



Pencynor House



Pencynor House, Pencynor, Neath, SA10 8LF



01639 410641



www.carewithoutcompromise.org.uk

The inspection visit took place on 23/03/2026

Service Information:

Operated by:	Care Without Compromise Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability
Registered places:	6
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:

People experience excellent well-being with high levels of choice, control and independence at Penscynor House. Individuals feel safe, confident and able to pursue learning, leisure and personal goals. Warm relationships with staff and strong family involvement further enhance well-being.

Care is of consistently high quality and focused on achieving personal outcomes. Comprehensive personal plans and effective digital systems support clear monitoring and continuity. Safeguarding arrangements are strong, with staff knowledgeable and confident in escalating concerns. Medication is managed safely through accurate recording and regular audits, while infection control practices are robust and consistently applied.

The home is spacious, comfortable and well maintained, with recent refurbishments and personalised bedrooms that reflect individual preferences. The layout promotes independence, safety and comfort. People are involved in decisions about their environment, and regular safety checks, audits and statutory inspections ensure high standards. Planned improvements to communal bathrooms and outdoor spaces continue to enhance the setting.

Leadership is proactive and highly effective, supported by rigorous governance processes. Regular audits, internal reviews and RI visits provide strong oversight. Staff are well trained, supported and retained, contributing to consistent, person-centred care. Policies are up to date, and a culture of transparency, reflection and continuous improvement underpins the service's high-quality delivery.

Findings:



Well-being

Excellent

People live healthily and safely with exemplary levels of control over their lives, supported by highly effective and proactive risk management. They experience a remarkable degree of autonomy in their day-to-day routines, aided by comprehensive, person-centred planning that captures “Get to Know Me” information, communication profiles and clear, empowering strategies promoting choice and independence. People are involved in monthly meetings with their keyworkers and personal plans are reviewed regularly ensuring they remain current, responsive and continuously refined. Risk management is strong, with positive behaviour support plans, functional behaviour assessments and risk assessments updated routinely. People are encouraged to make decisions about their activities, meals, routines and goals, with staff support that consistently builds confidence, independence and self-determination.

People are safe and protected from abuse and neglect. Individuals report feeling completely safe. Safeguarding practice is robust with staff who are up to date with safeguarding training and know how to escalate concerns. These are supported by up-to-date safeguarding and whistleblowing policies. Systems including incident monitoring, Deprivation of Liberty Safeguards (DoLS) are in place and reviewed as required for those who do not have the capacity to make decisions about their health, care and accommodation. Regular audits and detailed daily notes ensure risks are recognised and acted on rapidly and effectively. Families express strong confidence in the service’s ability to safeguard their relatives with high levels of trust in the service.

People are supported to cultivate safe and healthy relationships. They benefit from warm, respectful and genuinely caring relationships with staff, who are consistently described as supportive, dedicated and highly skilled. Individuals are encouraged to pursue what matters to them, including education, leisure activities, independence programmes and community involvement. We saw people attend college, gain qualifications, learn life skills and enjoy holidays and social events, demonstrating excellent outcomes and meaningful progress. Family links are well supported, with relatives highlighting excellent communication, partnership working and genuine involvement. Personal plans explore relationships, preferences and future aspirations, and people’s rights to manage finances are respected, with safeguards applied when capacity is limited. The service does not currently provide the Welsh Language Active Offer, however no one in the service is a Welsh speaker.

People live in accommodation that supports their well-being outcomes. The home is spacious, homely and thoughtfully maintained, with personalised bedrooms that reflect individuals’ identities. Recent refurbishments have improved lounges and flooring, and further improvements are planned for bathrooms and the kitchen. Health and safety checks are carried out regularly to ensure a safe, secure and well-maintained environment. People have access to technology and equipment that enhance independence, privacy and comfort. While the grounds remain a long-term development area, plans are in place to improve them. Overall, the environment enhances well-being, promotes independence and contributes to an excellent quality of life.



Care & Support

Excellent

People receive excellent quality of care in Penscynor house which supports them to achieve their personal outcomes. Personal plans are highly detailed, clearly structured and strongly person-centred, giving care staff all the information they need to support people effectively. Individuals benefit from well-established processes that ensure their wishes, aspirations, strengths and specialist needs are fully understood and considered. Evidence from case tracking demonstrates people remain actively involved in the planning and reviewing of their support, with comprehensive documentation outlining how best to meet their communication needs, health requirements and behavioural support strategies. Reviews are completed on a structured cycle, with monthly key worker meetings, quarterly manager oversight reviews and 6-monthly multidisciplinary involvement, ensuring plans remain current, meaningful and responsive. The use of digital systems provides excellent continuity, allowing staff to monitor patterns, outcomes and progress effectively. One relative said *"X receives the best care possible at Penscynor House... I cannot fault the level of support and consistency the whole team shows them"*.

People are protected from harm and abuse. Safeguarding arrangements are well embedded and demonstrate a strong culture of safety and vigilance. Staff show excellent awareness of safeguarding procedures, whistleblowing responsibilities and the steps required to escalate concerns appropriately. Risk assessments are robust, clearly written and updated promptly when needs change, ensuring staff have access to accurate information that supports safe practice. Records show very low levels of safeguarding incidents, and the evidence indicates that the service takes a proactive and preventative approach to managing risk. Staff feedback shows they feel confident raising issues, and people supported express that they feel safe and well protected.

