



Drymmau Hall Care Home



Drymmau Hall Nursing Home, Drummau Road, Skewen, Neath. SA10 6NR



01792816983



www.drymmauhallcarehome.co.uk

The inspection visit took place on 08/01/2026

Service Information:

Operated by:	Neuadd Drymmau Care Home 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 learning disability, Provision for mental health
Registered places:	35
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:

Drymmau Hall Care Home is a family run service based in Neath and provides personal care and support to people, including nursing care. It is situated in beautiful grounds with sweeping views towards Port Talbot. People experience excellent well-being outcomes as they have control over their lives and are treated with dignity and respect. We saw a positive culture, meaningful activities, and consistent promotion of people's independence

Care and support is excellent. We saw strong, person-centred care planning and reviews. People and their families expressed very high satisfaction in the quality of care provided. The environment is excellent and promotes people's well-being outcomes through being safe, homely and as least restrictive as possible. The service provider is continually making improvements to the environment to enhance outcomes for people.

Leadership and management is excellent with highly engaged leadership and exceptional staff support. The Responsible Individual (RI) is present at the service daily and ensures strong and effective governance and oversight. They receive support from a highly dedicated and knowledgeable management team.

Findings:



Well-being

Excellent

Wellbeing is excellent and people live healthily and safely with control over their lives. From discussions with people and their families it is evident there is strong satisfaction with the care provided. People we spoke with, and their relatives describe the home as *exceptional, caring, and family-like*. Care staff encourage people to have as much control over their day as possible and they receive extensive support to understand their rights and entitlements. It is evident the service clearly promotes people's choices and autonomy. For example, people choose meals, which activities to participate in and how to spend their time. There are meaningful activities available which are personalised to people's interests. Where safe and able, people have unlimited access to the outdoors and can enjoy the beautiful grounds surrounding Drymmau Hall. Staff told us, *"People's well-being is the centre focus here."*

The service ensures a very strong support system is available to promptly identify and address risks to people's well-being. The service encourages people to express their concerns and preferences, and their rights and dignity is promoted. There is a written guide which informs people about their rights and how to make a complaint if they wish. People told us they feel a strong sense of empowerment and self-advocacy. They told us, *"Every month we have a meeting; we are free to air our views"* and *"Staff always show real compassion and empathy."*

People are supported to cultivate safe and healthy relationships. We saw visiting was welcome at any time and community presence and engagement is promoted. People are empowered to thrive, with numerous opportunities to maintain, develop and explore their interests, strengths and skills. People have pets if they wish and staff support with pet care where required. Staff encourage and support people to make friends and share their interests and hobbies. People we spoke with told us about social groups they had arranged for others to get involved in and how much they enjoyed this. The service provides meaningful experiences such as fireworks displays and the use of a jukebox where people can create music playlists for others. People told us, *"I'm glad I've come here, the staff here encourage me and others to do lots of things."*

The environment at Drymmau Hall supports people to achieve their desired outcomes. The accommodation is highly personalised, and people told us they are consulted about aspects of the environment, such as the décor in their bedrooms, to ensure it matches their preferences.



Care & Support

Excellent

Care and support is excellent and people are supported to achieve their personal outcomes through high quality, person-centred care. The provider conducts highly detailed assessments to ensure they can meet people's needs before offering a service. Personal plans are written based on these assessments and are thorough, detailed and reviewed monthly with strong evidence of resident/family involvement. There are corresponding risk assessments in place which are comprehensive. The service reviews personal plans and risk assessments regularly and involves people and their families in these reviews. When asked about the care at Drymmau Hall, a family member told us, *"They are very good at communicating, very good at identifying her needs and they are experts in the area."*

People are protected from harm and abuse. There is an exceptionally strong approach to safeguarding within the service, and a culture of openness and honesty. Staff spoken with have a clear understanding of their role in safeguarding people and are knowledgeable in this area. All staff receive safeguarding training. The RI and management team continually seek ways to improve safety and where improvements are needed, this is openly shared with the staff team. Health promotion is well embedded, with prompt referrals to external professionals such as dietitians, occupational therapists and the GP. The service employs a physiotherapist who works closely with people daily. Staff demonstrate strong clinical insight, especially around nutrition, hydration, falls and skin management. We saw documentation evidencing people's rights to liberty are protected and safeguarded and restrictive practices are kept to a minimum and agreed with a wider multi-disciplinary team.

