



Brodawel



Brodawel Resource Centre, Court Road South, Caerphilly, CF83 2QW



02920852552



www.caerphilly.gov.uk

Date(s) of inspection visit(s): The inspection visit took place on 07/08/2025

Service Information:

Operated by:	Caerphilly County Borough Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	24
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Good



Environment

Excellent



Leadership & Management

Good

Summary:

Brodawel is a care service which provides care and support in a residential setting for up to 24 people who are on their own personal dementia journey. The services stated vision and value base include supporting people to feel safe, needed, wanted and loved, and providing positive dementia and person-centred care.

At this inspection we found the service supports people to have excellent wellbeing, because of both the care and support they receive and the enabling environment they live. Leadership and management of the service is good because of the development of a stable leadership and management team over the last six months, and adherence to audit and governance processes.

Some staff have not received formal 1:1 supervision in line with regulation and we expect the provider to take action. There is a stable team of care workers at the service who are skilled, experienced, and know people well. The positive combined actions of the leadership and management team, care worker and supporting roles, ensure people achieve good outcomes.

Findings:



Well-being

Excellent

Outcomes for people are excellent. Care workers consistently treat people with dignity and respect, supporting them to have as much control as possible over their day-to-day lives. People are empowered to make their own choices and are actively involved in decisions which affect them. Care staff, and the management and leadership team, ensure people's voices are respected and acted upon. We saw people being provided with meaningful choices such as where and how to spend their time, and what they would like to eat. The environment further enhances people's autonomy with small kitchens available to them as they wish to make drinks, snacks, or light meals independently, or with support from care staff. People can also access the upper garden area as they wish, via the low threshold doors on the ground floor.

People maintain and improve their physical, mental, and emotional health due to the exemplary support they receive from care staff. Where possible, individuals are involved in planning diverse activities of their choice with excellent support from care staff. We saw preparations taking place with people ahead of the summer fête, with some people helping choose the names for the 'name the bear' game. In addition to a well-designed programme of activities, care workers, who know people well, facilitate many activities to take with people throughout the day. This significantly enhances people's sense of well-being and belonging and we saw warm, positive interactions between people and care staff throughout the inspection.

People's well-being and sense of worth are greatly enhanced by all leaders and the whole care staff team at the service. The Statement of Purpose outlines the values of the service and states; *"We recognise people's individuality and their own reality"* and *"We recognise each person for who they are and what is important to them."* During the inspection we saw this implemented into practice with each person being celebrated, valued, and cared for as an individual.

People are provided with a choice of meal options daily. The cook is a long-standing member of the team and knows people, their dietary needs, and preferences well. We saw people being offered options outside of what was on the planned menu to encourage them to have a good nutritional intake and maintain their health and wellbeing. The service aims to make mealtimes an enjoyable experience, with both care staff and people sharing time together as part of this. We saw mealtimes being unrushed, with respectfully familiar conversations and chatting taking place, along with support being provided if needed. The meals provided appeared appetising, with people being shown the options to help them decide which to have. Many people commented on the good quality of the food and the Food Standards Agency has awarded the service a food hygiene rating of four. This means there are good hygiene practices at the service.



Care & Support

Good

Outcomes for people are good as they are treated with kindness, empathy, and compassion. People are treated as individuals and the care provided is designed to meet their unique strengths, needs, preferences and what matters to them. During the inspection we saw people being supported, without delay, when they needed assistance. Where people required their needs identified or anticipated on their behalf, care workers did so respectfully.

Care workers are guided in their role by documentation which is generally up to date and contains enough detail to enable them to provide highly personalised support. We spoke to professionals visiting the service, who told us care workers *“Know the patients inside and out”* and are very prompt at *“picking up any changes in a person.”* We saw records which showed people are referred to external health and social care professionals at the right time and recommendations for care and treatment by other professionals are carried out as directed. This includes care workers supporting people to administer medication as prescribed. As part of the inspection, we looked at the medication records and found the recordings to be of good quality and easily understood. We found people received their medication as prescribed. Any ‘as required’ medication was administered and the effect of the medication monitored and recorded. Internal medication audits are completed by the leadership and management team, to ensure consistency of practice and good standards are maintained. We saw audits identify areas of good practice; where further strengthening is needed, along with what actions are required. This process evidence openness and transparency, with learning around incidents for the benefit of people.

