Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Chilton Place

14 Alma Street, Brynmawr, Ebbw Vale, NP23 4DZ

01495313673

www.glaslyncarehomes.co.uk

The inspection visit took place on 03/07/2026

Service Information:

Operated by:	Glaslyn Retirement Homes Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with nursing
Registered places:	24
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 is located in Brynmawr and provides accommodation and support for people with a range of physical and emotional needs. Since the previous inspection, leaders have made significant improvements across the service.

We rated Well-being as Good because people are supported by caring staff who know them well and promote dignity, choice and meaningful engagement.

We rated Care & Support as Good because care planning has improved and people receive care that is responsive to their individual needs, with appropriate involvement from health and social care professionals.

We rated Environment as Good because people live in a safe, clean and comfortable home. Leaders have addressed many of the environmental concerns found at the previous inspection and continue to improve the living environment.

We rated Leadership & Management as Good because governance, oversight and quality assurance arrangements have strengthened significantly. Leaders have demonstrated commitment and capacity to drive improvement and sustain positive changes.

Although the service has made notable progress since the previous inspection, an Area for Improvement remains. Leaders need to continue embedding recent improvements and further develop outcome-focused quality assurance systems to demonstrate the long-term impact on people's experiences and well-being.

Findings:

Well-being — Good

People experience positive well-being outcomes because staff know them well and support them with dignity, respect and kindness. We observed warm, relaxed interactions throughout the inspection and saw people engaging confidently with staff who understood their routines, preferences and individual needs. Staff promote choice and encourage people to remain as independent as possible in their daily lives.

Outcomes have improved since the previous inspection. Personal plans now contain more detailed information about people's life histories, relationships, interests and preferences. This helps staff develop a stronger understanding of what matters to people and supports a more person-centred approach to care.

People have increased opportunities to take part in meaningful activities. Activity programmes include social, creative, recreational and wellbeing-focused opportunities such as baking, exercise sessions, quizzes, reminiscence activities and crafts. We saw evidence that staff make efforts to include people who prefer to spend time in their own rooms, helping to reduce isolation and promote engagement.

People maintain important relationships with family and friends and receive support to access healthcare services when required. Records showed staff seek professional advice appropriately and generally follow recommendations from healthcare professionals. This supports people to maintain their health and well-being.

The service promotes Welsh language and culture through bilingual signage and displays celebrating the local area and Welsh heritage. These features help people maintain connections with their community, culture and identity and contribute to a sense of belonging within the home.

Opportunities remain to strengthen how the service records, monitors and evaluates personal outcomes. While people's wishes and aspirations are increasingly found, records do not always demonstrate how these outcomes consistently influence care planning, activity provision and reviews. Activity records mainly describe what took place rather than the difference activities make to people's well-being. Leaders recognise this and are continuing to develop more outcome-focused approaches to ensure recent improvements are embedded and sustained.

Care & Support — Good

People receive care and support from staff who understand their needs and respond appropriately when circumstances change. Staff work effectively with healthcare professionals and seek advice promptly when concerns arise. Records demonstrate timely referrals and positive multidisciplinary involvement to support people's health and well-being.

The quality of care planning has improved notably since the previous inspection. Personal plans now include more detailed information about people's histories, preferences, relationships and daily routines. This provides clearer guidance for staff and supports a more personalised approach to care. Records show plans are reviewed regularly and staff monitor changes in people's needs. People have regular opportunities to review their care and support through dedicated one-to-one discussions with their key worker. This helps ensure their views, wishes and personal outcomes remain central to the support they receive.

People's health needs are monitored appropriately. Staff support people to access healthcare services and follow professional recommendations. We saw evidence of ongoing monitoring where risks had been found and records demonstrated appropriate responses following incidents and accidents. Medicines are managed safely, with leaders completing audits to oversee practice.

People told us staff are caring, respectful and responsive. Throughout the inspection we observed positive interactions and saw staff supporting people in a manner that promoted dignity, choice and independence.

Although outcomes have improved, some records require further development to ensure information remains fully consistent across assessments, risk assessments and care plans. In a small number of records, documentation did not always clearly demonstrate how found personal outcomes influenced day-to-day support arrangements.

