



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

86 Bryncelyn



Treharris



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Date(s) of inspection visit(s): The inspection visit took place on 20/08/2025

Service Information:

Operated by:	Planned Support Services Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	4
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

86 Bryncelyn is a small service situated in Treharris Caerphilly, in a residential area near local shops and facilities. The service provides care and support for up to four people with a learning and/or physical disability in a purpose-built bungalow.

At this inspection, we found people's wellbeing and the care and support they receive to be good. People can make everyday choices and are given opportunities to take part in activities. People are treated with kindness and respect and offered reassurance where appropriate. Personal plans are in place outlining how people like their needs met and are reviewed regularly.

The environment people live in is good. People have their own rooms and communal areas in which to spend time alone or with others. Outdoor space is available to access when the weather is warm. The leadership and management of the service is good because quality assurance systems are effective. The responsible individual (RI) has good oversight of the service and identifies improvements to service delivery.

Findings:



Well-being

Good

People experience good emotional and physical well-being. They are treated with respect, kindness and compassion by the staff team and enjoy the companionship of others. People's likes and dislikes, and preferences are known. People are encouraged to express themselves and be as independent as possible. They have opportunities to follow their interests and try new things. The service assesses people's care and support needs and any associated risks to their health and well-being. These are documented in personal plans, providing guidance for staff on how to support individuals with their needs.

People have access to GP services and appointments with health and social care professionals are arranged. People are appropriately referred to professionals due to any change in their health and wellbeing. There are effective systems in place for receiving, storing and administering medications. Care staff are aware of their safeguarding responsibilities. Where there are necessary restrictions made in people's best interests to manage their safety, these are proportionate.

Friends and relatives can visit when they wish and support is provided to maintain contact with loved ones. Care staff support people to make everyday decisions. People decide if they want to spend their time alone or with others. Care staff support people to access the local community. We saw meaningful interactions, as care staff showed genuine interest in people's well-being. The Responsible Individual (RI) visits the service regularly and has discussions with people and the staff who support them to help inform improvements at the service.

At present, no one receiving a service has requested their support or any of their documentation in Welsh and the service would have to plan how and if they could facilitate a service in Welsh if this was needed.

People live in an environment which supports their well-being. People have access to communal areas as well as the privacy of their own rooms. The home is clean, appropriately furnished and decorated throughout. We saw that people have the correct equipment needed to promote their safety. Individual risks to people are assessed and their safety is managed and monitored. Good hygiene practices are promoted.



Care & Support

Good

People experience a good standard of care and support. They have developed positive relationships with care staff, who support them with kindness and sensitivity. People we spoke with provided positive feedback regarding care staff. One person said, *“I have a good relationship with staff and they help me when I need it.”*

Each person receiving a service has a personal plan which sets out what is important to them in accordance with their likes and preferences. Plans are reflective of people's identified needs and contain guidance for staff to follow. Risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. For example, being able to make their own breakfast and hot drinks when they wish. Personal plans are routinely reviewed and updated when changes are identified. Moving forward, evidence of people's involvement in the review of their plans will be included in documentation. The responsible individual (RI) has good oversight of the service and identifies improvements to service delivery.

People's health is monitored, and they are supported by care staff who know them well and notice any changes quickly. This results in timely referrals to health and social care professionals, supporting people to maintain their health and well-being. Advice from health and social care professionals is recorded in personal plans. There are effective medication management systems in place. We saw medication is securely stored and it can only be accessed by authorised personnel. Medication administration record (MAR) charts are filled in correctly confirming people receive their medication at the right time. Medication audits are delegated to the registered manager and will be completed on a quarterly basis going forward. Care staff receive medication training and competency checks will be completed on an annual basis going forward.

People's risk of infection is minimised. The service effectively assesses, manages and prevents the risk of infections. Effective daily cleaning is in place as all parts of the home are clean and tidy.



Environment

Good

The environment is suited to people's needs, it is homely, clean and maintained to a good standard. There are communal spaces for people to access as they wish. This includes a lounge, a dining room and kitchen area. We observed people in communal areas; they appeared comfortable and relaxed which suggests they are happy with the environment. We saw people can choose where they spend their time and go from their rooms to communal areas as they wish. People's rooms are a sufficient size and are personalised to their preference with items of importance, which helps create a homely feel. There is a large, enclosed garden to the rear with seating available and we were told of forthcoming plans to renovate the garden next year.

The provider ensures effective systems are in place to maintain and manage the accommodation. For example, fire equipment is checked, fire doors have been refitted to ensure full closure, alarms and lighting are tested regularly. Every individual living at the service has a personal emergency evacuation plan specific to their support needs. External contractors are used when required to test services such as gas and electricity. Routine health and safety audits are completed to help identify and action any issues with the environment. Hygiene and cleanliness standards are good. The service had been inspected by the Food Standards Agency and had been given a rating of three meaning standards are generally satisfactory.



Leadership & Management

Good

Governance arrangements support the day-to-day operation of the service to ensure continued quality care and support, helping people achieve their wellbeing outcomes. The Statement of Purpose (SoP) and guide to services state what people can expect whilst living there, and the service reflects the contents. The manager is experienced and registered with Social Care Wales and supported by a deputy. The RI has oversight of the management of the service, through effective audit processes. They visit the service regularly to speak with people and the staff who support them to gain feedback about how people are doing. Quality of care reports are completed every six months. The reports evidence which areas are working well and what could be improved.

There are good staff recruitment and vetting practices in place. We viewed a sample of newly appointed staff and found the required pre-employment checks had been completed. This enables the service provider to decide about the fitness of workers at the service. Care staff are supported to register with the workforce regulator, Social Care Wales. All care staff receive an induction to their job role. Staff complete core training and going forward the RI will be reviewing the frequency of refresher training for staff ensuring continual learning and development to meet identified needs of the people they support. Staff we spoke with enjoy their jobs and most feel supported by management; records confirm that staff receive supervision with their manager and annual appraisals are completed. Staff team meetings are held on a regular basis to discuss service delivery.

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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