



Brynhelyg Care Home



64 Cwmfelin Road, Llanelli, SA14 9LR



01554756393

Date(s) of inspection visit(s):

14/05/2025, 08/05/2025

Service Information:

Operated by:	Ovalbeech Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	26
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 bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Brynhelyg is a residential care home in Bynea, Llanelli. Well-being is rated as good because people receive a service that enables them to achieve their health and well-being outcomes. People have developed very positive relationships with the familiar and caring staff. Care and support is rated as good because people are safe and they are supported by a team of professional and friendly care workers. Care workers are guided by accurate and individualised personal plans that enable them to meet people's needs. The environment is rated as good because people are comfortable and relaxed in the home. Care workers are positive about the improvements made to the building and are looking forward to further developments. Leadership and management is rated as good because the provider has oversight of the service. The new manager intends to introduce systems, with more structure to support care workers to help them to deliver good quality of care.

Findings:



Well-being

Good

People are supported to be involved in decisions that affect them and they are treated with dignity and respect. People are supported to identify their health and well-being outcomes. A visiting representative told us, *“The girls are lovely and look after her so well, she really knows them and they know her. She calls this place home”*.

The provider is trying to give people more access to experiences that improves their quality of life to help them achieve their well-being outcomes. People take part in some planned activities. There are monthly visits from a local school and there is unrestricted visiting for family and friends.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they always feel safe. There are mechanisms in place to ensure that people's voices are heard and respected.

People are supported to maintain and sustain existing relationships with family, friends and important people in their lives as far as possible. This is facilitated by staff who respect these relationships and the importance they hold in people's lives.

People live in accommodation that supports them to achieve positive outcomes. The layout, furnishings and fixtures meet people's needs. People, representatives and staff are happy with the improvements made to the environment and are looking forward to the next phase of developments.



Care & Support

Good

People receive good care and support that meets their needs. We observed many positive and friendly interactions during the inspection. A person who lives at the service told us, *"The carers are lovely, so polite and nothing is too much trouble"*.

People experience good quality care because there are processes in place before the manager agrees to provide the service. The effective assessments check if the provider can fulfil people's individual needs and personal outcomes alongside those already receiving the service. The provider has paused new admissions into the service while they transition the new manager into their role.

People are involved in the service. The plan for their care and support is co-produced between them, their representatives, relevant professionals, and the service provider. Personal plans outline how staff should support people to achieve their well-being outcomes. People's plans include their preferences, routines and beliefs.

People's well-being and safety is prioritised by the service by identifying and managing potential risks. People's right to make their own choices and take informed personal risks is promoted by the culture in the service. This promotion of independence is reflected in people's individual plans. A person who lives at the service told us, *"The staff are great at letting me do my own thing"*.

People experience care and support that is dignified and respectful. People have positive interactions with staff, friends, family, and each other. The provider is working on improving activities to ensure they are offered more choices in daily pastimes and have opportunities to reach their potential. People currently engage in past times, such as selecting meals, participating in planned activities and enjoying arranged visits.

The new manager has introduced a system to ensure people receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. Regular reviews of medications are completed, involving people where appropriate and the relevant professionals. Audits are completed to ensure consistency of practice and good standards are maintained.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. Food hygiene practices are good. There is an effective approach to assessing, managing and preventing the risk of infection in line with national guidance.



Environment

Good

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation. Bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility.

Outdoor spaces are safe and accessible to all people, including those with physical, sensory or cognitive impairments. People enjoy accessing the grounds to exercise, relax and socialise with one and other. During the inspection people were enjoying a Barbeque in the secure garden.

Safety is a key consideration; the design of the building ensures people can access necessary equipment. The service actively manages risks to people, staff are familiar with the strategies and apply them consistently. The provider has replaced flooring and furniture and has further plans in place to improve the overall environment to better meet people's needs.

Regular servicing, maintenance and immediate repairs to equipment ensures the safety and well-being of people using the service. The provider is addressing the matters identified in their most recent fire risk assessment to improve fire safety at the service.

Security arrangements are in place to protect people without compromising their rights, privacy, and dignity. This includes protecting personal property and providing appropriate access to and from the premises.



Leadership & Management

Good

The provider oversees the quality of care through their auditing processes. Information gathered from both internal and external audits guides quality review reports and improvement plans. The Responsible Individual (RI) has a plan in place to improve the quality of the service for people.

The RI is well known and visits the service regularly. Feedback from people and staff is encouraged by them when assessing the overall quality of the service and to consider any improvements. People know they can talk to the RI about their experiences of the service.

Recently there has been a turnover of managers, which has been unsettling for people and staff. The new manager was going through their induction with the RI at the time of the inspection. They have a clear vision for the service, they are working closely with the RI to create a person-centred culture that enables staff to improve well-being outcomes for people. A care worker told us, *“Management changes are unsettling but I’m looking forward to having [New Manager] starting and I’m positive about the future”*.

Staff supervision, appraisal and development, are inconsistently applied to ensure all staff have the training and competence to meet people’s needs. However, the new manager has identified this and has a plan in place to bring structure to the way they supervise and support staff.

The service provider has selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. Care workers are positive about the induction that prepares them for their new role.

Discussions with care workers, demonstrate a positive approach to protecting people and keeping them safe. Staff have good communication with their manager and are confident to report concerns if needed.

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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