



Bryn Irfon



Bryn Irfon, Station Road, Llanwrtyd Wells, LD5 4RW



01591610396



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

The inspection visit took place on 20/01/2026

Service Information:

Operated by:	Accomplish group 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:	8
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:

Bryn Irfon is located in the small quaint town of Llanwrtyd Wells, Powys. The home is a large older property tastefully decorated providing care and support to up to 8 adults.

People have good well-being outcomes as they lead fulfilling lives supported by experienced and dedicated staff who know them well. People have many opportunities to maintain, develop, and explore their interests, strengths, and skills both within the home and the wider community.

Care and support is good as people's well-being and safety is prioritised by staff. We found personal plans to be strength based and outcome focussed, placing people at the heart of the support being provided.

The environment is good as the provider shows a strong commitment to ensuring the premises is safe and kept to a high standard. There is clear ongoing investment into the home for the benefit of people.

The Leadership and management is good as the provider's oversight and governance

arrangements foster a positive and compassionate culture in the service. Governance and quality assurance arrangements are strong.

Findings:



Well-being

Good

People are treated with dignity and respect by staff that know them extremely well. We saw positive, respectful and kind interactions by staff throughout the inspection. Staff encourage people to build on strengths through engaging them in daily living skills and outcome-based activities. There is a real strength-based ethos within the service which is clearly shown in all care planning documentation. In discussions with staff, we found they referred to people positively and keen to tell us about the individual and what they have achieved. The service is further developing ways of capturing and celebrating outcomes achieved by people.

People enjoy a wide range of activities of their choice. We saw people playing a range of games with staff of which they were clearly enjoying. We saw staff supporting people baking a chocolate cake for everyone to enjoy. Developing such skills is a key ethos within the service. People where able were keen to tell us how much they loved living at the home and what they enjoy doing. Others communicated their happiness in other ways, such as sign language, body language and facial expressions.

People are supported to develop and sustain relationships within their community and with the people they live with. There is a real sense of community within the home, as several people have lived there for a long time. The provider places great focus on compatibility on any new people expressing an interest in living in the home. Experienced staff place great importance on mealtimes in sitting down having meals with people. This we saw is a happy time and a time people look forward to. People are actively involved in the wider community and well known in the local area. People told us they enjoy going shopping, out for meals and attending college. The service places great importance on community engagement. People regularly see friends and family members. A representative said *"X is truly living his best life and is supported with great care and compassion"* and *"we would recommend Bryn Irfon without a second thought"*.

People are provided with a secure environment where they always feel safe. Staff are well trained and fully aware of their safeguarding responsibilities. Staff are well-supported by a management team that place great focus on partnership work and maintaining a positive culture. There are clear and up to date safeguarding and whistleblowing policies in place. Information is available to people in different formats. There are good health and safety arrangements in place.



Care & Support

Good

People's personal plans are strengths based and outline how staff should support them to achieve their well-being outcomes. People's plans consistently include their preferences, routines, and interests. We saw where appropriate people are encouraged to contribute to regular reviews of their personal plans, along with relevant representatives. A relative told us, "*Our views are very much sought*". Although more evidence of this would further improve the service. We found personal plans to be outcome focussed, placing people at the heart of the support being provided.

People's well-being and safety is prioritised by identifying and managing potential risks. The environment is kept to a high standard, supported by stringent health and safety audits. Personal plans are clear and risk assessments protect both people and staff. These continue to be reviewed ensuring staff are clear and up to date on current circumstances. Staff are experienced and know people and their support needs very well. Concerns about safety are listened to, events are reported and investigated thoroughly. People's liberty is protected in line with legislation with the relevant Deprivation of Liberty (DoLs) safeguards in place.

Communication needs are suitably met to ensure people and staff can understand each other. There are a few people living at the home that have speech and language needs. These are clearly referenced in personal plans. We saw staff using a range of means to effectively communicate with people, which is making a positive difference to their lives. This includes sign language, facial expressions, touch and pictorial aids. People clearly trust staff and can communicate their wishes and feelings.

