Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bryn Celyn Care Home

Maesteg Park, Maesteg, Bridgend, CF34 9LR

01656736839

www.amayacarehomes.co.uk

The inspection visits for this service took place between 11/06/2026 and 15/06/2026

Service Information:

Operated by:	Amaya Care Homes (Maesteg) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	56
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:

People experience good well-being outcomes. Many people told us they are happy living at the service and described staff as kind, respectful and attentive. We observed warm and positive interactions between people and care staff, contributing to a welcoming and inclusive atmosphere. There is a strong activities programme and people benefit from opportunities to take part in meaningful social and recreational activities, both within the service and in the community.

The quality of care and support is good. People and their advocates are positive about the service, with personal plans providing clear, detailed guidance for care staff. There are reliable systems in place for safeguarding, medication management, and infection prevention and control.

The environment is good. It is safe, clean and well maintained, supporting people's comfort and well-being. The home supports people's needs, with personalised bedrooms, suitable communal areas, and robust health and safety arrangements.

Leadership and management arrangements are good. There are established governance systems and a supportive management team. A new manager and deputy are in post since the previous inspection. The Responsible Individual (RI) is a visible and involved presence in the service and is

striving to make ongoing improvements.

Findings:

Well-being — Good

People experience good well-being outcomes because staff treat them with dignity, respect and kindness. Nurses and care staff speak to people politely, listen to them and give them time to respond. We saw care staff knock on people's doors before entering and explain what they were doing. This shows care staff respect people's privacy and personal space.

People told us they feel happy and settled at the service. People we spoke with would recommend the service to others. One person told us they "*cannot complain about anything*" and feel well cared for. People said care staff respond quickly when they ask for help, which helps them feel safe and supported. People told us, "*We are well cared for by all the staff*", "*I am happy living here*" and "*Staff are marvellous, absolutely wonderful, nothing is too much trouble*".

Care staff support people to have choice and control over their daily lives. People decide when to get up, go to bed and spend time in communal areas. People also choose how they spend their day. Staff encourage people to make decisions and support them when needed. The service offers a strong programme of activities. Lifestyle staff organise a wide range of events, including quizzes, music sessions, themed celebrations and trips in the community. People take part in activities such as gardening, shopping and social events. We saw people engaging positively during activities and enjoying their time with others.

People maintain important relationships. The service welcomes visitors and encourages people to spend time with family and friends. Care staff support people to access the community, which helps them stay connected and maintain independence.

We observed a positive and enjoyable lunchtime experience, with a calm and pleasant atmosphere throughout. Tables were well set, with condiments readily available, creating an inviting dining environment. People were offered a choice of meals and drinks, and care staff supported these choices in a respectful and sensitive way. Where needed, specialist cutlery and plates were provided to promote independence and comfort. People we spoke with told us they enjoyed the food and appreciated the variety of options available.

Care & Support — Good

Care staff demonstrate a good understanding of people's needs. The service benefits from a stable and experienced staff team, which enables people to develop positive relationships and experience consistent care. This helps build trusting relationships and ensures continuity of care. People told us staff "*know them well"* and respond to their needs quickly. Care staff speak confidently about people's needs and routines. Nurses and care staff support people to access healthcare services when required. Records show people attend appointments and receive input from relevant professionals when needed. Nurses and care staff monitor people's health and take action when concerns arise.

Management complete pre-admission assessments before people move into the home. These assessments help staff understand people's needs and plan care accordingly. Personal plans are person centred, reflect individual needs and give the information needed to support people well. Risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. Appropriate referrals are made to external health professionals, with the service acting on recommendations and direction given. Personal plans are reviewed to ensure they remain relevant as people's needs change; there needs to be clearer evidence that people/advocates have been involved in these and whether identified outcomes have been achieved.

The service implements effective measures to protect people from harm. Care staff demonstrate a clear understanding of safeguarding, can recognise potential concerns, and follow appropriate reporting procedures. Staff reported feeling confident that management responds appropriately to any issues raised. The service maintains accurate records of incidents and accidents and completes detailed risk assessments to support safe practices while enabling individuals to take positive risks. People and their families confirmed that they feel safe and well supported at Bryn Celyn Care Home.

