Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Pen Y Bryn Care Home

Summerhill Road Stansty, Wrexham, LL11 4YE

01978722400

www.pendinepark.com

The inspection visits for this service took place between 07/04/2026 and 21/04/2026

Service Information:

Operated by:	Pendine Park Care Organisation Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Provision for learning disability, Provision for mental health, Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	70
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:

Pen Y Bryn is situated in 12 acres of well-maintained gardens and parkland, in the Summerhill area of Wrexham. The service provides nursing care for adults with a range of needs, primarily, but not exclusively, supporting people with acquired brain injuries, neurological conditions, and Huntington's disease.

Care and nursing staff treat people with dignity and respect, assisting them to maintain as much independence as possible. They know people well and assist them to achieve good wellbeing outcomes. They ensure people's preferred routines are followed, and their health and wellbeing is prioritised. They have established relationships with health and social care professionals and work alongside these professionals to ensure people receive a consistently good standard of care and support.

People have access to beautifully maintained grounds, and a range of comfortable communal areas. There is plenty of specialist equipment available and the home is fully accessible, providing a good environment to meet people's needs. The leadership and management of the service provide good oversight, using robust auditing and monitoring systems to ensure it is running smoothly.

Findings:

Well-being — Good

People living at the service experience a positive and inclusive approach to well-being, with a clear emphasis on choice, independence and meaningful engagement. Individuals are supported to make day-to-day decisions about their routines, personal care and how they spend their time. They are encouraged to maintain their independence and supported with positive risk taking. A social care professional told us care staff support people to be "*as independent as possible*". People have detailed personal plans which identify preferences, communication needs and aspirations. These plans support staff to deliver good quality care that respects people's wishes, including cultural and language preferences such as Welsh language provision. Welsh language classes are held weekly for residents and staff. People told us their preferences for male or female only staff are also met.

People can engage in a range of activities on offer, with a strong offer of arts-based activities. There is a varied programme that includes arts-based initiatives, gardening, baking and exercise opportunities such as zumba. Partnerships with community organisations enhance these opportunities, enabling some individuals to showcase their work in the local community and fostering a sense of achievement and belonging. Access to assistive technology further enriches people's daily experiences and helps maintain engagement.

Relationships are clearly valued within the service. People are supported to maintain strong connections with family, friends and professionals, contributing to emotional well-being. Interactions between staff and residents are warm and respectful, and feedback consistently describes the environment as relaxed and supportive. One person we spoke with described the home as "*relaxed and easy going*." The service also demonstrates strong links with the wider community, including local schools which provide meaningful social contact and reduce isolation.

People report feeling safe and secure in their home. Safeguarding systems are robust, with clear processes for reporting concerns and ensuring appropriate action is taken. People who lack capacity to consent to their care and accommodation needs are protected by Deprivation of Liberty Safeguards, meaning they have access to a representative to ensure their voice is heard and rights upheld. This contributes to an overall sense of trust and security for individuals and their families. People told us they are confident to raise any issues with the manager. Relatives told us they have good communication with the service, and we saw relatives were well supported by the manager during our inspection.

Care & Support — Good

The service provider demonstrates a strong approach to delivering safe, effective and person-centred care. Comprehensive pre-admission assessments ensure that people's needs are fully understood before they move in, forming a solid foundation for care planning. Personal plans are detailed and cover a wide range of areas including health, communication, mobility, enrichment and specialist needs. This enables staff to provide consistent support in line with each individual's wishes.

Care staff are committed to promoting independence and recognising what people can do for themselves. Care plans are strengths-based and include evidence of positive risk-taking, supporting individuals to maintain control over their lives. For example, people are supported to make choices in their daily routines, and risks are managed in a way that balances safety with autonomy. This person-centred approach enhances people's confidence and well-being.

Care and nursing staff deliver care and support which is consistent with people's personalised plans. Regular reviews take place and involve families and professionals, ensuring that care remains responsive to changing needs. They know people well and deliver support in a way that is both respectful and responsive. They ensure people have access to the health care services they need, and timely referrals are made to healthcare professionals when needed. For people with complex care needs there are strong relationships with external professionals to ensure there is a consistent and thorough approach to their care delivery.

