



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Brynheulog Bungalow



Cwmbran



01633483822

The inspection visit took place on 11/11/2025

Service Information:

Operated by:	Enable Care Services (South Wales) 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:	3
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:

The service provides good quality care and support that promotes positive outcomes for people. Individuals experience good wellbeing because they are treated with dignity and respect, have choice and control over their daily lives, and engage in activities that enhance happiness and health. Care and support are delivered to a good standard, with personal plans which meet current needs and improvements underway to strengthen co-production and focus on personal aspirations. The environment is clean, comfortable, and homely, offering spaces for privacy and social interaction. Leadership and management arrangements are good, with the manager and Responsible Individual (RI) demonstrating clear oversight and commitment to improvement. Governance systems and quality monitoring are being strengthened to drive continuous development.

Overall, the service demonstrates sound practice across all areas, with ratings of 'Good' for the themes of Wellbeing, Care and Support, Environment, and Leadership and Management.

Findings:



Well-being

Good

People living at the service experience a good quality of life and report feeling happy, healthy, and safe. They are treated with dignity and respect by staff who know them well and respond to their personal preferences. People have control over their daily routines and are actively involved in making decisions that affect them. Staff encourage choice and independence, ensuring people feel valued and listened to.

The service promotes physical and mental wellbeing through a wide range of meaningful activities. People participate in in-house games, arts and crafts sessions, and enjoy meals out in the community. These opportunities have a positive impact on mood and social engagement. Staff work closely with people to identify activities that reflect their interests and aspirations, supporting people to maintain a sense of purpose and enjoyment in their lives.

People are safe and protected from harm. Robust safeguarding protocols are in place, and the service provider demonstrates a clear understanding of its responsibilities should concerns arise. The service ensures people's voices are heard through regular house meetings and one-to-one discussions with familiar staff. These mechanisms empower individuals to express their views and influence how the service operates. People told us they feel confident raising issues and trust staff to act promptly and appropriately.

Professional relationships within the service are warm and supportive. People enjoy positive connections with each other, which significantly enhances their well-being. Staff facilitate contact with families and encourage participation in community activities, helping people maintain social networks and a sense of belonging. Independence is promoted wherever possible, with staff providing sensitive support enabling people to manage aspects of daily living themselves.

The accommodation supports people to achieve their well-being outcomes. The environment is comfortable and homely, and the provider is planning several improvements to further enhance the space. People's views will be central to these changes, ensuring the environment continues to reflect their needs and preferences. Overall, the service demonstrates a good commitment to promoting wellbeing through choice, safety, and meaningful engagement.



Care & Support

Good

People receive good quality care and support that promotes their well-being and helps them achieve personal outcomes. The new service provider is introducing significantly improved personal plans and ways of working designed to enhance people's experiences and happiness. These developments demonstrate a clear commitment to person-centred care and continuous improvement.

Recent pre-admission documentation is completed to a very high standard. It contains all relevant information to support informed decisions about whether the service can meet a person's care needs. This robust process ensures that people can choose an appropriate setting and that their needs are understood from the outset. Improved personal plans are being implemented, which will involve greater co-production and active involvement from people. These plans will focus on personal outcomes and aspirations, enabling individuals to live meaningful lives and achieve goals that matter to them. They will also include detailed, tailored information about how people prefer their care to be delivered, building on the strong knowledge and relationships staff already have with individuals.

Currently, personal plans are completed to a good standard and outline people's basic needs effectively. Staff know people very well and maintain fantastic relationships, which was evident during the inspection. We observed relaxed, kind-natured interactions where people appeared at ease within their environment and with staff. This reflects a culture of respect and warmth that supports emotional wellbeing.

People receive their medication safely and in line with prescriptions, which helps maintain their health. Medication is securely stored and administered, and the service completes regular audits. The provider plans to strengthen these audits further, demonstrating a proactive approach to safety and quality. Where errors occur, lessons are learned to prevent recurrence. People's risk of infection is minimised through good hygiene practices. The home is clean and tidy, and we observed staff actively engaged in cleaning during the inspection, reinforcing a commitment to maintaining a safe and pleasant environment.



Environment

Good

People live in an environment which meets their needs and supports their well-being. Despite being a small home, people have access to a range of spaces where they can choose to spend time with others, engage with staff, or enjoy privacy. Communal areas are homely and provide opportunities for recreation and social interaction. During the inspection, people proudly showed us decorations they had helped create and display, reflecting a sense of ownership and involvement in their surroundings.

Bedrooms are personalised and tailored to individual preferences. People told us they were happy with their rooms and confirmed they had been involved in decorating them. This approach promotes dignity and choice, ensuring that personal spaces reflect the identity and interests of those living in the home. The environment feels warm and welcoming, and people appear comfortable and relaxed within it. People navigate the home easily and know the layout well, which supports independence and confidence.

The new provider has clear plans to enhance the living environment further. Proposed improvements include a modernised bathroom, as well as redecoration throughout the home. These changes are likely to improve functionality and aesthetics, contributing to an even higher standard of living. We look forward to reviewing progress at our next inspection.

The service provider demonstrates strong oversight of health and safety. Internal checks are consistently completed, and the home complies with national health and safety guidance and legislation. This proactive approach ensures that the environment remains safe, clean, and fit for purpose.



Leadership & Management

Good

People are supported to achieve positive outcomes because the service provider has effective organisational arrangements, governance, and oversight that ensure smooth operations and good quality care. The new provider is implementing enhanced quality monitoring and governance mechanisms to strengthen service delivery further. These improvements are designed to drive continuous development and will have a positive impact on people's experiences. Findings from audits will inform practice and support ongoing improvement. We look forward to reviewing these enhanced governance arrangements at our next inspection.

The manager demonstrates good oversight of the day-to-day running of the service and knows people very well. They are dedicated to their role and work closely with the provider to implement new ways of working. The RI is taking time to get to know people and the service thoroughly. They undertake their regulatory duties appropriately and have shown clear commitment to making improvements for the benefit of people living at the service. The service provider encourages people and staff to share their views at any time, and feedback is listened to and acted upon, promoting a culture of openness and collaboration.

Staff are safely recruited and inducted into their roles, ensuring they have the necessary skills to meet people's support needs. We understand the induction process is due to be strengthened further, which will enhance staff preparedness and confidence. Staff are mostly appropriately trained to undertake their roles safely and effectively. They offered positive feedback during the inspection, telling us they feel well supported and happy in their work. This reflects a strong organisational culture that values staff wellbeing and professional development.

The manager provides staff with regular supervision, supporting them to reflect on their practice and maintain good standards of care. These arrangements contribute to a stable and skilled workforce, which in turn benefits people living at the service. Overall, leadership and management arrangements are robust and demonstrate a clear commitment to continuous improvement and person-centred care.

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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