



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### Brynsadler Short Term Care



1-5 Cowbridge Road, Brynsadler, Pontyclun, CF72 9BS



01443237134



[drive-wales.org.uk](http://drive-wales.org.uk)

The inspection visit took place on 03/06/2026

### Service Information:

|                                          |                                                                                                           |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Operated by:                             | Drive                                                                                                     |
| Care Type:                               | Care Home Service<br>Adults Without Nursing                                                               |
| Provision for:                           | Care home for adults - with personal care, Provision for learning disability, Provision for mental health |
| Registered places:                       | 5                                                                                                         |
| Main language(s):                        | 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**

**Excellent**



**Environment**

**Excellent**



**Leadership & Management**

**Excellent**

## Summary:

Brynsadler Short Term Care is a care home service providing short stays and emergency support to people with a learning disability, mental health and other associated needs. It is in the Pontyclun area of Rhondda Cynon Taf, close to local amenities and has strong links with the local community.

The service provides excellent care and support in a warm and friendly environment that achieves excellent well-being outcomes for people. People are encouraged and supported to participate in activities that interest them and of their choosing ensuring their physical and emotional well-being. Support workers know people well and interact in a kind and caring manner. Care files detail how people like their needs met and are reviewed regularly. The environment is excellent. It is safe and accessible and has suitable indoor and outdoor areas for people to use. Some of these spaces have been developed with people, their families and the local community, and tailored to people's specific needs and wishes. Leadership and management is excellent. Support workers feel very well supported, happy, and confident in their roles. They receive regular supervision and have

access to additional resources to support their wellbeing. A variety of training is provided, and policies are in place to provide guidance. Audits and oversight are carried out by a conscientious management team. Robust Quality Assurance systems are in place with the Responsible Individual (RI) and the wider management team visiting the service regularly.

## 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 supports people's rights and choices consistently and to a high standard. People's individual needs inform their personal plan, and changes are recorded. The service asks people and their relatives about their wishes, involves them in the planning of their care prior to every stay, and supports them to have meaningful outcomes using communication tools to suit their needs. Examples of this include signage throughout the service in both English, Welsh and picture form. Basic makaton/british sign language signs at the front of the service also support staff to communicate with people using the service. People's needs, and risks to safety and well-being, are monitored and documented. Risk assessments include thresholds for support workers to intervene. Care plan reviews are carried out with people and others involved in their care to monitor people's progress in meeting their needs and goals.

Feedback about the standard of care and support is exemplary. People and their families have positive relationships with support workers who are familiar and know them well. Up to date written information about the service such as a statement of purpose, written guide with advocacy information, and a monthly newsletter is available to people in a variety of formats including easy read. The provider also arranges events and forums that people and families are invited to attend where they can engage with others and meet with the management board to support service development and continuous improvement.

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. People are supported to pursue individual interests/hobbies of their choosing and maintain relationships and networks that are important to them. Individual scrap books, activity planners, and photos throughout the service show people participating in a variety of activities including arts and crafts, meals out, pedal power, horse riding, day trips, and celebrating special occasions to name a few. People also have access to a number of the provider's community connection hubs such as the local ECO horticultural resource where they can develop skills, participate in structured activities, and socialise with others. The service has strong links with local businesses and their neighbours following a number of fund raising events to fund the sensory garden and outside space. This has also enabled them to become more aware of the service and what the service does. People who stay at Brynsadler give back to the local community by maintaining the planters on the main road through the village, which also helps to promote people's well-being and positive networks.

The service's safeguarding systems reflect current government procedures and protect people from harm. There is a safeguarding policy to provide guidance to support workers. They receive specialist training in addition to core training to support them to meet people's individual needs.

Support workers know their responsibilities and can keep people safe and well supported.

People's well-being is further enhanced by the nicely decorated, appropriately furnished, warm, secure and safe living environment. People can spend time in their bedrooms or in the home's indoor and outdoor communal areas. People are encouraged to bring in items that are important to them during their stay, and personalise their rooms to help them feel happy and settled. A flat on the ground floor has its own wet room, and a communal bathroom on the first floor is available for people to use. There are suitable arrangements in place for the staff team to report any maintenance issues/repairs so these can be addressed. A very good standard of hygiene and infection control is being maintained to reduce risks of cross infection with people encouraged to participate in cleaning and household tasks. Support workers can access personal protective equipment (PPE) easily and as required.



## Care & Support

Excellent

People receive very high-quality care and support at Brynsadler. The service considers a wide range of information about people prior to them coming to stay. Information is gathered through a thorough admissions process involving the person, family, and relevant professionals to develop a support plan. Personal plans are detailed and provide clear guidance to support workers as to the needs and planned outcomes for individuals. Risk assessments consider any risks to people's health and safety and detail ways for keeping people safe. We saw care plans and personal outcomes are reviewed regularly with people and those involved in their care to ensure information recorded remains relevant and meaningful.