People's medication is safely managed. Medication management is of a high standard, supported by clear systems, consistent recording and strong oversight. Storage arrangements are secure, with temperature checks and daily counts carried out efficiently. Medication Administration Record (MAR) charts, medication prescribed as needed (PRN) protocols and medication profiles are completed accurately, with staff demonstrating good levels of competence and understanding of their responsibilities. Audits are completed frequently, and any issues are addressed swiftly, minimising the likelihood of error. People receive their medicines as prescribed, and records show that changes, health interventions and clinical input are well documented.

People's risk of infection is minimised. The service maintains excellent infection control practices, ensuring risks are kept low and the environment remains hygienic and well managed. Staff training compliance is high, and regular audits demonstrate that policies are followed consistently. Staff have access to personal protective equipment and undertake cleaning schedules duties in the service. Control of Substances Hazardous to health (COSHH) is good. Staff understand their role in maintaining safe infection control practices, and strong oversight ensures that any concerns are identified quickly and acted upon.



Environment

Good

People live in accommodation that supports their well-being outcomes. Penscynor House sits within its generous grounds and has its own driveway accessed through security keypad entry gates. The service has recently been redecorated to a high standard, with new flooring, and painting throughout. The entrance is light and airy and there is a very spacious but homely feeling on entering the service. The ground floor of the property consists mainly of communal areas which consist of three large lounges, one which is used as more of an activities room, kitchen, laundry and medication room, storage areas and staff areas including the office. One ensuite bedroom is also located on the ground floor. Upstairs there are two large communal bathrooms and the remainder of the bedrooms, one of which has an extensive en-suite. All bedrooms are large and are very personalised, reflecting the personalities of people and their likes and preferences. Observations and documentation seen indicate the environment is designed to promote comfort, independence, and safety, with clear attention to ensuring the accommodation meets each person's assessed needs. The layout and facilities appear to support daily living activities, enabling people to engage meaningfully in what matters to them. Consideration of individuals' views, cultural preferences, and communication needs is evident in how the environment is adapted, with staff demonstrating an understanding of how the physical setting can help people feel secure, involved, and empowered. Evidence of co-production, such as consultation through house meetings or involvement in decisions about adaptations, suggests that the accommodation continues to evolve in response to the needs and wishes of the people living there.

The service is well maintained. The overall condition of the environment reflects a commitment to safety, cleanliness, and upkeep, supporting people to feel safe and comfortable in their home. There are ongoing plans in place to improve the outdoor areas and develop the other buildings within the grounds which are currently derelict. A comprehensive range of audits, checks and statutory inspections take place and certificates of inspection were seen, these included 5 year electricity safety, annual Gas servicing and Water testing management. Weekly health and safety checks cover key areas such as electrics, hot water, fire doors and more which enables prompt identification and resolution of any issues. Further monthly checks are carried out by the manager which enhances oversight. Fire safety is well managed in the service, and we saw fire drills are carried out routinely at different times of day. There is continued investment in the service and planned upgrades to the upstairs and the kitchen demonstrate this.



Leadership & Management

Excellent

Leadership and governance at the service is exceptionally strong, with well-established structures that ensure high-quality care, robust oversight and continuous improvement. The manager is visible, proactive and demonstrates excellent organisational control through regular audits, detailed monthly analysis reports and consistent review cycles, including 3-monthly internal reviews and 6-monthly full care plan reviews. Quarterly visits are carried out by the RI who completes a report of each visit. These reports are thorough and provide clear evidence of effective monitoring of people's well-being, care documentation, staffing, safeguarding and medication processes. This is also evident in the service's regulatory bi-annual quality of care review. Policies and procedures are up to date, comprehensive and reflect current legislation, and the team benefits from a positive culture where transparency, reflective practice and safe escalation of concerns are promoted. Feedback from staff, relatives and professionals demonstrates high levels of confidence in the management team, highlighting strong communication, responsiveness and a clear focus on achieving positive outcomes for people.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. The service is supported by a stable, skilled and well-trained staff team, with excellent retention and effective recruitment practices. Staff files are complete and compliant, containing appropriate references, Disclosure and Barring service (DBS) checks, training records and supervision and appraisal documentation. Training compliance is exceptionally high, with all staff up to date in mandatory modules and almost all up to date with the service-specific training which includes Positive Behaviour Support, epilepsy and medication competency. Care staff report feeling highly supported, valued and confident in their roles, with clear opportunities for development. Comments included *"The support I have from the manager makes me feel valued"*. Regular supervision and frequent staff meetings ensure staff can reflect on practice, raise concerns and receive guidance. The consistent staffing levels, low turnover and strong team cohesion contribute to high-quality, person-centred support. Staff demonstrate strong safeguarding knowledge, and there is a clear culture of accountability, professional curiosity and positive risk-taking. One person in the service said, *"Staff give freedom and independence to me, and I do not have to worry about a thing."*

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 2026.

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.