Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bryngwy

Bryngwy, Rhayader, LD6 5BN

01597811125

The inspection visit took place on 04/09/2026

Service Information:

Operated by:	Boswell Healthcare Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people living with dementia, Care and support for people requiring short-breaks or respite care, Care and support for people with a physical disability
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:

Bryngwy Residential Home provides residential care for older adults in Rhayader in Powys. It is situated in a rural setting ~~in Powys~~.

Well-being is good. People are supported to maintain their physical, mental health, and emotional well-being. People speak positively about the service and the care they receive as they have effective working relationships with care staff.

Care and support are good. Care staff develop and maintain personalised care plans and risk assessments which provide clear information about people's needs, preferences and outcomes.

Leadership and management are good. The service benefits from effective leadership and management arrangements which support positive outcomes for people. Leaders have a good understanding of the service and have established systems to review quality, monitor performance and identify areas for improvement.

The environment is good. People live in an environment which is comfortable, safe and suitable for their needs. The home provides a welcoming, warm, homely atmosphere which supports people.

Findings:

Well-being — Good

People live healthily and safely with control over their lives. People direct their care and support and can voice their opinions on the service. Care staff engage with people making sure they have choice and control in any decisions. Risk assessments are detailed and provide clear guidance for care staff to follow.

People are supported to maintain their physical, mental health, and emotional well-being. Personal plans are strength based and individualised, focussing on people's physical and mental health, and emotional well-being.

We found care staff to be respectful and helpful. Relationships are trusted, respectful and with good humour. They receive good training in areas such as falls prevention, medication and maintaining good hydration and nutrition. We saw the service has established strong links with health and social care professionals, drawing on their expertise when needed.

People speak positively about the service and the care they receive as they have effective working relationships with care staff. We saw care staff following personal plans, explaining what they were doing and checking if it was okay to do so.

Care staff are recruited safely and robust background checks are completed prior to employment starting. All new care staff engage in a period of induction and shadowing with experienced colleagues and the service provider has comprehensive policies and procedures in place to support this.

People are supported to cultivate safe and healthy relationships. People are encouraged to attend events and occasions in the community. Relatives and representatives are encouraged to visit the service and to be involved in their care and support.

People live in accommodation which supports their well-being outcomes. Care staff maintain a warm, welcoming and well-maintained environment. People have access to spacious communal areas, private bedrooms and secure gardens where they can relax and socialise.

There are thorough safeguarding procedures in place which staff understand. Risk assessments provide clarity and consistent guidance and information to care staff. These adapt and are updated around the needs of people being supported, with care staff having access to ongoing internal and external specialist support. We found care staff to be caring and respectful.

We were told that the service was recruiting an activities coordinator to arrange trips, activities and events for the people at the service. The advert was posted while we were carrying out our

inspection. This will improve the well-being of the people who live at Bryngwy.

Care & Support — Good

People receive the quality of care and support they need to achieve good outcomes. Care staff develop and maintain personalised care plans and risk assessments which provide clear information about people's support needs, preferences and outcomes. Personal plans focus on physical health, mental health and emotional well-being. Care staff involve people and, where appropriate, their relatives or representatives in care planning.

Personal plans are easy to read and provide care staff with clear information to enable them to consistently provide good quality care. Care planning information is easily available to care staff and includes peoples' history, preferences, important relationships, relevant professionals, routines and beliefs.

People and their relatives told us they are involved in assessments and review meetings. The service actively encourages families and representatives to be involved in reviews where appropriate, helping to ensure support remains relevant and responsive to people's needs. However, we did not see any evidence of records of well-being goals and outcomes and who is involved in review meetings. We did see evidence of involvement from healthcare professionals, including GPs, district nurses and specialist services, when additional support or advice was required.

People experience care and support which is dignified and respectful and we saw numerous meaningful interactions with care staff. We saw people being skilfully supported by well-trained care staff. People benefit from a consistent care staff team with a detailed understanding of their individual needs and preferences. Overall people are positive on the care they receive telling us *"It's very clean, I like it here. I've got nothing to complain about."* and *"Yes, I couldn't be in a better place,"* Relatives are also very positive about the service being provided.

