Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Celynbrook Care Home

21 Ash Grove, Barry, CF63 1LS

01446738999

https://valebrookcarehomes.co.uk

The inspection visit took place on 26/08/2026

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:	5
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting 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:

Celynbrook Care Home is a small service situated in the Vale of Glamorgan, 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. Well-being is excellent because care staff know them extremely well, the provider prioritises well-being, affording people to live meaningful and valued lives. Care and support is excellent. People access medical professionals and receive effective support to maintain their physical and mental health. The service is highly responsive when there are changes in people's health with admirable outcomes for people with complex support needs. The environment is good. People live in a nurturing atmosphere where all care staff and management present a united approach to delivering the best outcomes for people.

Leadership and management is excellent because the organisational structure is stable, reliable and highly effective in delivering a high-quality service. Robust governance procedures provide highly effective oversight of the service which supports continuous improvement, staff development and excellent outcomes for people. Service leaders are held in high regard by stakeholders, and they work well with visiting professionals and people's representatives to support the very best outcomes for people using the service.

Findings:

Well-being — Excellent

All people are treated with dignity and respect and achieve excellent well-being outcomes. Whenever possible, people play an active part towards their daily routines. Meaning 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. 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 meets people's communication needs and care staff are kind, attentive and professional. Care staff told us how strongly they feel about people, and how the service "*Feels like family*." The service does not currently provide the Welsh active offer of delivering a service in Welsh. But people enjoy celebrating cultural events together, which the service arranges. People enjoy multiple opportunities to socialise and celebrate key events together.

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 weekly 'Friendly Club' social group for people to get together with their peers. People new to the service are experiencing positive outcomes and are welcome to take part in the club. They are growing in confidence, exploring new opportunities and developing new connections because of the aspirational approach of the service. We saw people engaging in meaningful activities during inspection which match their hobbies, interests and preferred routines. For people who have lived at Celynbrook for a long time, the service has worked exceptionally well with them to look at new hobbies and interests, which has made a remarkable impact on their mental well-being.

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. One representative told us they have peace of mind because of the "*Superior quality of care*," and people are "*Nourished*" by the service. Where people require additional safeguards in place, appropriate authorisations are applied for and embedded in everyday practice at the service.

Care & Support — Excellent

People experience excellent care and support outcomes because they receive highly individualised, responsive and consistently well-coordinated care. The care staff team have an extensive understanding of people living at Celynbrook, who are treated with the utmost respect. The service thoroughly assesses people before they receive a service to ensure their needs can be met. We found comprehensive personal planning and risk management arrangements which the service reviews regularly. The service involves people and their representatives in their reviews, which are highly detailed, person centred and outcome focused. They fully inform care staff of people's needs and preferences on how they want to be cared for and what is important to them. We observed care staff to be highly knowledgeable about people and interactions were warm, compassionate and care staff were genuinely kind.

The service maintains detailed healthcare records, comprehensive professional contact logs, and appointment outcome records. This demonstrates people receive timely, appropriate support. Records strongly evidence prompt action following concerns about a person's physical or mental well-being. Prompt referrals are made to health professionals, and the service works well with people's care team such as dietetics, occupational therapy, and clinical specialists, resulting in improved outcomes for people's physical and mental well-being. The service responds quickly and effectively when people's needs change. Care staff are vigilant and management maintain excellent oversight of people's daily care and support outcomes.

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. We observed people to look well because they receive exceptional daily support to maintain their hygiene and personal grooming standards. People access home cooked meals with fresh produce, and they have easy access to drinks and snacks. The service meets the needs of people with additional support to maintain a good nutritional in-take in-line with clinical advice. Care staff receive specialist training to provide enhanced support to those with complex dietary needs.

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 experience positive outcomes because they live in a safe, clean, comfortable and highly personalised environment where health and safety arrangements and environmental oversight supports their well-being. The provider has established robust systems to minimise infection risks, maintain the premises and equipment, and monitor safety, enabling people to achieve their outcomes in a homely and welcoming environment.

The home was observed to be clean and well maintained throughout. We found a structured and consistent approach to maintaining environmental standards include comprehensive cleaning schedules, infection prevention monitoring, food safety checks, temperature monitoring and healthcare-related infection control. Care staff receive appropriate health and safety, and food hygiene training, with excellent compliance levels. Sufficient Personal Protective Equipment and cleaning supplies were readily available. The responsible individual (RI) and management audits provide effective environmental oversight, ensuring standards are maintained and improvements identified where necessary.

People live in accommodation which promotes dignity, independence and quality of life. Bedrooms are highly personalised and reflect individual interests, preferences and identities. Communal areas are comfortable, welcoming and well used, while recent investment in the kitchen, medication room, furnishings and garden areas demonstrates the provider's commitment to improving the environment. People have access to suitable indoor and outdoor spaces, they can choose where they spend their time, and benefit from a relaxed atmosphere where family and visitors are welcomed. There is a large rear garden which is an accessible patio where people socialise. For some people who enjoy spending time outdoors, this is enhancing their mental well-being. We observed them in the garden with care staff enjoying the space in the pleasant weather

We found comprehensive records relating to maintenance and servicing of utilities and facilities. All were completed and maintained. Weekly audits are mostly effective, but records relating to the fire door checks require further detailing to ensure their accuracy. The RI highlighted fire door safety during one of their visits and action is being taken to ensure the service operates in-line with fire safety legislation. People's records, medication and hazardous substances were securely stored, and security arrangements balanced safety with people's rights and privacy.

Leadership & Management — Excellent

The organisational structure is clear. Leadership and management arrangements 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 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. These visits go beyond compliance monitoring and focus on evaluating the impact of care on people's lives. Management maintain robust oversight of people's health, welfare and care outcomes. 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. The service is extremely responsive to people's developing health needs, because systems, procedures and management are successful, meaning early interventions are highly effective.

The provider actively seeks feedback from people using the service, relatives, professionals and care staff. Quality reviews include analysis of responses and actions taken as a result. Feedback consistently indicates high levels of satisfaction with the quality of care, leadership and staff team. There is clear evidence the provider values stakeholder views and uses them to inform service development. The provider monitors concerns, complaints, compliments and safeguarding matters. We found improved records relating to accidents and incidents since the last inspection where the service has implemented changes and learnt from feedback.

People achieve excellent outcomes because they are supported by care staff who are well trained, effectively supervised and highly valued by leaders. Timely supervision provides care staff the opportunity to have reflective discussions around practice, well-being, performance, professional development and training needs. Care staff hold relevant qualifications in health and social care. Disclosure and barring certificates are in date, and eligible care staff are registered with Social Care Wales, the workforce regulator. Care staff receive support to access external training opportunities, and management demonstrate a positive approach to workforce well-being and retention. Care staff told us, "*Management are friendly and approachable."* Regular meetings take place to keep care staff up to date with service development and audit findings. Expectations are reinforced and service improvements discussed openly with care staff. This supports a culture of accountability and continuous improvement.

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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