Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Brynhelyg Care Home

64 Cwmfelin Road, Llanelli, SA14 9LR

01554756393

The inspection visit took place on 30/09/2026

Service Information:

Operated by:	Ovalbeech Limited
Care Type:	Care Home Service Adults Without Nursing
Registered places:	26
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	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Brynhelyg is a care home which provides residential care for up to twenty-six adults. It is situated in a Bynea, just outside Llanelli, in the county of Carmarthenshire.

Wellbeing is good. People feel safe and well and are supported by care staff they know and trust. The service promotes a strong, person-centred culture and people are supported to maintain their identity, relationships and independence.

Care and support are good. People are supported by a stable group of care staff who know them well and enable them to provide a consistent service. People receive responsive and effective care from staff who understand their needs well. Personal plans are detailed and guide care staff to provide safe, consistent care.

The environment is good. People benefit from a warm, comfortable, welcoming environment which promotes their wellbeing and independence. There are effective governance systems which support continuous improvement and good outcomes for people.

Leadership and management are good. The manager and responsible individual (RI) are visible,

accessible and actively involved in daily running of the service.

Findings:

Well-being — Good

People live healthily and safely with control over their lives. People appeared relaxed and content throughout the inspection. People told us, *"I'm very satisfied at this time".* and "*It's great, I like it here*." We observed care staff interacting with people in a calm, sensitive and reassuring way, adapting their approach when individuals were confused or unsettled. Care staff consistently use kind and respectful language, promoting dignity and emotional well-being through positive, person-centred engagement. People were observed to seek reassurance and social interaction from care staff, reflecting positive and trusting relationships. This contributes to a stable and emotionally supportive environment.

People are safe and protected from abuse and neglect. People's health and well-being needs are met. We examined records confirming regular involvement of health professionals and care staff demonstrate a clear understanding of people's needs. People are protected from harm. Care staff have received training in safeguarding vulnerable people and are aware of their safeguarding duties. Risks are understood and managed appropriately, enabling people to be supported safely while maintaining as much independence as possible. People are treated with dignity and respect. Throughout the inspection, we observed warm, natural interactions between care staff and people, with care staff demonstrating a good understanding of people's preferences and needs.

People are supported to cultivate safe and healthy relationships. People are able to choose when to get up, their own meal options and can decide whether to take part in activities. There are suitable opportunities for engagement, with a varied programme which reflects people's interests. Personalised activities, support meaningful occupation and enhance well-being. Care staff also demonstrated awareness of individuals who may be less likely to engage in group activities and supported them through one-to-one interaction, ensuring they remain included.

People live in accommodation which supports their well-being outcomes. Some care staff speak Welsh, however this is limited therefore there is restricted provision of the Welsh language. Although these care staff have basic Welsh, further development is needed to fully support the active offer.

Care & Support — Good

People receive the care and support they need to achieve their personal outcomes. Care records are comprehensive, person-centre and accurately reflect people's current needs. However, we did not see much evidence supporting wellbeing outcomes. People told us they are happy with the care and support they receive. One relative described the care staff as, *"Very good and helpful."*

People are protected from harm and abuse. We reviewed a sample of personal plans and found they contained information about people's backgrounds, preferences and daily routines. People's personal plans outline how care staff should support them to achieve their outcomes. Personal plans provided care staff with guidance on how to support people safely whilst promoting choice, independence and dignity. Records showed plans are reviewed regularly and updated when people's circumstances change. Plans were written in a person-centred way, reflecting people's individual histories, preferences and outcomes. The service actively encourages families and representatives to be involved in reviews where appropriate, helping to ensure support remains relevant and responsive to people's needs. A relative told us, *"Yes, they spend time with people and keep you informed."* We also saw evidence of effective involvement from healthcare professionals,

People's medication is safely managed. People receive medication in a safe, person-centred way considering choice, individuality and best practice guidelines. There are good clear medication management policies and procedures in place. Care staff are confident in managing and administering medication. There is thorough and regular medication training for care staff and no evidence of any recent mistakes or people missing their medication. There are good procedures in place for the management of medication at the service. Designated care staff are trained to administer medication. There is a designated medication room which is secure, when not in use. The rooms are clear of clutter and over stock and good procedures are in place to make sure medication is stored at optimum conditions. We looked at medication administration records (MAR) and found all medication is documented correctly. No gaps were visible in the records viewed.