People are protected from harm and abuse. People are supported by highly skilled care staff with an excellent understanding of their individual needs and preferences. We saw a motivated, experienced team who were keen to make a significant difference to people's lives. There are thorough risk assessments in place. The service provides effective safeguarding training. Policy and procedures are in place and these are followed by the care staff. One member of staff told us, *"……. The overall level of care is good. People are happy."*

People's medication is safely managed. There are good medication management protocols in place. There are secure arrangements for storing, ordering, administering and disposing of medication. Care staff have training relating to medication management and their competency to administer medication is regularly assessed. There is no evidence of any recent mistakes or people missing their medication.

People's risk of infection is minimised. There are consistent infection, prevention and control measures in place. There are good supplies of personal protective equipment (PPE) made

available throughout the service. These are used by care staff. Care staff are trained and there is an effective policy in place which care staff are aware of. We saw a good supply of cleaning products.

Environment

Good

People live in an environment which is comfortable, safe and suitable for their needs. The home provides a welcoming, warm, homely atmosphere. The service is a converted country house situated in its own grounds with pleasant gardens including views over the surrounding countryside. The service has accommodation set over two floors. There is a lift which enables access to the upper floor.

There is a conservatory overlooking the rear gardens. It is currently being used as a storeroom. We were told there are plans to further develop the conservatory into a communal area and we look forward to seeing what changes will be made in forthcoming inspections. The provider constantly looks to improve the environment to enhance the well-being of the people who live there.

People can spend time independently or socially, according to their wishes. The environment promotes people's well-being and enables them to maintain their independence whilst receiving the support they need.

During the inspection, we found communal areas were clean, tidy and well maintained. Bedrooms are personalised with photographs, ornaments and personal possessions, helping people maintain a sense of identity and belonging. People had access to a variety of communal spaces where they could relax, socialise, meet visitors or participate in activities. The layout of the home supported people to move around safely and independently wherever possible.

People told us they are happy with their surroundings and felt comfortable living at the service. The atmosphere within the home is calm, relaxed and welcoming. We saw people choosing where they wished to spend their time throughout the day and moving freely between communal areas. People appeared familiar with their surroundings and comfortable accessing different parts of the home.

The service has a small outdoor area which is well maintained. This space provides opportunities for people to spend time outdoors, socialise, eat with relatives and enjoy fresh air when they choose. Appropriate measures are in place to promote people's comfort and safety whilst outdoors.

Overall, the environment is good. People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain their visitors. The providers are investing in the service and improvements are being made to improve the environment.

Leadership & Management — Good

The service benefits from effective leadership and management arrangements which support positive outcomes for people. Leaders have a good understanding of the service and have established systems to review quality, monitor performance and identify areas for improvement. There is a positive culture within the home, with a clear focus on supporting people to achieve the best possible outcomes. An experienced manager leads the service and receives support from a skilled team of care staff.

The service provider has strict selection and vetting processes ensuring all care staff are qualified and trustworthy. Staff personnel files contain the appropriate information ensuring they are safe and fit to work at the service. Disclosure and Barring Service (DBS) checks are in place and current. Care staff are registered with Social Care Wales, the workforce regulator. We found staff human resource files to be a good standard and well organised with all the appropriate information made easily available for us to view.

Staff undergo routine and regular checks ensuring they remain suitably fit to work in the service and are registered with professional bodies. New staff complete an effective induction programme which includes training and shadowing experienced colleagues. Managers complete checks to ensure new staff are competent in undertaking their roles. Care staff are appropriately trained and supervised by the manager.

The provider seeks and values the views of people, their relatives and care staff. Quality assurance reports demonstrate consultation and engagement with representatives. People told us they feel involved in the running of the home and believe care staff listen to their views.

The provider fosters a supportive and inclusive culture where staff are respected and well supported to develop in their career. Care workers are well supported through regular communication with managers, ongoing supervision and continuous training.

Care staff spoke positively about the management team and consistently described managers as approachable, supportive and visible within the service. Care staff told us they feel able to raise concerns, seek advice and discuss ideas openly. Many spoke positively about the culture within the home and described feeling valued, respected and supported in their roles. We found care staff worked well together and demonstrated a shared commitment to providing good quality care. Care staff consistently told us they have sufficient time to engage in meaningful conversations and activities with people, helping to promote positive relationships and person-centred care rather than focusing solely on tasks.

Overall, quality monitoring systems operate effectively. Internal and external audits demonstrate high levels of compliance and satisfaction. Care staff and people living at the service feel confident

raising concerns, suggestions and ideas and told us managers respond appropriately and in a timely manner.

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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