Health promotion is actively encouraged and personalised. The service provider uses strong, established links with local health, and social care services. We saw people are referred for appropriate care and treatment at the right time. People are supported to attend and take part in regular checks and activities related to health promotion. A representative said, "*We are informed of any issues immediately and we work together when needed*". This is supported by detailed health passports which are being regularly reviewed. We found medication is consistently stored and administered safely. Staff have good medication training and there is a comprehensive medication policy in place. The provider ensures people have access to a nutritious and balanced diet and any specialist dietary needs are catered for.



Environment

Good

The provider prioritises people's well-being, ensuring their accommodation meets their needs and significantly enhances their quality of life. People have access to good communal and private space in which to spend time alone, socialise or entertain visitors. The home has a real uplifting community feel where staff and people are like one big family. People are comfortable in their surroundings and keen to show us their bedrooms which are personalised with items of their choosing. People clearly feel safe and at ease in the communal areas of the home. Both indoor and outdoor space are safe, attractive, and accessible to people. The lounge, kitchen and dining areas were a hub of activity, including games, music, dancing and baking. One person also enjoyed the peace and quiet of the conservatory. Relatives and advocates told us they are always made to feel welcome. One representative said, *"The house is always clean, warm and comfortable, X choses his own room's decoration and furnishings"*.

The provider continues to financially invest in the home for the benefit of people. We saw the installation of en-suite facilities in two bedrooms promoting the privacy and independence of the individuals. A third bedroom has also been modified to better accommodate the needs of the person. The staff office has been relocated to enable the improvements to the bedrooms to be completed. During these significant works people had an extended holiday, of which we were told they very much enjoyed. People also benefit from the installation of a high-speed fibre internet connection enabling them to have much quicker access to the internet. The provider has plans to upgrade the conservatory with a new structure, featuring a solid roof. In addition, the garden outbuildings will be upgraded. These works aim to provide people with added versatile communal space to support their wellbeing.

The provider shows a strong commitment to ensuring the premises is safe and kept to a high standard. The home is clean and hygienic throughout with good infection control practices in place. Staff support and encourage people to be actively involved in upkeeping the home. It was clear they enjoyed maintaining and developing their daily living skills. We saw food hygiene practices are appropriate, with the Food Standards Agency awarding the service a rating of "4" (Good). Appropriate security arrangements are in place to protect people without compromising their rights, privacy, and dignity. The management team oversee effective health and safety systems that reduce and mitigate risks.



Leadership & Management

Good

The service provider's oversight and governance arrangements foster an encouraging and compassionate culture in the service. Leaders ensure there is a very strong positive culture that is supportive, inclusive, and respectful. The responsible individual (RI) and the operational management team are visible role models engaging with staff, people, professionals and representatives. There have been changes in the management team bringing some uncertainty to staff. This we found is improving with staff telling us, *"It's getting much better"*, *"they are sincere and care about us all"* and *"they are very approachable and relaxed"*. A representative said *"we are both 100% happy with the manager, deputy and all staff"*.

The service provider has strong and effective quality monitoring systems in place ensuring people receive a good quality service. There are comprehensive quality assurance practices in place led and overseen by the RI. This includes regular visits to the service by the RI to complete a range of audits. These include care and support, health and safety and the environment. We found engaging with people, relatives, staff, and visiting professionals is an integral part of this. This results in detailed three and six-monthly reports, including action plans used to drive continuous improvements in the service. We found people have confidence in how the service is managed and in the leadership team

The service provider ensures prompt notifications are sent to relevant authorities in the event of significant incidents in the service. We found any accidents and/ or incidents have detailed recordings with any follow-up actions noted. There is an interim manager in place keen to improve this further. Regular staff reflection meetings assist them in learning and professional development. We found communication to be very good. The management team maintain a strong partnership approach with all people and professionals with an active interest in the service. This ensures actions are taken promptly to safeguard people and maintain service quality.

People achieve good outcomes because the provider has a strong commitment to ensuring good numbers of very skilled, well supported and knowledgeable staff are employed at the service. The provider checks and adjusts the staffing levels and skills mix to keep up with the changing needs of the people they support. There are clear contingency plans in place to manage staff sickness or absences to ensure people experience continuity of care. The service provider has strict selection and vetting processes in place. Gaps in skills mix or lapsed training is found and addressed promptly to ensure people are well cared for. Although staff are overall well supported-more consistency is needed in supervisions and annual appraisals.

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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