People's risk of infection and cross infection is minimised. An infection prevention and control policy underpins staff practice. Personal protective equipment (PPE) is readily available and used appropriately. The care staff conduct cleaning schedules and the home is free from malodour. The laundry systems are well organised.

Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. There is a main lounge with an attached dining room. Adjacent to the main lounge there is conservatory which leads out onto a secure patio area. The service is situated in its own grounds which are well maintained and easily accessible. It provides opportunities for engagement and meaningful activities which support people's well-being. This space provides opportunities for people to spend time outdoors, socialise, eat with relatives and enjoy fresh air when they choose. The service takes a proactive approach to maintaining the environment. Repairs are completed promptly, and there is an ongoing programme of refurbishment.

People told us they are happy with their surroundings and feel comfortable living at the service. The atmosphere within the home is calm, relaxed and welcoming. People can choose where they wish to spend their time throughout the day and can move freely between the communal areas. People appeared familiar with their surroundings and comfortable accessing different parts of the home.

Good standards of cleanliness and hygiene are maintained throughout the home. Bathrooms, bedrooms, laundry and kitchen areas are clean, organised and well maintained. During the inspection, we found communal areas were clean, tidy and well maintained. Bedrooms are personalised with photographs, ornaments and personal possessions, helping people maintain a sense of identity and belonging. People have access to a variety of communal spaces where they can relax, socialise, meet visitors or participate in activities. The layout of the home supports people to move around safely and independently wherever possible.

Records confirm routine testing of utilities. Substances hazardous to health are stored safely and securely. Water safety checks, including legionella risk assessments, are completed. Fire drills are completed. Personal Emergency Evacuation Plans (PEEPs) are in place and provide clear guidance for safe evacuation during emergencies. There had been a recent fire drill. The service provider ensures the premises comply with current legislation and national guidance related to health and safety, environmental health and standards set by the Food Standards Agency. Lifting equipment is regularly checked and serviced to ensure safe use.

Secure access arrangements, including controlled entry and visitor sign-in procedures, help protect people and promote their safety.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The service is well led and benefits from strong leadership and clear management oversight. The management team work closely together to monitor quality, identify risks and drive improvement, making sure people's well-being remains central to decision-making and which issues are addressed promptly. This creates a positive and inclusive leadership culture which supports consistency and quality of care. Care staff described the management team as "*They're all good."* The RI undertakes regular visits to the service and completes reports to support oversight. The RI also completes six-monthly quality of care reviews, which help ensure standards are maintained.

People are protected through safe recruitment and vetting processes. People benefit from care delivered by care staff who are trained, supported and developing in their roles. Overall, supervision and quality monitoring arrangements are effective.

Training is good, up to date and based on people's needs. Supervision is carried out as required. Care workers feel valued and are valued by both the manager and RI. One staff member told us, "*Yeah, I have an input. I am listened to."*

We observed an experienced and settled core staff team with low turnover. The provider applies strict recruitment and vetting processes and implements robust induction procedures. We found the service employs effective recruitment practices and care staff are registered with Social Care Wales.

People are supported by care staff with the necessary expertise, skills and qualifications to meet people's care and support needs. Care staff are appropriately vetted and receive structured support when they begin their roles. Training is comprehensive and compliance levels are good. Care staff told us training prepares them well to carry out their responsibilities. Care staff maintain the required professional registrations with Social Care Wales which supports safe and competent practice. Supervision and appraisal processes are in place and are used to support development and address any practice issues in a timely way.

Overall, people have very high levels of confidence in the service because leaders make sure there is a very strong positive culture which is supportive, inclusive and respectful. Leaders guide the strategic direction of the service and the pace of change.

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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