



## Bryn Y Cae Residential Services for older people



Cae Bracla, Brackla, Bridgend, CF31 2HF



01656815545

The inspection visit took place on 20/11/2025

### Service Information:

Operated by:	Bridgend 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:	37
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

## Ratings:



Well-being

**Excellent**



Care & Support

**Good**



Environment

**Good**



Leadership & Management

**Good**

## Summary:

Bryn Y Cae is a purpose-built care home that offers long-term care, respite and reablement support to older people and those with dementia needs. It is situated in the Brackla area of Bridgend close to local amenities.

The care home provides very good care and support in a warm and friendly environment, that promotes excellent wellbeing outcomes for people living at the service. Staff know people well and interact in a kind and caring manner. Care files detail how people like their needs met and are reviewed regularly. Activities at the service are regular and varied to ensure people's physical and emotional well-being.

The environment is good. The premises is safe and accessible and has suitable indoor and outdoor areas for people to use.

Staff feel very well supported, happy, and confident in their roles. They receive regular supervision and a variety of training, and policies are in place to provide guidance. Robust Quality Assurance systems are in place with regular audits and good oversight carried out by the wider provider and management team. The Responsible Individual (RI) visits the service regularly and speaks to people and staff.

## Findings:



### Well-being

**Excellent**

With few exceptions, people are supported to have as much control as possible over their day-to-day lives. The service carries out a thorough pre-admission assessment to ensure it can meet people's needs and care plans are developed to identify how these can best be met, which are evident on people's care files. People and their representatives told us staff speak to them about their care and support. People can choose how they spend their time. Regular resident/relative meetings give people the opportunity to discuss things within the home including the menu and activities.

Documentation such as a statement of purpose and written guide are available to people and provide information on the service and how to raise a complaint. How to make a complaint, contact details, and other information about support services is also available in the entrance area. The manager deals with any complaints and follows the provider's policies and procedures. Staff receive mandatory and specialist training appropriate to the needs of the people they support. People's communication needs are considered in pre-assessments and care plans, which are evident on people's care files. The service anticipates, identifies, and meets the Welsh language and cultural needs of people who use the service. Some staff and people living at the service speak Welsh, documentation is readily available in Welsh, and signage around the home is in both English, Welsh and picture form. Training is offered to staff, and a Welsh Language Policy is in place.

People are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths and skills. There are frequent opportunities for people to connect with family, friends and contribute to local communities. The service manager co-ordinates weekly activity planners with people, and staff engage people in a variety of daily activities of their choosing including arts and crafts, games, knitting, chair exercises, and we saw people enjoying a Christmas quiz on the day of our inspection. A hairdresser also visits the home weekly. We were told of entertainers coming in, a harpist, plans for a Christmas meal out, a birthday party for one resident's special birthday, and saw photos at the service of people enjoying parties and other activities. Another person spoke enthusiastically of visiting a local school for a coffee morning and bingo, and children coming to the home at Christmas for a carol concert and to decorate the tree. Others talked of staff setting up a separate kitchen to enable them to bake, organised trips to Castle Bingo, and one gentleman being supported to make links and meals out with the Grenadier Guards. We spoke to a couple who lived on separate units at the home, but are able to spend time together, saw people returning from time out with family members and were told there are no restrictions on visiting. People also have access to free Wi-Fi and can keep in touch with family/friends via phone and laptop. It is evident people and their relatives have positive

relationships with each other and care staff at the service.

People are protected from abuse and neglect. Care staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people. Care staff receive training relevant to the needs of the people they support. This includes safeguarding, manual handling and medication. All staff understand and follow the Wales Safeguarding Procedures. There are effective mechanisms in place to ensure people can voice their concerns. Risk assessments are present, highlighting areas of concern, and people's rights to liberty are protected and safeguarded. There are measures in place to ensure medication is safely stored and administered

People live in accommodation that supports their well-being. Bedrooms are comfortable and personalised, with sufficient indoor and outdoor communal areas available for people to use. The home is clean and well-maintained, with the correct checks and servicing in place for utilities and equipment.



## Care & Support

Good

People receive consistently very good quality care and support which helps them achieve their personal outcomes. Prior to a person receiving the service a detailed assessment is completed to ensure the service can meet their needs. A personal plan is then developed with the person and if appropriate, their representatives. Personal plans we viewed are clear and concise. They highlight people's needs and the best ways of supporting them. Risk assessments consider any risks to people's health and safety and detail ways for keeping people safe. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty. We saw personal plans and risk assessments are reviewed regularly by the service to ensure information recorded remains relevant and meaningful.

People are supported by skilled staff with a good understanding of their individual needs and preferences. Although, there have been some new staff starting work at the service recently, many of the staff have worked there for a number of years providing continuity of care to people. We saw staff and the management team have very positive relationships with the people they support. It was clear they know the people they support well and are familiar with their needs and preferences. Positive feedback from people included, "*I can't fault them at all,*" "*Absolutely amazing,*" "*Marvellous,*" and "*Very good.*" A relative described the quality of care and support at the service as "*Excellent.*" People are supported with their dietary requirements. Menus are varied and nutritious, people are offered choice and told us the food was nice. The kitchen staff receive appropriate training and know people's dietary needs, such as those with alternative diets. Snacks and drinks were evident in communal areas on the day of our inspection.