People are supported with their health needs and receive their medication as prescribed in accordance with national guidelines and service policy. Medicines are stored in the two dedicated medication rooms and administered in line with the prescribers' instructions. Medication administration record (MAR) charts contain all required information and are completed correctly with signatures when medication has been administered. Controlled drugs are also appropriately stored and recorded. Records show regular contact with health and social care professionals when needed.

Environment — Good

The service provides a safe, clean and well-maintained environment that supports people's well-being. The premises offer a range of communal and private spaces. These allow people to spend time alone or socialise with others. People personalise their bedrooms with their own furniture, photographs and belongings. This helps people feel comfortable and maintain their identity. Communal areas are clean, tidy and appropriately furnished. The service provides sufficient bathrooms and facilities to meet people's needs.

The service provides access to outdoor spaces. The garden areas are pleasant and include raised beds for gardening. Staff supervise access to ensure safety. People use this space to relax and take part in activities. There is currently a company-wide vegetable growing competition. People are enjoying the competitiveness of growing the largest vegetable and then having it prepared by the kitchen.

The service demonstrates a clear commitment to maintaining the premises and equipment to a high standard. Utilities, including electricity and gas, undergo routine servicing by qualified external contractors. Specialist equipment, such as lifts and manual handling aids, is regularly serviced in accordance with manufacturers' guidance.

Robust fire safety arrangements are in place to protect people. Records confirm that fire alarm testing is undertaken regularly, and a current fire risk assessment is maintained. Each person has a Personal Emergency Evacuation Plan (PEEP) tailored to their individual needs, and staff take part in regular fire drills to ensure they are prepared to respond effectively in an emergency.

The service maintains good standards of hygiene and cleanliness. Staff follow structured cleaning schedules to ensure the environment remains clean and well presented. The kitchen holds a Food Standards Agency rating of five, indicating very good food hygiene standards. Laundry facilities are suitable for the size of the service, and cleaning products are stored safely in line with Control of Substances Hazardous to Health (COSHH) requirements.

The service provides a good standard environment. It supports people's comfort, safety and well-being. Improvements are evidenced by an ongoing redecoration programme, which further enhances outcomes for people. There are appropriate security measures. Entry systems and monitored access help keep people safe while maintaining a welcoming environment.

Infection prevention and control practices are strong. The environment is very clean, and all staff use personal protective equipment (PPE) appropriately. The service completes audits and maintains good hygiene standards. All staff have access to and use PPE when required.

Leadership & Management — Good

Leadership and management arrangements are effective and well established, creating a positive organisational culture that supports good outcomes for people. The manager provides clear leadership, maintains a visible presence within the service, and promotes an open and transparent environment. Staff and relatives told us the manager is approachable, listens to feedback, and responds constructively. These approaches help build confidence and contribute to a culture of ongoing improvement.

The service operates safe and robust recruitment processes. The provider completes all required pre-employment checks before staff begin work, including Disclosure and Barring Service (DBS) checks, identity verification, and references. These checks help ensure staff are suitable to work with vulnerable people. Care staff hold registration with Social Care Wales (SCW), and nurses maintain current professional registration. The manager ensures new care staff complete a structured induction programme, including opportunities to shadow experienced colleagues. Care staff told us this support prepares them well for their roles. Overall, they demonstrate the knowledge, skills, and competence to meet people's needs and support them to achieve their personal outcomes. The manager is continuing to progress work to support all staff in completing mandatory training and supervision within expected timescales.

The service has strong governance and oversight arrangements in place to support its daily operations. An experienced and dedicated management team ensures that people remain central to the service. The team conducts a range of weekly and monthly audits across all aspects of the service to monitor practice and maintain standards.

The service has established policies and procedures that aim to direct and support safe, consistent practice. These include safeguarding, medication, and admissions policies, which are reviewed regularly. The manager understands their safeguarding responsibilities and works effectively with the Local Authority when concerns arise. The service submits applications to the Deprivation of Liberty Safeguards (DoLS) team where appropriate, helping to ensure people's rights are protected.

The RI provides effective oversight. They complete regular visits to monitor performance and compliance and engage with people and staff to inform improvements. The provider also completes six-monthly quality of care reviews, which reflect service delivery and identify areas for development.

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

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