People’s liberty is protected in line with legislation. People are supported by skilled and competent care staff to achieve their personal outcomes through the least restrictive ways possible. If restrictions are needed in order to keep people safe, the service ensures correct processes are followed. Also, if decisions are needed to be made on behalf of a person, care staff ensure these are in the persons best interests and in line with their likes and values.

People are protected, as much as possible, from the risk of infection because the service and equipment are kept clean and hygienic. If there are infections within the service, this Information is shared appropriately, including with people using the service, visitors, and external agencies.



Outcomes for people are excellent because they live in an environment which is safe, meets their needs, and promotes their independence and strengths. Facilities are regularly serviced and maintained.

The service is separated into three separate houses located in one building. This is to enable people to live within smaller, homely environments with people who they are compatible with and have similar needs and strengths, to enable them to share daily experiences together.

The service provides people with a number of options of where to spend their time, including communal and personal spaces. There are suitable furnishings and equipment to meet people's needs and preferences. There are specialist showering and bathing facilities available and water temperatures are restricted. People have their own bedrooms which are pleasant and comfortable, and people have personalised these to their own tastes. Communal areas reinforce the values of the service. There are gallery walls adorned with people's photographs with captions such as 'welcome to our home' and people's artwork is proudly displayed. The theme of the décor within the service is updated with each season to support people's orientation. We saw window displays and activities relating to summer when we visited. We also saw activities such as jigsaw, books, crafts, and comfort items available for people to access easily and independently.

There are signs to promote people's orientation and to find their way around independently. These are placed at eye level and follow guidance on being accessible to people who may be experiencing dementia. All areas of the service were well lit, and plenty of natural light, as well as being free from clutter or trip hazards. Flooring is in good condition, with many areas having been recently updated. One area where flooring needs repair has been identified by the provider who had already referred to the facilities department for the work to be completed.

The garden and outdoor areas exemplify excellence in design, providing outstanding spaces where people can safely and freely access nature. The provider's innovative and creative approach ensures that these spaces are tailored to meet the physical, sensory, and cognitive needs of people in person-centred manner. These spaces are inviting and enable people to venture outside independently. There are low threshold doorways to reduce the risk of trips and falls, along with non-slip outdoor flooring to the upper garden area. A raised potting bench and multiple flowerpots are available, and we were told some people enjoy watering the plants and flowers throughout the summer. Access to the lower garden is secure however people can access this with support. The area is maintained to a very high standard via collaboration with a day support service, and is used for events such as summer fares, Victory in Europe (VE) day celebrations and outdoor events. The Welsh culture is celebrated across the service with artwork, poems, and ornaments displayed reflecting local history and culture.



Leadership & Management

Good

Outcomes for people are good because of governance the arrangements in place that support the running and oversight of the service. These processes provide a foundation for high-quality care. Some care workers have regular, formal 1:1 supervision meeting with a member of the leadership and management team, which are recorded and stored on their care staff files. However, this is not consistent for all care staff. We expect the provider to take action, and we will follow this up at the next inspection. The leadership and management team are reviewing care staff files to ensure they contain the required and up to date information and we will review this at the next inspection also.

There is a full leadership and management team in place at the service, consisting of a manager, deputy manager and senior care officer. Each member has their own areas of responsibilities which are in line with their skills, experience, and areas of interest. They are committed to supporting people to live life well and providing a high-quality service. Leaders take time to get to know people and their relatives well and we saw warm and friendly interactions between them.

There are effective quality monitoring systems in place, including audits of care and support provided, visits to the service by leaders, and feedback from people. The Responsible Individual (RI) is experienced in their role and, in addition to their formal visits, attends the service often. Following their formal visits, the RI reviews their findings and produces good quality reports which identifies how the service is performing, and any actions required to continue providing good quality care to people.

The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service, and they are understood and implemented by care staff. Policies and procedures are reviewed regularly to ensure they align with current regulation and national guidance.

People can be confident they are supported by care workers with the necessary expertise, skills, and qualifications to meet their care and support needs. The service provider maintains an appropriate number of vetted, knowledgeable, and competent care staff who are effectively deployed within the service. Many care workers are long-standing members of the team. A care worker told us they recently celebrated 25 years working at the service which was recognised by the provider as an outstanding achievement. Care workers told us how much they “love” their role and how they care for people as though “*they were my own family.*”

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
We found people were at risk of poor outcomes as staff were not receiving formal supervision or appraisals.	07/08/25

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

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