People are referred for appropriate care and treatment at the right time. Recommendations for care and treatment by other professionals are carried out as directed. There is a separate unit at the service that offers support, assessment and reablement to people coming out of hospital, and more recently people in the community. People are assisted and supported to attend or participate in health checks and appointments, and records of this are evident on care files. Feedback from other professionals including a therapist working on the rehab unit and a social worker is positive.

People are supported with their medication if required in accordance with national guidelines and service policy. Medication management systems are robust. There is a medication policy aligned with best practice guidance and care staff receive training and monitoring on the administration of medication to ensure they remain sufficiently skilled. Routine medication audits ensure practice remains safe and effective.



## Environment

Good

People benefit from a warm, comfortable and welcoming environment that is adapted to suit people's needs. We saw some people's rooms have en-suite facilities and are personalised to their preference with items of importance, helping to create a homely feel. There are indoor and outdoor communal areas people can access including lounge areas, kitchen / dining, and a number of toilet/bathrooms, an activity room, and a salon. The outside space has patio areas, seating, and nice garden pots/boxes that is accessible to people from all units of the home. We saw people can choose where they spend their time and go from their rooms to communal areas as they wish, either independently or with support from care staff. The service is nicely decorated and suitably furnished. The day and date, clocks, menu choices for the day, and staff on duty are on the wall, and signage on doors help people stay orientated.

The provider demonstrates a strong commitment to ensuring the premises and any equipment is maintained and serviced to a high 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 bathing and manual handling equipment is serviced in line with the manufacturer's recommendations. There is a fire risk assessment and fire safety features are regularly checked by a maintenance person and serviced by suitably qualified trades people. Fire safety work identified during an inspection by the fire service earlier in the year, were promptly resolved. Laundry facilities are suitable for the size of the home and there are plentiful supplies of cleaning products.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic. Cleaning was observed during our site visit which ensures the service remains clean and tidy. There are plentiful supplies of Personal Protective Equipment (PPE) throughout the service including gloves, aprons and hand sanitiser. Staff have received training in this area and regular Health and Safety audits are carried out to identify any issues with the environment. The kitchen has been awarded a score of three by the Food Standards Agency, which implies satisfactory food hygiene standards. The manager told us the issues identified at this review have now been resolved.

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.



## Leadership & Management

Good

People are supported by staff with the necessary expertise, skills and qualifications to meet their needs. Staff receive a mix of mandatory and specialist training relevant to the needs of the people they care for. Staff we spoke to say the training they receive is good and gives them the skills and knowledge to carry out their jobs well. There is also a strong commitment to fostering professional development of staff working at the service with a number of staff completing or in the process of completing recognised qualifications in Health and Social Care. Feedback from staff describe learning opportunities at the service as 'Good' or 'Excellent'. The service also provides work experience through ELITE, an organisation that provides support to people with additional needs. One such member of staff who now works permanently at the care home spoke positively of their experience.

Staff say they feel very well supported and valued describing the manager as "*Supportive...will sit and listen.*" They receive regular one to one supervision, competency assessments, attend regular team meetings, and have annual appraisals. Staff also have access to Vivup Employee Assistance Programme which offers counselling, information and support. Minimal use of agency staff and a generally stable staff cohort ensures morale remains good amongst the Team. This all helps support staff retention and continuity of care and support for people. Care staff are registered with or in the process of registering with Social Care Wales (SCW). This is done to ensure they have the skills and qualifications needed for working in the care sector.

Robust recruitment processes are in place for care staff who undergo the required checks to ensure they are suitably fit to work at the service. The provider's Human Resources (HR) department confirm all staff have the regulatory required information. This includes references from previous employers, full employment histories, and Disclosure and Barring Service (DBS) checks. Care staff told us they complete a structured induction when they commence employment including training and shadowing other staff.

The provider's oversight and governance arrangements foster a positive compassionate culture in the service. It is clear the management team know people and their families well, is conscientious and well organised. They engage commissioners, other professionals, staff, people and their families in quality assurance processes such as through satisfaction surveys and attending meetings, valuing their feedback to drive continuous improvement. We saw audits are routinely conducted, with measures put in place to address any issues. The RI and the wider provider are routinely visible at the service and have good oversight of service delivery. We saw records which confirmed the RI visits the service regularly and speaks to people and staff. Quality of care reviews are completed every six months to assess the service's performance and identify areas where improvements can be made. The service also ensures timely notifications are sent to relevant authorities in the event of significant incidents. Service policies and procedures provide guidance to staff and ensure practice remains safe and effective. People and their families feel confident raising

concerns, knowing their input is welcomed stating “*Fantastic,*” “*Outstanding,*” and “*Always keep us informed.*” Numerous thank you cards, letters and compliment posters are visible at the service.

## 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

**This report is also available in Welsh**

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