



Awel Y Mor



Saundersfoot



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Date(s) of inspection visit(s): 11/08/2025

Service Information:

Operated by:	Orbis Education and Care LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	3
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

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Awel Y Mor is a care home service for adults with Learning Disabilities and complex needs. The inspection found the service to be well-led and delivering high-quality care and support across all areas. People living at the home experience positive outcomes and are supported in a person-centred, inclusive, and safe environment.

Well-being for people at the home is excellent. They are treated with dignity and respect, actively involved in decisions, and creative methods used to support people to achieve very strong personal outcomes. Communication needs are well met, and safeguarding procedures are followed confidently. The service is making a significant effort when working towards the 'Welsh Active Offer.'

Care and support provided is excellent. Care is planned and delivered in consultation with individuals and professionals. Personal plans are strengths-based and regularly reviewed. Health

needs are proactively addressed, medication is safely managed, and risk assessments are detailed and person specific.

The Environment is good. The home is clean, well-decorated, and promotes independence. Bedrooms are personalised, communal areas are welcoming, and outdoor spaces are accessible. Overall, the environment supports well-being effectively.

Leadership and Management at the service are excellent. The service is well-governed with strong oversight and a positive team culture. Staff are well-supported through training, supervision, and structured induction. Continuous improvement is evident through audits, stakeholder feedback, and innovation in practice.

Findings:



Well-being

Excellent

People living at the home experience excellent well-being outcomes. Care staff treat individuals with dignity and respect and consistently support them to identify and achieve their personal goals. People are actively involved in decisions about their daily lives, and their voices are heard and acted upon. The home promotes independence and choice through creative and person-centred approaches.

The home has introduced an interactive menu board which enables people to plan meals weekly, participate in shopping, and make independent choices. This has significantly increased engagement with activities which are perceived as less favoured. Personal outcomes are broken down into achievable steps and documented through photographs, daily notes, and correspondence, ensuring progress is visible and meaningful.

Activities are diverse and tailored to individual interests, including swimming, arts and crafts, music therapy, and outings to local attractions. Visual planners and teaching plans support people to engage in meaningful experiences. Emotional needs are consistently well supported. People are encouraged to participate in events and celebrations in ways which reflect their wishes and preferences. Care staff take proactive steps to reduce anxiety and promote enjoyment, using personalised planning and creative approaches. These practices help individuals feel valued and contribute to positive well-being outcomes. The home demonstrates a strengths-based approach to well-being, with care staff using their own interests and skills to enrich people's experiences.

Communication needs are met effectively, and records are tailored to individual needs. Easy-read documents are used throughout the home, and key information is visually presented which enable people to understand their care, make informed choices. People are safeguarded from abuse and neglect. Staff understand their responsibilities and follow safeguarding procedures confidently.

People are supported to maintain relationships with those important to them through regular phone calls, home visits, and holidays. Feedback from family members is very positive, with one relative describing the care as "*Very good*" and another praising the staff's response to a recent health emergency.

The Welsh language and culture are actively promoted through initiatives such as 'Cwtch Cymraeg' boards, celebration of St. David's Day, and visits to Welsh landmarks. The home is making a significant effort to work towards the 'Welsh Active Offer, more than just words framework.'



People living at the home receive excellent care and support which enables them to achieve their personal outcomes. Care is planned and delivered in a person-centred way, with individuals actively involved in the delivery of their support. Personal plans are strengths-based, outcome-focused, and written in the person's voice. They include clear guidance for care staff and reflect people's preferences, routines, and aspirations. Personal plans are regularly reviewed and updated to ensure they remain relevant and effective.

Assessments are thorough and consider the impact on people living at the home, ensuring care and support needs can be met and continuity of care. The service works closely with professionals and families to gather information and make informed decisions. Transition planning is exemplary, with detailed documentation of visits, staff support, and visual guides which help people settle into the home confidently.

Health needs are proactively addressed. All individuals are registered with GPs and dentists, and annual health checks are completed. Staff respond promptly to emerging health concerns and communicate effectively with families.

Medication is managed safely and effectively. Weekly audits are completed, and protocols provide clear guidance to care staff of their duties. Temperature logs are maintained, and there is suitable storage to ensure medication is securely managed. Staff receive appropriate training and demonstrate competence in administering medication.

