Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Anwen Care Home

Anwen Care Home, Heol Pant-yr-awel, Pantyrawel, Bridgend, CF32 7LA

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www.carongroup.wales

The inspection visit took place on 22/10/2026

Service Information:

Operated by:	Anwen Care Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care and support for people living with dementia, Care and support for people requiring short-breaks or respite care
Registered places:	60
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 achieve good well-being outcomes because they are supported by caring and compassionate staff who know them well and treat them with dignity and respect. People are encouraged to make choices about their daily lives and maintain their independence wherever possible. Throughout the inspection, we observed warm and positive interactions between staff and people living at the home. Relatives consistently provide positive feedback about the care and support their family members receive. People maintain meaningful relationships with family and friends and benefit from activities and opportunities that promote social inclusion, engagement and emotional well-being.

People receive good person-centred care that is responsive to their individual needs and preferences. Care plans provide clear guidance to support consistent and effective care. Effective medication management and safeguarding practices help keep people safe.

The environment is good**,** well maintained and supports people's safety, independence and quality of life. Bedrooms and communal areas are personalised, and people benefit from safe outdoor spaces.

Leadership and management are good. Effective governance, quality assurance, staff training and supervision support positive outcomes. Feedback is valued and used to drive continuous improvement, helping ensure the service continues to meet people's needs effectively.

Findings:

Well-being — Good

People experience good well-being outcomes because care staff support them with dignity, respect and compassion. During the inspection, we observed warm and relaxed interactions between people and staff. Care staff spoke respectfully to people, took time to explain what they were doing and responded promptly when assistance was required. People appeared comfortable in staff presence and sought support confidently.

Feedback from people and relatives is consistently positive. One person told us, *“The staff are lovely and look after me well."* A relative said, *"Nothing is too much trouble. They know exactly what my mum likes and dislikes."* Another relative described the care as *"excellent"* and told us communication from the home is very good. This demonstrates people feel valued and respected.

People have opportunities to participate in meaningful activities and events. The service provides a varied programme that includes celebrations of cultural and religious festivals, live entertainment, community involvement and individual activities based on people's interests. Activity planners show a range of seasonal and social events throughout the year. A relative told us, *"There is always something going on and they encourage people to join in."*

People receive support to meet their nutritional needs. The service provides varied menus and adapts meals to meet specialist dietary requirements. We observed positive lunchtime experiences where staff supported people sensitively and safely. Care staff knew people's preferences well and promoted independence wherever possible.

People are supported to maintain their physical, emotional and mental well-being. Records evidenced regular involvement of GPs, community nurses, speech and language therapists and dietitians. We saw examples where care staff acted promptly when people's health needs changed and sought professional advice to support positive outcomes. Relatives confirmed they are informed when concerns arise regarding their family member's health.

People maintain relationships important to them. Visiting arrangements are flexible and relatives consistently told us they feel welcomed by staff. One relative commented, *"I can visit whenever I want and I'm always kept up to date."* The provider also utilises social media to share information and photographs with families, helping people remain connected to those important to them.

Care & Support — Good

People receive consistently good quality care because the service assesses their needs thoroughly and develops detailed personalised plans to guide care and support. We reviewed a sample of care records and found personal plans reflected people's wishes, personal outcomes, risks and specialist needs. Plans contain clear information about health conditions, communication methods, dietary requirements, mobility needs and daily preferences. Care staff use this information effectively to provide care that is responsive to people's individual needs.

People and their representatives are involved in planning and reviewing care and support. Relatives consistently told us they were consulted about changes and included in decisions affecting their family member. One relative told us, *"They always discuss any changes with us,"* and another said, *"We are asked for our views and included in decisions."* Records showed personal plans were reviewed regularly and updated when needs changed.

Overall, people experience continuity of care because care staff know them well and understand their preferences, routines and how they wish to be supported. During our observations, care staff anticipated people's needs, adapted their approach sensitively and provided reassurance in ways that promoted dignity and well-being. This was particularly evident for people living with dementia and those requiring emotional support.

People have access to relevant healthcare professionals when required. Records demonstrate referrals are made promptly and recommendations from health professionals are incorporated into care planning.