The service has also strengthened its response to incidents and accidents. However, leaders need to continue developing how they analyse recurring incidents, particularly falls, to demonstrate the effectiveness of preventative measures and learning. Embedding these improvements will help ensure care remains consistently outcome-focused and supports sustained positive outcomes for people.

Environment — Good

People live in an environment that is safe, clean and comfortable. Leaders have addressed many of the concerns found at the previous inspection and people now benefit from an environment that better supports their safety, dignity and well-being.

The home is clean, tidy and generally well maintained. Infection prevention and control practices have improved and staff store equipment and personal care items appropriately. Housekeeping arrangements are organised and environmental oversight has strengthened. These improvements help reduce risks to people's health and promote their dignity.

Leaders have addressed previous safety concerns and people can now access emergency call systems throughout the home. This helps ensure people can seek assistance promptly when needed. Regular safety checks and equipment monitoring support a safe environment and help reduce risks to people's well-being.

People have access to a range of communal areas where they can relax, socialise and participate in activities. Some communal spaces are warm and welcoming, with seasonal decorations helping to create a pleasant atmosphere. Displays featuring the local area and well-known Welsh performers promote Welsh culture and identity, while encouraging reminiscence and conversation. People's bedrooms are personalised to reflect their individual preferences and interests. We saw photographs, personal possessions and treasured items displayed throughout bedrooms, helping people maintain a sense of familiarity, comfort and belonging.

Equipment is available to support people's assessed needs and mobility requirements and communal spaces provide adequate room for daily living and social engagement.

While the environment has improved since the previous inspection, some areas of the home continue to require attention. We found a small number of maintenance issues which were not having a significant impact on people at the time of inspection. Leaders were aware of these matters and had arrangements in place to address them through ongoing maintenance plans. Some communal areas could also provide more accessible information about activities and events taking place within the home to further promote engagement and participation.

Overall, people benefit from a safe, comfortable and improved environment. Leaders have made good progress since the last inspection and are continuing to embed improvements to ensure the environment consistently promotes positive outcomes for people.

Leadership & Management — Good

Leadership and management has improved significantly since the previous inspection. Leaders have strengthened governance, oversight and quality assurance arrangements across the service. As a result, people experience improved outcomes and benefit from a service that is better monitored and managed.

Leaders have implemented more structured auditing and monitoring systems and have increased oversight of care delivery, training and service performance. Quality assurance activities are completed more regularly and records demonstrate action has been taken to address concerns found at the previous inspection. This has contributed to improvements in care planning, environmental safety and operational practice.

Training compliance has improved and systems used to monitor staff training, supervision and competency are more effective. Staff receive regular supervision. Supervision and training arrangements help staff develop the skills and knowledge required to meet people's needs and provide safe care and support.

Leaders seek feedback from people, relatives and staff through meetings, surveys and day-to-day engagement. The Quality of Care Review identifies strengths and areas requiring further development and demonstrates leaders have a good understanding of the service and where improvements remain necessary. Action plans are in place to support continued progress and improvement.

There is evidence of increased management oversight of incidents, accidents, complaints and safeguarding matters. Governance systems are more effective at identifying issues and supporting timely action where improvements are required.

While significant progress has been made, leaders now need to focus on embedding and sustaining the improvements achieved. Quality assurance processes would benefit from stronger evaluation of information gathered through audits, incidents, complaints and feedback to better demonstrate the impact improvements are having on people's experiences and outcomes. Supervision records could also provide greater opportunities for reflection, challenge and professional development.

Overall, leadership and management are good. Leaders have demonstrated commitment, responsiveness and the capacity to improve the service. The improvements made since the previous inspection provide a stronger foundation for positive outcomes, and leaders continue to develop systems to ensure these improvements are sustained over time.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People may not always experience fully personalised care because personal outcomes, activity provision and quality assurance systems are not yet consistently evaluated to demonstrate the impact support has on their well-being.	03/07/26

CIW has not issued any Priority action notices following this inspection.

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