People are supported by highly skilled support workers with an excellent understanding of their individual needs and preferences. There is a stable support worker team, many have worked at the service for several years which provides continuity of care to people. We saw support workers and the management team have very positive relationships with the people they support. Interactions between support workers and people are extremely positive, warm, and friendly. It is clear they know the people they support well and are familiar with their needs and preferences. One person told us *"I like it here...I'm able to do what I want."* Family members said *"X loves it," "Staff are fantastic,"* and *"Looks forward to it...Good for us, completely relax knowing X looked after...have a fantastic time...proper break."*

The service has strong, established links with local mental health, health, and social care services resulting in people experiencing excellent outcomes. Regular meetings and communication with the multi-disciplinary team (MDT) enable any issues or concerns to be addressed and appropriate management plans put in place such as medication and positive behaviour management plans. Health promotion is actively encouraged. People are supported to attend health appointments and encouraged to participate in exercise and a healthy diet. Health profiles are in place and highly personalised to enable support workers to act as advocates for people when needed. We received complimentary feedback from professionals such as social workers who describe the care and support at the service as *"Excellent"* and the management team as *"Approachable...work together to resolve problems...excellent communication."*

People are supported with their medication in accordance with national guidelines and service policy. Medication management systems are robust. There is a medication policy aligned with best practice guidance and support workers 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. People's risk of infection is minimised by high standards of hygiene practices including food handling, hand washing, and cleaning. Support workers encourage people's independence in food preparation and good food hygiene. Plentiful supplies of personal protective equipment (PPE) such as gloves and aprons are available to support workers and appropriately used.

People are protected from abuse and neglect. Support workers are recruited in line with regulation to ensure they are suitable to work with vulnerable people. They receive training relevant to the needs of the people they support. This includes safeguarding, manual handling and medication and other more specialist training such as autism, learning disability, epilepsy and Makaton. All support workers understand and follow the Wales Safeguarding Procedures. There are effective mechanisms in place to ensure people have a strong voice. Risk assessments are present highlighting areas of concern, and there are measures in place to ensure medication is safely stored and administered.



## **Environment**

**Excellent**

People's care and support is provided in an environment that fully supports the achievement of their personal outcomes. There is a large, secure and accessible garden which has been developed with people, their families and the local community through a number of fundraising events and additional funding from the provider. It is landscaped to include sensory sound and light stimulation as well as space for growing herbs, fruit and vegetables. A small summerhouse has been built as a quiet, sensory room for those who want to have time away from the communal areas in the house. There is a choice of themed bedrooms, and a self-contained studio flat in the house, which has its own ensuite bathroom and access to a small walled garden space. People can request their preferred room and this is facilitated where possible. The studio flat can be used by people with mobility issues or those who require more private space. People are encouraged to bring in their own personal items for their stay. Communal areas are spacious, comfortable and feel homely. Some refurbishment work has been completed since our last inspection including new carpets and bathroom flooring, with further plans going forward. Arts and crafts that people have made are on display in the lounge and kitchen.

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, gas and water. There are up to date legionella and fire risk assessments in place, and fire safety recommendations have been promptly completed. Fire drills are regularly carried out and fire safety features are checked and serviced by suitably qualified people. Laundry and kitchen facilities are available, and people are supported to use them. There is a plentiful supply of cleaning products which are stored in accordance with Control of Substances Hazardous to Health recommendations.



People achieve excellent outcomes as the provider has a very strong commitment to ensuring high numbers of extremely skilled and knowledgeable support workers are in the service at all times. Support workers receive a mix of mandatory and specialist training relevant to the needs of the people they care for. This includes autism and positive behaviour management. Additional training and advice is provided by a Learning Disability Nurse and District Nurses. Overall training compliance is very high. Support workers we spoke to say the training they receive is comprehensive and helps them deliver high quality care and support. Also told of being encouraged to complete additional recognised qualifications in health and social care to support their professional development. Support workers and the service manager are registered with Social Care Wales (SCW) the workforce regulator, as appropriate. This is done to ensure they have the skills and qualifications needed for working in the care sector.

Support workers feel very well supported and valued and receive regular one to one support including regular supervision and annual appraisals from the management team. Records confirm staff are receiving the recommended levels of formal support. They also have access to additional incentives to promote their well-being including a Wellbeing Group for staff to look after themselves and each other, counselling, guided self-help and virtual/ face to face therapies, and drop-in sessions for support around things such as bereavement and menopause. The provider invests in the mental health of its workforce through initiatives such as Train the Trainer Mental Health First Aid (MHFA), enabling new and refresher MHFA courses for staff. Mental Health First Aiders provide guidance, listening support, and signposting, reinforcing a culture of care and wellbeing throughout the organisation.

Robust recruitment processes are in place with support workers who undergo the required checks to ensure they are suitably fit to work at the service. Recruitment files sampled contain all the regulatory required information. This includes references from previous employers, full employment histories, and Disclosure and Barring Service (DBS) checks. We saw support workers complete a structured induction when they commence employment including training and shadowing other staff.

People have high levels of confidence in the provider as oversight and governance arrangements at the service ensure a very strong positive culture that is supportive, inclusive and respectful. It is clear the management team know people and their families well, are conscientious and well organised. Support workers also describe the manager as “Approachable” “Supportive” and “Can speak to them about anything.” We saw records confirmed the RI and wider management team visit the service regularly, speak to people, families and staff, and have good oversight of service provision. Support workers and families also told of positive relationships with the Team and wider provider. Detailed quality of care reviews are completed every six months to assess the service’s performance and identify areas where improvements can be made. Quality assurance systems are

robust and effective. Regular audits are completed by the management team and the wider provider covering things such as health and safety, medication, and care planning which are thorough and used to drive improvements. Clear systems for communication, including regular staff briefings, forums, and surveys, ensure information flows well across the service. People have a meaningful voice through structured forums, which enables them to influence service development and improvement. The service also ensures timely notifications are sent to relevant authorities in the event of significant incidents, and it is noted that the providers annual return has been promptly received by Care Inspectorate Wales in 2026, as per legal requirements. Service policies and procedures provide guidance to staff and ensures practice remains safe and effective. Policies and procedures we looked at include Safeguarding, Medication and Complaints. We saw they are aligned with statutory and best practice guidance, kept under review and updated when necessary.

## 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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