The manager ensures there are well established risk management systems in place. Assessments are in place for key areas such as falls, nutrition, pressure care and behaviour, and incident reporting processes are used consistently. Records in the home show that incidents are reviewed and learning is applied to improve care and reduce risk. Staff are knowledgeable about safeguarding responsibilities and follow appropriate procedures. They are confident to raise any issues or concerns.

People's medication is safely managed. There are systems in place which are safe and effective, with secure storage, regular checks and competent administration by trained staff. Controlled drugs are stored securely, with two members of staff to witness their administration. Infection prevention and control practices are also good, with a clean and well-maintained environment and appropriate use of personal protective equipment.

Environment

Good

People live in a service which is comfortable and enabling. The premises are spacious, well maintained and designed to meet the needs of people with varying levels of mobility. Accessibility is good, ensuring people can move around their home safely and with confidence. They have access to grab rails, wide corridors, and bilingual signage.

People are encouraged to personalise their bedrooms, creating spaces that reflect their identities and preferences. Soft furnishings are carefully considered with people consulted on colour schemes. This contributes to a sense of ownership and belonging. In addition to private spaces, there are multiple communal areas that support social interaction and activities. For example, larger lounge areas are used effectively to provide opportunities for people to come together in meaningful ways. People also have access to quieter areas in which to relax or receive visitors.

The service is well equipped with specialist equipment to meet people's needs, and there is evidence that this is maintained appropriately. This ensures both safety and comfort for individuals requiring additional support. The presence of an accessible and secure courtyard area offers a safe outdoor space where people can relax and participate in activities in warmer months. The service has extensive grounds, and beautifully maintained gardens, which can be accessed freely by people who are independently mobile and not at risk of wandering. They provide opportunities for recreation and connection with nature. For individuals able to access these spaces, either independently or with support, this contributes positively to physical and emotional well-being.

Safety within the environment is well managed. Statutory checks and maintenance systems are in place, providing assurance that the premises are safe and compliant. We saw certification of gas and electrical safety checks. The service provider ensures any recommendations from external surveys such as fire risk assessments are followed up. This structured approach supports a secure and stable living environment for residents. The building is secure, with a visitor's signing in book at the entrance. We were required to make ourselves known to staff before we could enter the building.

Leadership & Management — Good

The service benefits from strong and compassionate leadership, which has established a positive culture focused on people's well-being. The manager is visible and actively involved in the day-to-day running of the service, providing reassurance to both residents and staff. Feedback highlights a caring and supportive leadership style that promotes trust and teamwork across the service. Relatives told us they have a great deal of trust in the manager. They told us the manager is, "*On the ball with everything*.", and "*I don't class X as a manager, I class them as a friend*."

The service provider has well developed governance arrangements in place. There are systems in place for auditing, quality monitoring and oversight, including regular visits by the responsible individual (RI), supported by their nominated representative. The RI ensures they speak with people and staff during their visits and reviews a range of records. A wide range of data is collected relating to safety, care quality and staffing, which supports ongoing monitoring of the service. Incident reporting and review processes demonstrate that management maintains awareness of key risks and service performance.

The manager and RI are committed to maintaining and enhancing standards. Complaints and compliments are recorded and responded to appropriately, with a notable volume of positive feedback from families and professionals. This indicates a good level of satisfaction with the care provided. The presence of a robust contingency plan further demonstrates preparedness and organisational resilience.

The service provider ensures recruitment processes are thorough, with suitable individuals appointed to deliver care and support. We saw evidence of recruitment checks, such as reference and disclosure and barring service (DBS) checks. Care and nursing staff are required to register with the relevant workforce regulators. They receive regular supervision and access to a range of training opportunities, including specialist training relevant to people's needs. Many staff are trained in Huntington's Disease, which is an area of speciality for the service. There is a clear emphasis on professional development, with opportunities for progression and recognition of staff achievements. This contributes to a motivated and skilled workforce. Staff consistently told us they enjoyed their roles, and many staff have received long service awards, indicating there is a consistent and strong staff team.

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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