People are protected from harm, abuse and neglect because the provider has effective safeguarding arrangements in place. Care staff demonstrate a good understanding of safeguarding responsibilities and are confident in explaining the action they would take if they have concerns. The provider maintains oversight of safeguarding practice through training, recording and monitoring systems. Training records show high levels of compliance and safeguarding incidents are appropriately recorded and referred to relevant agencies when required.

People receive their medicines safely and as prescribed. We found effective arrangements for the storage, administration and monitoring of medicines. Medicines are securely stored and managed by trained and competent staff in line with national guidance and the provider's procedures. Regular audits and competency assessments support safe medicines management. Records demonstrate appropriate oversight of controlled drugs, as-required medicines (PRN) and medication reviews.

Environment

Good

People live in an environment that supports their well-being and safety. The service provides spacious accommodation with a variety of communal and private areas. Bedrooms are personalised and reflect people's tastes, interests and preferences.

The provider continues to invest in the environment through an extensive refurbishment programme. Recently refurbished bathrooms provide attractive and accessible facilities for people. Plans are in place to further improve communal areas, storage facilities and signage throughout the home. Management demonstrated a clear commitment to enhancing the environment for people living at the service.

People benefit from safe and well-maintained premises. We found specialist equipment available to support people's needs and saw evidence that regular servicing, maintenance and safety checks take place. Records confirmed ongoing monitoring of fire safety systems, water safety, electrical equipment, lifts and moving and handling equipment.

The environment supports people living with dementia. Sensory resources, memory prompts and adapted spaces help people orientate themselves and remain engaged. The service plans to further enhance dementia-friendly features as part of the refurbishment programme.

People enjoy access to well-maintained outdoor areas. Gardens are secure, accessible and designed to support the needs of people living with dementia. We found no obvious hazards within the environment and observed clean, tidy surroundings throughout the inspection.

People are protected as much as possible from the risk of infection because the provider promotes good hygiene practices and maintains a clean environment. We found the home clean, tidy and well maintained throughout the inspection. Care staff follow effective infection prevention and control procedures and have access to appropriate supplies of personal protective equipment. Care staff completed relevant training and regular audits, and environmental checks supported good standards of cleanliness and hygiene.

Leadership & Management — Good

People benefit from a service that is effectively led and managed. Clear management and governance arrangements are in place, helping to promote positive outcomes and support the delivery of person-centred care. Care staff consistently speak positively about the leadership of the service and describe the manager as approachable, visible and supportive. Care staff tell us they feel comfortable seeking advice and guidance when required and are confident that any concerns raised are listened to and acted upon. One staff member said, *"The manager is always available if we need help,"* while another told us, *"We work well as a team and feel supported."* Relatives also provide positive feedback about the visibility of the management team and the quality of communication within the service.

The provider maintains effective quality assurance and governance systems to monitor the service and drive continuous improvement. A range of audits and monitoring processes are completed, including those relating to medication management, infection prevention and control, accidents and incidents, care planning, and environmental safety. These help identify areas requiring improvement and demonstrate effective oversight of the quality and safety of the service. Actions arising from audits are monitored to ensure improvements are implemented and sustained. This provides assurance that the provider maintains oversight of service delivery and continues to review performance.

People can have confidence that their views, and those of their families, are valued. The provider gathers feedback through surveys, meetings, compliments and complaints. Records demonstrate that concerns and complaints are investigated appropriately, outcomes are communicated, and learning is used to support service development. This approach helps ensure the service remains responsive to people's experiences and changing needs.

People are supported by care staff who receive training, supervision and development opportunities relevant to their roles. Training records show high levels of compliance with mandatory training requirements, and care staff tell us the training they receive is relevant and helps them provide effective care and support. Supervision records demonstrate regular discussions about practice, performance, professional development and wellbeing, helping staff feel supported and accountable in their roles.

The service maintains robust recruitment processes and staffing arrangements that generally meet people's needs. While some staff and relatives feel that additional staffing during particularly busy periods would be beneficial. People and relatives do not report unmet care needs because of staff levels, but the provider must ensure communal lounge areas are always supervised so people benefit from appropriate oversight, timely support and opportunities to remain safe and engaged.

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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