



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Serenbrook Care Home



Barry



01446721906

Date(s) of inspection visit(s):

19/06/2025

Service Information:

Operated by:	Valebrook Care Homes 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 service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Serenbrook Care Home is a small service situated in Barry, with local amenities and attractions within easy reach. People are content, settled and receive a high standard of care and support from dedicated and compassionate care staff. Outcomes for people are exceptional because care staff know them extremely well, and the provider prioritises well-being. People access medical professionals and receive effective support to be as well as they can be. The service is responsive when there are changes in a person's health. People live in a nurturing environment where all care staff and management present a united approach to delivering the best outcomes for people.

We rate leadership and management as excellent because the organisational structure is stable, reliable and highly effective in delivering a high-quality service. We rate care and support to be excellent because people consistently receive high quality care. Well-being is rated as excellent because personal outcomes are at the heart of the service. The rating for environment is good because it meets the daily needs of people receiving a service.

Findings:



Well-being

Excellent

All people are treated with dignity and respect. Whenever possible, people play an active part of how the service meets their daily outcomes. This means the support they receive ensures they maintain independence as much as possible during day-to-day tasks and decision making. We saw care staff interacting with people in ways which enables their participation, whilst acknowledging their individuality and unique communication needs. There is an outstanding and clear commitment from the provider and all care staff to ensure people are listened to. We saw excellent examples where the service strongly advocates on behalf of people to ensure they achieve the best possible health outcomes.

The service offers people choice in their daily activities, which follows their personal plans, hobbies, interests and aspirations. People take part in social events they enjoy depending on personal choice. The provider arranges a 'Friends and Family' social group which meet weekly. People at the service choose when they attend. We saw people engaging in meaningful activities during inspection, and they are busy during the day as much as they choose to be. We heard lots of laughter and joy between people and care staff, because all were enjoying a special celebration on the day of our visit. The service ensures people are treated with equality. They fully cater for those with sensory needs to do things they enjoy which gives them comfort and familiarity. We saw photographs of people enjoying trips out, seasonal celebrations, and special birthday celebrations where they meet with those who are important to them.

People have enriching experiences because of the nurturing culture of the service which provides people with a sense of belonging. Care staff and visitors liken the service to being a 'family'. Giving people the opportunity to experience wonderful moments such as sharing the joy of meeting a new baby, to celebrating birthdays or planning holidays to their favourite places. The service creates opportunities for people to enjoy a fulfilling and rewarding life.

People receive highly effective support to cultivate safe and healthy relationships. People have frequent opportunities to meet with those important to them, and care staff hold exceptional knowledge about people's personal networks. Representatives are highly complementary about how inclusive and thoughtful the service is; therefore, they feel a valued part of people's lives. Where people require additional safeguards in place, appropriate authorisations are applied for and embedded in everyday practice at the service.



Care & Support

Excellent

People receive exemplary care and support to achieve their personal outcomes, and they experience care and support which is dignified and respectful. People have meaningful interactions with care staff. They benefit from receiving care from a consistent and compassionate staff team, who know them extremely well. We saw care staff being kind, friendly and treating people with genuine warmth.

The service completes a personal plan to inform care staff of how to best support each person. The plans are highly detailed and informative. We found plans to be strengths-based, focussing on what people can do for themselves. Key staff at the service involve people to complete regular reviews of the personal plan and most changes are well-documented. People's representatives participate in reviews whenever possible. People's medication is safely managed and administered by trained and competent care staff. Daily medication records are complete. People access other medical professionals to review medication, and to attend health appointments. The service considers people's best interests when making any changes to their care and support. People are achieving excellent health outcomes. This is because of care staff vigilance and robust procedures which identify any subtle changes in people's well-being. Visiting health and social care professionals are highly complementary about how the service supports people to achieve excellent daily outcomes.

