Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Treetops Residential Care Home

Treetops Care Home, Llangeinor Road Brynmenyn, Bridgend, CF32 9LY

01656 720283

www.carongroup.wales

The inspection visit took place on 10/10/2025

Service Information:

Operated by:	Treetops Care Home Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	33
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:

Treetops is located in the small village of Brynmenyn, very close to the M4 motorway and nearby Bridgend. The home provides care and support to up to 33 people.

People living at Treetops receive a good standard of care and support delivered by a consistent team of kind, considerate care staff. The staff team know the people they support well and treat them with dignity and respect. Care and support is good, person-centred and enable people to achieve their outcomes. Assessments and personal plans are regularly reviewed; plans provide a good insight into who people are and how they can be supported to achieve their goals. Medication is managed safely, and health concerns are addressed promptly. The service is delivered by a competent and committed care staff team who have the necessary skills and knowledge to meet people's needs effectively. Staff retention is strong, and care staff report feeling well supported in their roles. Leadership and management is good. The service benefits from clear and effective leadership, with oversight provided by a manager, regional manager, and Responsible Individual (RI), ensuring robust governance and accountability. People live in a good environment, because the home is clean, well-maintained and homely.

Findings:

Well-being — Good

The service promotes people's physical and mental well-being. There is a homely atmosphere that gives people a sense of belonging. Care staff have a good understanding of people's needs. They encourage people to maintain a healthy, varied diet and act upon any health concerns. Safe medication systems ensure people consistently receive their prescribed medicines. Care staff have access to accurate, up to date guidance for meeting people's care and support needs. Records show people receive care in line with their personal plans. Information recorded includes people's past, their likes, dislikes and preferences. Families of people told us they get on well with staff and commented "*Mum loves it here and I wouldn't want her to move anywhere else"* and another commented "*No complaints at all, we are very happy with the care X gets*".

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. During our visit, we spoke with people who told us they are satisfied with the support they receive from Treetops and are supported with making day to day decisions. One person commented "*I am well looked after*". We also observed people being supported in a warm and genuine way and people told us the care staff are kind and caring. People are enabled to achieve outcomes identified together with their care staff.

The service protects people from harm. People live in a safe and well-maintained environment. Staff are available to give people the support they need. The manager ensures the necessary authorisations are in place for people whose freedom is restricted. The service invests in its staff, enabling them to practise safely and develop on a personal and professional level. Staff are recruited and vetted appropriately. Led by an approachable manager, they work and communicate well as a team to ensure the home runs smoothly. Standards of practice are carefully monitored through robust systems of audit. The RI works with the manager to make changes that will enhance people's experiences further.

Systems are in place to keep the home clean, and the environment is maintained as part of a rolling programme which helps people to feel valued. The environment is dementia friendly with many interesting areas to stimulate people. Maintenance checks are in place to ensure the service is safe such as fire safety checks and all equipment is regularly serviced and maintained to ensure safety. The environment is homely, welcoming, and clean and the atmosphere within the service is calm and relaxed. The provider continuously invests in the home and private and communal rooms are appropriately furnished and equipped, so people can easily do things for themselves.

Care & Support — Good

People receive a good standard of care at Treetops. We saw people are supported in a kind and patient manner, with care being calm and respectful. People and their families were complimentary about the service, telling us "*I am happy here*", "*It's very good here*", "*Staff are nice, that's the main thing"* and "*I like living here*". The service carries out an assessment prior to a person moving to the home to ensure they can meet their needs and to consider the impact of other people at the setting. A new electronic care planning system has been introduced. Personal plans are person centred, reflect individual needs and give the information needed to support people well. Where possible people and/or their relatives are involved in developing their plan. They are reviewed regularly to ensure they remain relevant as people's needs change; there needs to be clearer evidence that people have been involved and whether identified outcomes have been achieved. Risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe.

People's health is closely monitored, and they are supported by care staff who know them well and notice any changes quickly. This results in timely referrals to healthcare professionals supporting people to maintain their physical health. Advice from health and social care professionals are recorded in personal plans. There is a new electronic medication system, this promotes effective administration. We saw medication is securely stored and it can only be accessed by authorised personnel. Medication administration record (MAR) charts are filled in correctly confirming people receive their medication at the right time. We saw evidence care staff receive training on the administration of medication to ensure they remain sufficiently skilled. The completion of routine medication audits ensures practice remains safe and effective. A visiting GP told us "*I have no concerns with the care given*" and a visiting chiropodist said, "*I have no concerns, the staff here are excellent*".

