



## Bryn Siriol Respite Service



**Aberystwyth**



**01970630167**



**[www.mencap.org.uk/cymru](http://www.mencap.org.uk/cymru)**

**Date(s) of inspection visit(s):**

*25/06/2025, 17/07/2025*

### Service Information:

Operated by:	Royal Mencap Society
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	3
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

## Ratings:



Well-being

**Excellent**



Care & Support

**Excellent**



Environment

**Good**



Leadership & Management

**Excellent**

## Summary:

Bryn Siriol is a small care home on the outskirts of Aberystwyth town that offers short stays for people. Well-being is rated as excellent because people receive a service that is highly person centred, that creatively enables them to achieve and exceed their health and well-being outcomes. People have developed excellent relationships with the familiar and knowledgeable staff. Care and support is rated as excellent because people receive exceptional care and support from a team of professional and empowering staff. Care workers are guided by highly informative individualised personal plans that enable them to meet people's needs. The environment is rated as good because people are well supported to be comfortable and relaxed throughout the home. Leadership and management is rated as excellent because the provider has thorough oversight of the service. The high-quality leadership at the service has created an extremely positive culture that ensures people receive excellent quality care.

## Findings:



### Well-being

**Excellent**

People are treated with dignity and respect. They are supported to identify their health and well-being outcomes, while also being encouraged to use and build on their strengths. A support worker said, *“I enjoy making a difference to the guys and seeing people’s faces light up when they do something new is so rewarding”*.

People have as much control as possible over their day-to-day lives and are supported to understand their rights. People are actively involved in decisions that affect them, ensuring their voices are respected and acted upon. When using the service people are supported to live well and achieve self-directed outcomes. People maintain and improve upon their physical, mental and emotional health.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe at all times. The provider actively ensures there are mechanisms in place to make sure that every voice is heard and respected. There are highly effective support systems in place to ensure any risks are promptly identified and addressed.

People enjoy fulfilling and rewarding lives, they have enriching experiences delivered in new and creative ways. This includes community events that promote social connections and activities which enhance personal well-being.

People are encouraged to spend time together and there are frequent opportunities for people to make friends. People are supported to remain active members of their local communities, by making best use of local facilities.

People live in accommodation that supports them to achieve positive outcomes. The layout and decoration of the setting and quality of the furnishings and fixtures meets people’s needs.



People are very happy with the care and support they receive when using the service. We observed many friendly and encouraging interactions during the inspection. A representative of a person who lives at the service told us, *“They are fantastic, it’s wonderful there and I know the staff. I know he’s in safe hands”*.

People experience excellent care and support because the provider comprehensively assesses their needs before offering a service. The provider gathers highly detailed information from other professionals and organisations already involved in people’s care, to inform their decision on whether they can provide a service.

People experience an exceptionally personalised and creative approach to evaluating, planning and delivering high-quality care and support. The provider consistently excels at empowering people to identify and achieve new health and well-being outcomes that may not have previously been considered.

People's well-being and safety is prioritised by the service by identifying and managing potential risks. People’s right to make their own choices and take informed personal risks is promoted by the positive culture in the service. This is reflected in people’s individual plans.

People are offered choices in daily activities and engage in meaningful past times, such as selecting meals, participating in stimulating activities, engaging in hobbies and accessing their local community. Welsh language and culture is embedded in the service. A support worker told us, *“I like people to enjoy life. I love supporting them to do the things they enjoy doing or trying new things and new experiences”*.

People receive their medication as prescribed in accordance with national guidelines and the service provider’s medication policy. Audits are completed to ensure consistency of practice and good standards are maintained.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic. Food hygiene practices are good. There is an effective approach to assessing, managing and preventing the risk of infection, with clear roles and responsibilities in line with current national guidance.



## Environment

**Good**

People's views and needs are carefully considered when designing and maintaining the environment. The service is accessed by people for short periods of time and the provider ensures the building is homely and welcoming.

People have access to communal and private spaces in which to spend time alone or socialise. Communal spaces meet the needs of people, promote independence, provide opportunities for private meetings, activities and recreation. Bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety and accessibility.

Garden areas are well designed, safe, accessible and welcoming, allowing people to go outside independently. The provider is working with people and their support workers by raising funds to replace the outdoor sensory room in the garden.

Safety is a key consideration of the building. The provider ensures people can easily navigate the premises with the support of accessible communication tools. The service actively manages risks to people, staff are familiar with the strategies and apply them consistently.

Regular servicing, maintenance and immediate repairs to equipment ensures the safety and well-being of people using the service. Security arrangements are in place to protect people without compromising their rights, privacy, and dignity.



Staff at all levels ensure there is a person-centred ethos at the service. The provider oversees the quality of care through highly detailed and effective audit processes. Information gathered from both internal and external audits guides quality review reports and improvement plans.

The Responsible Individual (RI) is well known by everyone involved in the service and they visit regularly. Feedback from people and staff is actively encouraged by the RI to support assessing the service and to inform them on any necessary quality improvements. People provide open feedback about their experiences of the service and discuss the things that are important to them.

There is a new manager at the service who is well supported by the provider. They are maintaining a positive culture that enables people to live as well as possible and exceed their well-being outcomes. People use the service for short breaks and make the most of their stays. A support worker told us, *“I enjoy making a difference to the guys and seeing people’s faces light up when they do something new is so rewarding”*.

People, their representatives and support workers have confidence in the manager and can raise any concerns they have with them. People and their representatives provide feedback before and after every visit to ensure they are satisfied and to identify any future improvements. A representative told us, *“I know the manager well and talk to her but have nothing to complain about”*.

Support workers have regular one-on-one supervision sessions with their manager at least quarterly and an annual review to provide feedback and identify any training needs. Support workers told us the providers leadership team are all accessible and extremely supportive. One said, *“Mencap is a really good company and so understanding. I can talk to my manager or any of them (senior managers)”*.

The service provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. All staff undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. The service has an effective induction that prepares new staff for the role. Support workers are positive about the professional development opportunities they receive.

Discussions with support workers, demonstrate a positive approach to protecting people and keeping them safe. Staff have good communication with their managers and are confident to report concerns if needed.

## 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.**



Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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