Risk assessments are person-centred, regularly reviewed, and support individuals to make informed choices that promote independence and positive risk-taking. Care staff understand how to support individuals safely while promoting independence and choice. Behaviour support plans are developed from a range of information provided from people, families and stakeholders which promote people to maintain a positive sense of well-being.

People are supported to communicate in ways which suit them. Care staff understand individual communication styles and adapt their approach accordingly. Advocacy is available to all individuals, and people are supported to raise concerns confidently.

Daily records are detailed and reflect the care provided, including progress towards outcomes. Each person has an individual teaching plan which support the development of independent living skills. Activities are meaningful and chosen by individuals, with evidence of meticulous planning, participation, and reflection. Overall, people at the home receive high-quality care and support that promotes their well-being, independence, and personal development



Environment

Good

People live in an environment which supports their well-being and promotes independence. The home is clean, well-decorated, and provides a warm and welcoming atmosphere. Communal areas are suitably furnished and offer comfortable spaces for relaxation and social interaction.

Photographs and canvases displayed throughout the home reflect people's interests and activities, contributing to a homely and personalised setting.

Bedrooms are decorated in ways that reflect individual preferences and include photographs of loved ones and items of interest which contributes to people feeling comfortable and at home. The environment promotes a sense of belonging and contributes positively to people's overall well-being.

The kitchen and dining areas are clean, well-equipped, and support people's independence. Cupboards are well stocked, and fridge and freezer temperatures are consistently recorded. People receive support to prepare meals of their choice, and an easy read cookbook is available to help individuals follow recipes and develop cooking skills.

Outdoor spaces are accessible and well maintained. People benefit from a seating area dedicated to a late family member, flower beds, and recreational equipment such as table tennis and bicycles. BBQs and gardening activities are held regularly, encouraging social interaction and physical activity.

Health and safety measures are in place and regularly reviewed. Fire drills are carried out monthly and include detailed records of participation and outcomes. Servicing of equipment such as fire alarms, sprinklers, and emergency lighting is up to date. Maintenance records show the home is in a good state of repair, with only minor issues identified. COSHH storage is secure and well organised.

Overall, the environment at the home is safe, comfortable, and supports people's well-being. While some minor improvements were identified, the service demonstrates a strong commitment to maintaining a positive and inclusive living space.



Leadership & Management

Excellent

Leadership and management are highly effective and contribute significantly to the quality of care and support provided. The manager demonstrates a strong understanding of the people living at the home and fosters a positive and inclusive culture. Care staff report feeling valued and supported, with comments such as *“I adore them (People)”* and *“I love spending time with (People) and taking them out on community access”* reflecting high morale and commitment to the role.

Governance arrangements are robust. Regular audits are undertaken across key areas including medication, environment, and service delivery. These are used to identify areas for improvement and drive continuous development. The Responsible Individual (RI) undertakes thorough visits, reviewing previous actions and recognising innovation within the service. Quality of care reports are comprehensive and demonstrate a strong commitment to continuous improvement. They include detailed analysis of feedback from people using the service, family members, and professionals. Actions are clearly identified and focus on enhancing the delivery of care and support.

Care staff are supported through regular supervision and appraisal, with clear identification of training needs and goals. Induction processes are well structured, and a welcome pack has been developed to support new care staff. This includes information about the home, staff team, and expectations of their roles and responsibilities. Nearly all staff are up to date with their required training, and the service monitors compliance effectively. Care staff are experienced and have either completed or are working towards relevant qualifications. Care staff are appropriately registered or working towards registration with Social Care Wales the workforce regulator. They are required to complete the All Wales Induction Framework (AWIF) during their probationary period which provides them with the right skills and knowledge to carry out their role effectively.

Staff recruitment is well managed. Files are maintained to a high standard and include relevant checks and documentation.

Communication within the team is strong. Team meetings are held regularly and include detailed minutes with clear actions. Feedback from stakeholders, including families and professionals, is consistently positive.

The service demonstrates a strong commitment to continuous improvement and best practice. Feedback from the previous inspection is clearly reflected in internal reports and has informed developments within the home.

Overall, leadership and management at the home are exemplary. The service is well-led, with clear systems in place to monitor quality, support staff, and ensure people receive high standards of care. The positive culture and strong governance contribute to excellent outcomes for people.

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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