



Sunnybank Care Home



Sunny Bank, Newport, SA42 0XD



01348811369

Date_Inspection_Visits_Do_Not_Delete 16th February 2026

Service Information:

Operated by:	Brynhaulog Limited
Care Type:	Care Home Service 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 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:

Sunnybank is in the village of Dinas Cross in the north of the Pembrokeshire coast national park. It provides residential care for five people. It is approximately five miles from the busy market town of Fishguard and two miles from the busy coastal village of Newport.

The village has one public house, café, a village shop, petrol station, chip shop as well as a busy and vibrant community hall and playing fields.

There are two beaches approximately one mile from the village joined together by the Pembrokeshire coastal path around Dinas Head.

Wellbeing is good. People have control over their lives. They direct their care. People are protected from harm and abuse.

Care and support are good. People are protected from harm and abuse. Personal plans are good,

informative, comprehensive and person centred.

The environment is good. People benefit from a warm, comfortable, welcoming environment which promotes their wellbeing and independence.

Leadership and management are good. Both the Responsible Individual (RI) and manager have very good oversight of the service.

Findings:



Well-being

Good

People live healthily and safely with control over their lives. Most relatives have a high level of confidence in the service and are reassured that people are safe. Relatives and friends are encouraged to visit.

People are supported to have as much control as possible over their day-to-day lives. People direct their care and support and are always able to voice their opinions on the service. Staff consistently engage with people making sure they have choice and control in any decisions. Risk assessments are detailed and provide clear guidance for staff to follow.

People are safe and protected from abuse, harm and neglect. This is because care workers have completed training in safeguarding and they are confident about raising any safeguarding concerns they may have. They are also confident that the manager would deal with any concerns raised.

The service is clean, well maintained and comfortable. One relative said, *"It's very clean and comfortable."*

People live fulfilled, happy and meaningful lives. They can do things that are important to them. Activities include horse riding, woodworking, gardening and growing vegetables.

People are treated with dignity and respect. People have excellent relationships with those who support them. Their well-being outcomes are integral, encouraging them to use and build on their strengths. Staff know people well and staffing levels are good and constantly monitored. All interactions between staff, people or relatives are warm and respectful. People are supported to maintain their physical, mental health and emotional well-being. Everyone was clean and exceptionally well-presented.



Care & Support

Good

People are protected from harm and abuse. People are supported by highly skilled staff with an excellent understanding of their individual needs and preferences. We saw a motivated, experienced team who were keen to make a significant difference to people's lives. A relative told us, *"The staff are brilliant, very caring."*

People receive good care from a small team of workers who know them well. They know what and who is important to them and care and support is offered to make sure their needs and wishes are respected.

Personal plans are good, informative, comprehensive and person centred. They contain care plans and risk assessments for a range of areas, including personal safety, communication, personal care and mobility. These are regularly reviewed by the manager in a timely manner.

People have access to the relevant health and social care professionals and referrals for specialist advice are made in a timely manner. People's health care is clear, comprehensive and up to date in personal plans and easy for staff to understand how best to support people.

Care workers support people's individual outcomes, although we found little recorded evidence that the outcomes were achieved in the plans. This includes attending a range of activities such as going to the gym, the stables, gardening, woodworking, a day centre and shopping. Some people enjoy music and gardening and care workers encourage and facilitate this.

There is an understanding of the importance of good nutrition and most meals are made using fresh ingredients by the care staff. The vegetables grown in the garden are used also for meals. Care workers know people's likes and dislikes and adjust the meals accordingly. People are offered regular fluids throughout the day to make sure they remain well hydrated. Some people help in the kitchen with meal preparation.

There are good medication management protocols in place. There are secure arrangements for storing, ordering, administering and disposing of medication. Staff have training relating to medication management and their competency to administer medication is regularly assessed. There is no evidence of any recent mistakes or people missing their medication.

People's risk of infection is minimised. The care staff maintain the home to a good standard, keeping the environment immaculately clean. There are consistent infection, prevention and control measures in place. There are good supplies of personal protective equipment (PPE) made available throughout the service. These are used by staff. Staff are trained and there is an effective policy in place that staff were aware of. We saw a good supply of cleaning products.



Environment

Good

People live in a service which is suitable for their needs. Accommodation is provided on one level making it easier for people to mobilise throughout the building. People benefit from a warm, comfortable, welcoming environment which promotes their wellbeing and independence. They maintain the environment to a very high standard. Bedrooms are also decorated to a high standard and are personalised with items and furniture, pictures and ornaments according to individual preferences.

Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation. There is a vibrant and inclusive atmosphere at the home where visitors are always made to feel welcome.

The gardens are well maintained and one person has their own vegetable patch which they have responsibility for. In the summer months, it will be possible for people to spend quality time outside.



Leadership & Management

Good

Both the RI and manager have very good oversight of the service. They are both very visible within the service and integral to its running. The manager joined the service approximately one year ago. The new manager has reviewed the policies and introduced new policies where required.

Training is good, up to date and based on people's needs. One staff member told us, "The training is consistent and 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. Leaders create a strong, positive culture that is supportive, inclusive and respectful, which gives people high confidence in the service provider. We observed an approachable, accessible and highly effective leadership and management team. One staff member told us, "*It's like one big family.*"

Supervision is carried out as required, as well as observation of practice, where areas of good practice are recognised and where improvements could be made. In addition, there are staff meetings, where care workers feel able to raise any ideas or concerns they have. Care workers feel valued and are valued by both the manager and RI. One staff member told us, "*It's like one big family.*" We observed an experienced and settled core staff team with low turnover. The provider applies strict recruitment and vetting processes and implements robust induction procedures. We found that the service employs effective recruitment practices and staff are registered with Social Care Wales.

There are processes in place to make sure services are safe and maintained. Fire safety checks are generally carried out on a regular basis.

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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