



Pen Bryn



Primrose Terrace, Porth, CF39 9TF



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<https://accomplish-group.co.uk>

The inspection visits for this service took place between 21/08/2026 and 02/09/2026

Service Information:

Operated by:	Accomplish group ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with mental health needs, Care and support for people with a learning disability
Registered places:	7
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

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Pen Bryn is a care home which supports people with a learning disability and mental health needs. It is in the Porth area of Rhondda Cynon Taf close to the town centre and local amenities and consists of a main house with an adjoining flat.

The service provides good care and support in a warm and friendly environment, that achieves excellent well-being outcomes for people. People are encouraged and supported to participate in activities that interest them and of their choosing ensuring their physical and emotional well-being. Care workers know people well and interact in a kind and caring manner. Care files detail how people like their needs met and are reviewed regularly. The environment is good. It is safe and accessible and has suitable indoor and outdoor areas for people to use. Leadership and management are good. Care workers feel well supported, happy, and confident in their roles. They receive regular supervision and a variety of training, and policies are in place to provide guidance. Audits and oversight are carried out by a committed and passionate management team. Robust

quality assurance systems are in place, and the Responsible Individual (RI) visits the service regularly, as required.

Findings:



Well-being

Excellent

Well-being at Pen Bryn is excellent. With few exceptions, people are supported to have as much control as possible over their day-to-day lives. The service supports people's rights and choices consistently and to a very high standard. People's individual needs inform their personal plan, and changes are recorded. People are actively involved in decisions made about them. The service asks people and their relatives about their wishes, involves them in the planning of their care, and supports them to have meaningful outcomes using communication tools to suit their needs. People's needs, and risks to safety and well-being, are monitored and documented. Risk assessments include thresholds for care workers to intervene. Key worker meetings with individuals and care plan reviews are carried out to monitor people's progress in meeting their goals and aspirations. Monthly resident meetings also give people a voice and the opportunity to discuss things such as the environment, activities, or any changes they would like to see at the service.

Feedback about the standard of care and support is exemplary. People and their families have positive relationships with care workers who are familiar and know them well. Up to date written information about the service such as the statement of purpose and written guide with advocacy information, is available to people in a variety of formats including, easy read.

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. People are supported to pursue individual and group interests/hobbies, develop skills that enhance their health and well-being, and maintain relationships and networks that are important to them including through the use of technology. Examples include people being supported to go on holidays, participate in activities such as shopping, cooking, meals out, skittles, arcades, leisure and fitness activities, and sports events, access training courses such as first aid and the Welsh language, using public transport to access the community independently, and access to WIFI/devices to keep in touch with family and friends.

The service's robust safeguarding systems reflect current government procedures and protect people from harm. There is a safeguarding policy to provide guidance to staff. Care workers receive service specific training in addition to mandatory training to support them to meet people's individual needs. Care workers know their responsibilities and can keep people safe and well supported.

People's well-being is further enhanced by the nicely decorated, appropriately furnished, warm, secure and safe living environment. People can spend time in their own bedrooms or in the home's indoor and outdoor communal areas. People's bedrooms are personalised and all have en-suite facilities for them to use. There are suitable arrangements in place for the staff team to report any

maintenance issues/repairs so these can be addressed. An excellent standard of hygiene and infection control is being maintained to reduce risks of cross infection with people encouraged to participate in cleaning and household tasks. Care workers can access personal protective equipment (PPE) easily and as required.



Care & Support

Good

People receive good care and support at Pen Bryn. The service considers a wide range of information about people prior to them moving in. Information is gathered from the person, family, and relevant professionals to develop an initial support plan. Personal plans are detailed and provide clear guidance to care workers as to the needs and planned outcomes for individuals. 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 care 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 a sound understanding of their individual needs and preferences. We saw care workers and the management team have positive relationships with the people they support. Interactions between care workers and people, are warm and friendly. It is clear they know the people they support well and are familiar with their needs and preferences. One person told us *"They take good care of me...I'm spoilt...I like it here."* Another said *"It's an excellent service"*. Relatives we spoke to said *"110% happy...it's lovely...they're marvellous...so much better here"*.