People have opportunities to try new things, socialise with others and take part in a range of activities. We saw people spending time with family, friends and other residents in the various communal rooms. Planned events are listed on an activity board in the corridors. These include flower arranging, cooking, trips out, pet therapy and themed events like Halloween. People enjoy a range of nutritious homemade meals. Menus are on display and there are ample food stocks available to accommodate choices. People have plenty to eat and drink throughout the day and they told us they enjoy their meals. The menu is being refreshed so people can enjoy new food combinations. We observed staff to be kind and encouraging during the mealtimes and offered support in a respectful manner.

Environment

Good

Treetops is comfortable, generally well-maintained and decorated in a homely and welcoming style. On the day of the inspection, we found the home to be a calm and relaxing environment. There are communal areas which are well used. We saw people relaxing, eating their meals and engaging with others. People were at ease with each other and staff and were relaxed and happy. We saw people who are able, choosing where to spend their time and seen going from their rooms to communal areas as they wish. There is a hair dressing room for people to enjoy having their hair done away from the living area of the home.

Security arrangements are in place to protect people. The home is secure to prevent unauthorised access. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises.

The service demonstrates a commitment to ensuring the premises and any equipment is maintained and serviced to a good standard. We saw there is routine servicing of utilities such as electricity and gas which is carried out by external contractors. Specialist equipment such as lifts, and manual handling equipment is serviced in line with the manufacturer's recommendations. Effective and efficient fire procedures, testing and training are in place to protect people. Records confirmed fire alarm tests take place regularly and an up-to-date fire risk assessment is in place. Every individual living at the home has a personal emergency evacuation plan specific to their support needs and staff undertake routine fire drills. Hygiene and cleanliness standards are good. Staff follow a cleaning schedule to ensure the service remains clean and tidy. Laundry facilities have been improved since the previous inspection, whilst still not totally ideal, the provider has addressed as far as possible given the lack of space. There is a plentiful supply of cleaning products which are stored in accordance with Control of Substances Hazardous to Health recommendations.

Infection control is well-managed, with appropriate measures in place to reduce risks. The manager conducts regular audits to identify and address any issues. Staff receive relevant training and have access to ample personal protective equipment (PPE). An infection control policy guides staff on how to manage outbreaks and protect people. Care staff follow thorough cleaning routines, and laundry processes are designed to minimise infection risks. Clinical waste is disposed of safely and correctly.

Leadership & Management — Good

The service operates a robust recruitment process to ensure staff are suitable to work with vulnerable people. The provider's Human Resource team (HR) confirmed that all regulatory required pre-employment checks are completed, including references, employment history, and Disclosure and Barring Service (DBS) checks. New staff complete a structured induction programme where they complete training and get to shadow experienced colleagues. Care staff we spoke to said this was useful as it helped them understand their role and the specific care needs of the people they support.

There is good support and development for care staff with supervision, appraisal and training in place. We discussed the need to ensure all care staff complete training in a timely way. Care staff told us they feel valued and supported by the manager. There are enough staff on duty to safely support and care for people. Care staff are registered with Social Care Wales, the workforce regulator. Records show the team in place has a mixture of experienced and new care staff available, and this was seen during our inspection. Care staff we spoke with gave positive feedback regarding the manager, saying *"She is very supportive", "Fab"* and *"She's really appreciative of what we do".* Staffing levels are appropriate and were reflected accurately in the rota on the day of inspection.

Effective governance and strong leadership underpin the delivery of high-quality care at Treetops. The home is managed by a dedicated and experienced manager, supported by a deputy, who oversee day-to-day operations. Regular audits are carried out to maintain and improve standards of care. The Responsible Individual (RI) maintains good oversight of the service and is a visible presence. Documentation confirms the RI completes regulatory visits and reviews service performance. A formal quality-of-care review is conducted every six months to assess outcomes and identify areas for improvement, supporting continuous development.

The service's ethos, aims, and values are clearly outlined in its Statement of Purpose. A written guide is also available for people living at the service, providing practical information about the home and its services. 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 legislation and national guidance.

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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