We mostly observed care being delivered in-line with people's needs, preferences and professional guidance. Care staff listen and respect people's day-to-day choices regarding personal care, grooming routines and how people choose to dress. The service effectively promotes good oral care, and some care staff are oral care champions. This means they receive additional training to provide optimum support during oral health routines. People have access to a wide variety of home-cooked meals. The service caters for a variety of dietary needs and preferences. Care staff receive training from specialists to provide support to those with complex needs with nutritional intake.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic. Care staff complete relevant training and understand their responsibilities, we observed infection control practice to be good throughout the home.



Environment

Good

People live in an environment with access to appropriate and well-maintained facilities and equipment. We found the service to be warm, comfortable, welcoming, and a well-lit environment. The communal lounge is freshly decorated with new soft furnishings, giving the space a comfortable homely atmosphere. The home has a pet bird, which people and care staff like to watch and chat to. The pet area is very well maintained. The provider has invested in making improvements in other areas such as upgrading the kitchen and white goods and replacing flooring where needed. The service includes people whenever possible when making decisions about décor changes in the home, including how they wish their bedrooms to look.

We saw bedrooms are decorated in a way which expresses people's personalities, interests and comfort needs. The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. This includes specialist beds and moving and handling equipment. People have ample supplies of items such as personal toiletries to complete their daily routines. Routine checks and monitoring of the environment means actions are taken promptly to address any repairs or wear and tear. The communal bathroom gives people dignity, safety, and accessibility with enough space to accommodate the various needs of people. The provider is actively looking at options to upgrade the communal bathroom to offer people a more therapeutic bathtime experience.

Risks to health and safety are identified, mitigated, and reduced. There is effective monitoring and auditing of the environment and maintenance of the home is good. We found cleaning regimes and standards of hygiene throughout the home to be good. The service provider ensures the premises comply with current legislation in relation to health and safety, fire safety, environmental health and the Food Standards Agency (FSA). The service has an FSA rating of 5, which is 'very good'. We observed good practice with food storage, handling and preparation.

There is a large rear garden which is accessible, with a lawn area, a patio where people socialise and a newly installed sensory area. For some people who enjoy spending time outdoors, this is enhancing this pastime. We observed them in the garden with care staff enjoying the space in the pleasant weather. Security arrangements are in place and effective. We found locked areas to keep people safe, such as the medication storage area, utility area and where the cleaning materials are kept.



Leadership & Management

Excellent

The organisational structure is clear, and leadership and management are highly effective. People, care staff and visitors have high levels of confidence in the service because there is a strong positive culture which is supportive, inclusive and respectful. The Responsible Individual (RI) and the manager are extremely knowledgeable about the needs and preferences of people. This means care staff receive successful guidance and support which positively impacts on people's well-being. Auditing systems work well to monitor the quality of the service. The RI completes formal visits to the service to speak with people and care staff. They sample records relating to care and support, the environment and health and safety. The RI completes a quality of care review which informs the provider the service is working effectively to meet people's needs. Quality assurance activities work well in identifying areas the service wishes to develop, to support the well-being of people and care staff. The service is extremely responsive to people's developing health needs, because systems, procedures and management are successful, meaning early interventions are highly effective. Service leaders are quick to address any practice issues which may pose a risk to people.

People and care staff are confident in giving feedback to the provider because they know it is welcomed and responded to in a spirit of partnership and co-production. Care staff told us management are "*Approachable and around all the time.*" Care staff understand their roles and responsibilities to report concerns to the provider and trust all matters will be taken seriously. Cohesive teamwork and communication are a strength of the service, meaning care staff are always kept informed about people's needs and service updates. People's representatives highly praise the service, especially the dedication of care staff, their professionalism and the strong leadership.

People achieve excellent outcomes because the provider has a consistent staff team who are skilled and knowledgeable. There are contingency plans to ensure people are always cared for by care staff who know them well and maintain high quality care. All care staff hold a relevant qualification in health and social care. Disclosure and barring certificates are in date and all care staff are registered with Social Care Wales, the workforce regulator. Oversight of personnel records is well-organised. Training, supervision and appraisal records are complete, and care staff told us they are "*Very well supported.*" The provider is proactive in accessing training where there is a direct benefit to the outcomes for people living at the service.

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.

Welsh Government © Crown copyright 2025.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*