and help create a pleasant environment for people. Creative design features, including themed decorative areas, contribute positively to the home's character and provide visual interest for people living there. The date, time and daily menu choices are clearly displayed to help people remain orientated. Bedrooms are personalised and reflect individual preferences, supporting people's sense of identity and belonging. The provider has taken steps to ensure the environment supports people with physical, sensory and cognitive needs. Appropriate equipment is available, including stairlifts, hoists and sensor equipment, helping to ensure people's needs can be met safely. We saw evidence the service had responded positively to recommendations from external monitoring by installing contrasting red toilet frames to better support people living with dementia.

People benefit from a clean environment as dedicated housekeeping staff maintain high standards of cleanliness and hygiene throughout the service. Substances hazardous to health (COSHH) were stored securely and appropriate laundry facilities support the safe management of linen. The kitchen has achieved a Food Hygiene Rating of 5, demonstrating very good standards of food safety and hygiene.

Robust arrangements are in place to maintain the safety of the home. A rolling programme of servicing and maintenance ensures equipment remains safe and fit for purpose. Servicing records found fire safety systems and utilities were regularly inspected and maintained. Fire safety arrangements are robust, with regular testing of the alarms, emergency lighting and fire equipment. Each person has a Personal Emergency Evacuation Plan (PEEP), and staff participate in regular fire drills to ensure they can respond effectively in an emergency. The provider demonstrates a positive approach to maintaining and improving the environment, with ongoing programmes of refurbishment and replacement of furnishings.

Although the environment supports positive outcomes for people, some bathroom and shower facilities appear dated and show signs of wear. While these facilities remain suitable for use and appropriate equipment is available, refurbishment would further enhance the quality of the environment. Measures are in place to maintain the security of the home. Visitors are required to sign in and out, helping to protect people from unauthorised access. CCTV is in operation and a

poster advising people of this was evident.

Leadership & Management — Excellent

People benefit from excellent leadership and management. The service is led by an experienced and dedicated management team who are visible, approachable and committed to continuous improvement. The management team promote a positive, open and supportive culture and are knowledgeable about both the people living at the home and the day-to-day operation of the service. The provider demonstrates a strong commitment to ensuring there are enough skilled, competent and knowledgeable staff available to meet people's needs. On the day of our inspection, staffing levels were appropriate and sufficient to meet people's needs.

Robust recruitment processes are followed to ensure staff are suitable for their roles. We sampled staff personnel files and found the required pre-employment checks were completed, including appropriate references and Disclosure and Barring Service (DBS) checks. Care staff are registered with Social Care Wales (SCW), the workforce regulator. The service benefits from a stable and experienced workforce. The service has maintained strong staff retention and does not rely on agency workers, which promotes continuity of care and enables staff to build meaningful relationships with people.

People benefit from a staff team that is exceptionally well trained, well supported and highly motivated. Training compliance is excellent and includes both mandatory and specialist training relevant to the needs of people living at the home. Staff told us they complete a combination of face-to-face and eLearning training. This includes safeguarding, infection prevention and control, dementia care, stoma care, end of life, sepsis awareness and challenging behaviour. Staff demonstrated a good understanding of safeguarding responsibilities. Staff told us they feel valued and supported by the management team and records confirmed they receive regular supervision and guidance. Staff feedback was positive, including comments such as, "*Morale is great, we all get on well, it's like your little family*" and "*It's lovely here, it's so homely. I love it, I really do".*

Robust governance and quality assurance systems provide excellent oversight of the service. A comprehensive programme of audits monitors key aspects of service delivery, including medication management, infection prevention and control, care planning, accidents and incidents, environment and health and safety. Audit findings are used to identify improvements and support the ongoing development of the service. Quality of care reviews are completed by the Responsible Individual, in line with regulatory requirements. Opportunities for people, relatives and staff to influence the development of the service are embedded through meetings, surveys and regular engagement.

The service works openly with Care Inspectorate Wales (CIW), local authority social services, and commissioning teams. It maintains positive working relationships with partner agencies and meets its statutory notification responsibilities in a timely manner.

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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