



Pen y Bryn Care Home



Pen-y-bryn Care Home, 26 Sketty Park Road, Sketty, Swansea, SA2 9AS



01792207194

The inspection visit took place on 05/11/2025

Service Information:

Operated by:	Care Centres Wales Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	38
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:

Pen-y-Bryn care home is a nursing home service located in the suburb of Sketty in Swansea. The service is spread across two floors with all communal areas on the ground floor. People experience good well-being in the service. People are listened to and have a voice and are encouraged to make choices: such as what they would like to eat off the menu and where to spend their time.

People receive good care and support from a dedicated team of nursing and care workers who know them well. Personal plans contain the relevant information for care staff to be able to support people effectively and are up to date to meet their current needs. People's medical health is managed well.

The environment is good, comfortable and warm. There is ongoing investment in the service, and some refurbishment has taken place recently with further improvements planned. The service is well maintained and clean by the hard-working maintenance and domestic team.

Leadership and management are good. There is a respected manager and clinical lead in post who oversee the service well. The Responsible Individual (RI) visits routinely and together there is effective oversight of the service.

Findings:



Well-being

Good

People live healthily and safely with control over their lives. Where possible people are encouraged to make decisions about things that affect their lives, this includes their involvement in the assessment and planning process prior to moving into the service and whilst they are there. Family members are consulted as needed to support with this. Nursing and care staff in the service are familiar to people and know them well to take appropriate action if they detect any changes in health or needs and seek further support for people. Personal plans and risk assessments in place reflect the needs of people well and are reviewed regularly to ensure they consistently meet the changing needs of people. Whilst the electronic care planning system is still new, some more detailed information about people and what matters to them would enhance personal plans further. Some activities take place in the service with photos seen of summer barbeques and events where people were enjoying the celebrations. Birthdays are celebrated with people. People told us they would like to go out into the community from time to time and this is something the provider is going to explore.

People are safe and protected from abuse and neglect. Care staff complete mandatory safeguarding training and understand the procedures to follow to report any concerns they may have about the people they support. The provider has multiple policies and procedures in place to ensure the ongoing smooth running of the service; some of these need revamping as they need to reflect any changes in legislation. Overall, the service is in a good state of repair and safe for people to be supported effectively. Staff are recruited safely, and we saw staffing levels on the day of the visits were adequate. Feedback from staff however suggested an additional staff member would be beneficial to ensure people's well-being is maintained further by carrying out one to one and group activities. This was fed back to the provider. Appropriate safeguards are in place for people who do not have the capacity to make decisions about their care and accommodation.

People are supported to cultivate safe and healthy relationships. We saw relatives and friends visiting on the day of the inspection and noted this is welcomed. People sit with their friends in the service, and we overheard conversations and laughter between them. Care staff appear happy in their roles and have good camaraderie with people and have a very friendly and respectful manner with them. The manager has an open-door policy and care staff told us they are approachable and feel confident in going to them if they need any additional support with something.

People live in accommodation that supports their well-being outcomes. The service is homely with various internal and outdoor space for people. Multiple checks take place in the service as well as routine servicing of utilities to ensure it is maintained effectively. Bedrooms are personalised and reflect people's personalities where possible. Recent works have been carried out to decorate the large lounge and complete the refurbishment of the two bathrooms. Upgrading the service remains a priority to the provider and further improvements are planned.



Care & Support

Good

People receive good quality care and support to achieve their personal outcomes. Personal plans provide the information required by care workers to deliver care to meet people's identified needs. These plans and risk assessments are consistent and cover relevant areas including nutrition and environment, oral care, skin integrity, mobility and more and are reviewed routinely. Daily records show people's care needs are met with staff having a clear understanding of people's care needs. Personal plans could be strengthened further by ensuring the engagement with people and/or their representatives in their production is evident and include more detail about the individual, their social history and what matters to them. Warm and compassionate interactions were consistently observed between staff and people. Staff emphasised that their care is centred on the individuals, and this was reflected in feedback from people themselves, who described staff as "lovely" and said they "feel safe" in the home. While good care was observed, staff interactions with people were at times limited. Staff feedback echoed this, explaining that reductions in staffing levels are impacting their ability to deliver the standard of care they aspire to further enhance well-being.