Medication is well managed at the service. Medication is stored appropriately and safely. Staff receive training to ensure they are competent to administer medication and staff spoken with were very knowledgeable about their role and responsibilities in this area. Thorough audits are completed frequently. There is a medication policy in place which is reviewed annually. Temperature checks are completed daily, and we saw a good history of these which were in the correct range.

Infection prevention and control is prioritised within the service. Staff receive training in infection prevention and control, and we saw the proactive use of personal protective equipment. The environment is clean and clutter free. There is strong oversight in this area as thorough and regular audits are completed. Actions identified from these audits are completed within a clear timeframe. Information about the risk of infection is shared appropriately with people, visitors and external agencies.



Environment

Excellent

The environment is excellent, meets people's needs and provides suitable spaces along with well-maintained facilities and equipment. Drymmau Hall is a large and spacious building with a number of inviting communal areas people where people can spend their time if they choose. A new lift has been installed enabling people to access both floors of the property. We saw people's bedrooms which are personalised and decorated to individual tastes and preferences. The surrounding grounds are well-maintained and accessible, including a patio, gardens and a field which has creative additions such as a mown maze path, along with a bench where people can sit and enjoy the view. This creates an inviting and safe space for people to spend time outdoors and in nature if they wish. One person told us *"In the evenings we can go to the patio and have a coffee out there. It's so fresh and airy."* There is a polytunnel in the garden and people get involved in growing plants and vegetables here which they told us they enjoy.

Equipment and adaptations are available where needed and these are well-maintained and serviced regularly. We were told by staff there was a sufficient amount of equipment to enable them to complete their role effectively. There are noticeable improvements to the environment since the last inspection with renovation and redecoration ongoing, demonstrating clear investment from the service provider.

Care and support needs are met through robust safety management systems to minimise risks within the service. The required health and safety certificates are in place to ensure the service complies with current legislation and national guidance. This includes certificates relating to fire, gas, electricity and water. Regular fire drills take place, and we saw records of these being completed. We saw records showing the regular servicing, maintenance and repairs of facilities ensuring the safety and well-being of people using the service. Daily, weekly and monthly checks are in place for health and safety checks such as water temperatures and fire safety checks. The service has been inspected by the Food Standards Agency and awarded a score of 4 (Good). We saw the proactive use of personal protective equipment and there are sufficient supplies of these.

Robust security arrangements are in place to protect people while safeguarding their rights, privacy and dignity. There is secure entry to the service and a visitor's book is maintained to ensure a log of people accessing the building is maintained along with complying with fire regulations.



Leadership & Management

Excellent

Leadership and management of the service is excellent. There is exceptionally strong oversight and governance by the RI, who works in the service daily. They work closely with and is supported by a committed, knowledgeable and experienced management team. They regularly speak to people, families and staff to gather feedback about the service. This identifies any required improvements which are then acted upon promptly. This information is used to inform regulatory reports completed by the RI which are comprehensive and informative. The management team completes regular audits in a wide range of areas and ensure any required improvements raised are actioned.

Staff feel supported in their roles as a result of highly effective, present and supportive leadership. Staff told us the RI and management team are supportive, compassionate and hands on, helping wherever needed. Supervisions, appraisals, and training take place regularly, with a broad range of learning opportunities. Team meetings take place frequently and these are two-way discussions with staff being able to contribute to the agenda. Feedback from staff was overwhelmingly positive. They told us they are supported and have sufficient time throughout the day to care for people the way they wish to be cared for. Staff told us, *"Management are amazing, they actually really care about people, they always put them first, it's nice to work with people like that"* and *"I can go to the manager with a problem, and they would listen and make changes."*

People are supported by staff who have the necessary expertise, skills and qualifications to meet people's care and support needs. Robust recruitment and background checks are completed with staff prior to them being offered a job. Routine checks are completed with permanent staff to ensure they remain suitably fit to work. Staff complete a thorough induction along with a range of mandatory and service specific training to equip staff with the knowledge and skills required to fulfil their role effectively. Staff told us they can request further training if they need it and feel well trained, enabling them to provide safe and effective care. Nursing staff access nurse specific training to refresh and enhance their clinical skills. All eligible staff are registered with Social Care Wales (SCW), the workforce regulator and nursing staff are registered with the Nursing and Midwifery Council (NMC).

The service provider has a very strong commitment to ensuring high numbers of extremely skilled and knowledgeable staff are available within the service at all times. This ensures staff and managers can be responsive to sudden changes in people's needs or to emergency situations. Staff, people and their families told us there is no pressure to rush care tasks, meaning there is time to have meaning engagement, and to spent time chatting. This positively impacts on people's well-being outcomes, self-esteem and sense of belonging.

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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