The service has good, established links with local mental health, health, and social care services resulting in people experiencing positive outcomes. Regular meetings and communication with the multi-disciplinary team (MDT) enable any issues or concerns to be addressed and appropriate management plans put in place. Health promotion is actively encouraged. People are supported to attend health appointments and encouraged to participate in exercise such as walking and swimming, and to maintain a healthy diet. Health passports are in place and personalised to enable care workers to act as advocates for people when needed. Compliments from other professionals such as social workers and district nurses are evident at the service.

People are supported with their medication in accordance with national guidelines and service policy. The medication policy is aligned with best practice guidance and care workers 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. Actions plans put in place by the service following the most recent audit are ongoing at the time of our inspection. People's risk of infection is minimised by effective standards of hygiene practices including food handling, hand washing, and cleaning. Care workers encourage people's independence in food preparation and good food hygiene. Plentiful supplies of personal protective equipment (PPE) are available to care workers and appropriately used.

People are protected from abuse and neglect. Care workers are recruited in line with regulation to ensure they are suitable to work with vulnerable people. They receive training relevant to the needs

of the people they support. This includes safeguarding, manual handling and medication and other more specialist training such as learning disability, mental health awareness, schizophrenia, personality disorder, and diabetes. All care workers understand and follow the Wales Safeguarding Procedures. There are effective mechanisms in place to ensure people have a strong voice. 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 at Pen Bryn. The service is a purpose-built property with a number of bedrooms and communal areas, and a self-contained flat to the side. The home is secure to prevent unauthorised access and protect people. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises.

There are spacious indoor and outdoor communal spaces for people to use. The home is nicely decorated and suitably furnished. People personalise their bedrooms as they wish, and all have en-suite facilities. The large outdoor space is accessible with a raised astro turf area and seating, a covered smoking area, and outbuilding to the rear. Some refurbishment work has been completed since our last inspection, and further work is planned to include work in the flat and new flooring throughout the service.

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. There is an up-to-date fire risk assessment and fire safety features are regularly checked and serviced by suitably qualified people. Laundry and kitchen facilities are available, and people are supported to use them. There is a plentiful supply of cleaning products, which are stored in accordance with Control of Substances Hazardous to Health recommendations. Infection control policies and procedures are in place, with sufficient supplies of PPE for people and staff to use with people supported to carry out cleaning.



Leadership & Management

Good

Leadership and management at Pen Bryn are good. People achieve positive outcomes as the provider makes sure there enough suitably qualified and trained staff to deliver quality care and support. Care workers receive a mix of mandatory and service specific training relevant to the needs of the people they support. Overall, training compliance is high. Care workers we spoke with say the training they receive is comprehensive and helps them deliver care and support that is safe and effective. The provider also supports staff development in leadership at all levels, which was confirmed by feedback from care workers who told us of promotions to senior level and support to complete recognised qualifications in health and social care. Care workers feel very well supported and valued and receive regular one to one support including regular supervision and annual appraisals from the management team. Records confirm care workers are receiving the recommended levels of formal support. They also have access to additional incentives to promote their well-being. Care workers and the service manager are registered with Social Care Wales (SCW) the workforce regulator, as appropriate. This is done to ensure they have the skills and qualifications needed for working in the care sector.

Strict recruitment and vetting processes are in place with care workers who undergo the required checks to ensure they are suitably fit to work at the service. There have been some changes to the Team since our last inspection with some care workers leaving to pursue other professional opportunities, not passing their probationary period, or conduct issues. This has resulted in higher use of agency workers, although this has improved more recently and recruitment is ongoing at the service. Care worker 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 workers complete a structured induction when they commence employment including training and shadowing other staff.

The service provider's oversight and governance arrangements foster a positive and compassionate culture in the service. It is clear the management team know people and their families well, are conscientious and well organised. Care workers describe management as; *"Really good, brilliant"* and *"Good leadership, promote a positive culture"*. We saw records 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 service's performance and identify areas where improvements can be made. There are effective quality monitoring systems in place including regular audits completed by the management team and external agencies covering things such as health and safety and medication. Clear systems for communication and for people to have a voice are in place, including regular staff and resident meetings and forums for sharing positive practice. These are used to develop action plans and drive improvements. The service also ensures timely notifications are sent to relevant authorities in the event of significant incidents. It is noted that the provider's annual return has been submitted to Care Inspectorate Wales promptly in 2026, in line with legal requirements. 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.

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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