People are protected from harm and abuse. Deprivation of Liberty Safeguards are in place for people who do not have the capacity to make decisions about their health, care and accommodation, and these are reviewed as needed. There is a sign in book for visitors to sign on entry and leaving and our identification was checked on arrival to the service.

Safe systems for medicines management are in place. Appropriate medicines policy and procedure exist, and staff complete regular audits. Overall, medication administration records are completed accurately. Medicines are stored securely in a locked cabinet and storage temperatures are recorded and monitored to ensure safety. Confidential documents related to people's medication are stored with the medication trolleys in a designated locked room. Records of health professional appointments are well maintained, supporting continuity of care to people.

The risk of infection is minimised as evidenced by staff demonstrating knowledge of infection control and being observed to use personal protective equipment (PPE). The environment is clean and well maintained and staff sustain acceptable standards of hygiene practice which align with policy and procedure. There is a designated storage area to ensure staff have easy access to Personal Protective Equipment (PPE) to support effective infection control.



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment to help them achieve their well-being outcomes. Recent works in the service include the completion of the walk-in shower room, walk in bathroom, and redecoration of the large lounge. The RI told us that further plans are in place to decorate the other two smaller lounges and other areas of the service. The large lounge, 2 smaller lounges, wide hallway area all have seating available for people to spend their time, and the large dining room is also available and used mostly at mealtimes. People were seen spending time in the communal areas and some preferred to stay in their bedrooms. We viewed several bedrooms and saw these are personalised with people's belongings and pictures on display. All areas are maintained to a good standard by the dedicated maintenance and domestic team. There is a well-equipped kitchen in the service which has a Food Standards Agency rating of 4, which indicates "Good" hygiene standards are in place. We spoke to the chef on duty who confirmed that all meals where possible are cooked with fresh produce, with those who have special dietary requirements catered for effectively. People told us the food was "excellent" and "plenty of it".

The service provider identifies and mitigates risks to health and safety. Risk assessments are in place for the individual needs of people, however there are also risk assessments in place for the service itself such as the fire risk assessment, infection control and health and safety. We saw monthly audits are carried out which include medication, health and safety, kitchen and environment. This ensures risks to both people and staff are identified and minimised quickly. These audits are completed by the designated responsible senior staff member in the department and are overseen by the manager. Routine servicing of utilities takes place in the service, and we saw certificates in place for these, including water, gas and electricity. The service has a small but organised laundry room, with washers and dryers in working order. Equipment not in use, and wheelchairs are stored appropriately ensuring corridors remain clear and free from obstruction. All areas of the service appeared clean and well-maintained, however, there are still works to be carried out to ensure the service continues to meet the needs of people, including development of the outside space and refurbishment of the smaller lounges and dining room. There is a designated storage area to ensure staff have easy access to Personal Protective Equipment (PPE) to support effective infection control.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The service manager and senior team maintain good oversight of the service through the conduction of regular audits and engagement with people and professionals. The RI visits the service as required and surveys are distributed to people living in the service, their relatives and staff to obtain their feedback about the service to drive improvements. The information on these surveys is then analysed and fed back through the bi-annual quality of care review. Whilst the RI told us he speaks with people on his visits, we did not see any written evidence of this. They assured us that this will be captured going forward. The service operates in a transparent way and notifies CIW of any issues that arise. Policies and procedures in place are reviewed annually however some need updating to reflect up to date legislation. We saw staff carry out their roles in line with these policies and procedures. There is sufficient oversight of accidents, incidents and complaints and logs of these are recorded well alongside any remedial actions taken. The statement of purpose continues to reflect the service well.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. We looked at several personnel files and found the information required for safe recruitment, this includes up to date Disclosure and Barring checks, (DBS), past employment references, and identification checks. All staff spoken with feel valued and are happy working in the service. One said, *"I feel that teamwork and communication among staff are working very well within the service"*. We viewed the staff training records and acknowledged the service's drive to ensure all staff are trained effectively. Feedback about the training in general was that it was okay, however many staff felt that more face-to-face training would be beneficial to them. This was fed back to the provider who agreed, and this will be investigated. There is a routine supervision programme in place for staff and whilst these are completed we saw several gaps in these. The manager is aware of this, and a plan is in place to keep these up to date going forward. Appraisals are currently being prioritised to take place imminently. The manager is respected by the care team and is visible, effectively overseeing the day to day running of 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.

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