Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Pen Y Graig

Brynteg

01248852843

The inspection visit took place on 21/08/2026

Service Information:

Operated by:	Pen Y Graig
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	3
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:

Pen-Y-Graig offers a family home for people with physical and mental disabilities. They are cared for by a family and people feel they are part of the family. People have access to transport and local amenities.

Well-being for people is good. They attend day services if they choose, the people attending enjoy these services. People are supported to be as independent as possible. People live a full life, helping with the animals on the small holding and attending local events.

Care and support are good. People access health care in a timely way as the family know them well and can anticipate their needs. People receive their medications as prescribed. There has been a bereavement in the family, people received support in a sensitive way and were able to attend the funeral.

The environment is good. The home is a busy family home and small holding. People assist with chores. The home is subject to ongoing maintenance; grants have been received to upgrade

people’s bedrooms and facilities.

Leadership and management are good. The family, and new manager, are still adjusting post bereavement. They are updated with training and supervision and continue to be happy supporting people.

Findings:

Well-being — Good

People have control over their day-to-day life. Care is planned with each individual and they set personal objectives. Care is person centred; people have a voice and can choose their daily activities. Preferred daily and nightly routines are recorded, some people prefer to go to bed early and rise early whilst others prefer to retire a little later. The family can communicate with each person on their individual level and support them to access the information needed for their care. People are part of the family and are treated with dignity and respect. People's first language preferences are recorded. Members of the family can understand Welsh and could give an Active Offer of Welsh if required. People are supported to remain in contact with their biological families, and we saw visits and family events recorded in their plans. People can access an advocate if needed, to ensure their rights.

People are supported to maintain their mental health and emotional well-being. People are active around their home and in day care services. People can do what makes them happy, they have collections and hobbies, they enjoy tending to the animals and honeybees and growing vegetables. People can access health care advice in a timely way as the family know them well and can anticipate their needs.

People feel safe in their home. They have risk assessments in their plans to mitigate common health risks and to maintain their health and safety. The family have safeguarding training and are aware of who to contact locally should there be any incidents or issues with people's care. Policies are in place to guide the family towards safe care.

People can do what matters to them. People attending day services consider it their regular work and enjoy gardening and sorting through textiles. People are supported to be independent and help with chores around the home and small holding. People remain a part of the local community and attend events such as The Anglesey Agricultural Show.

People are happy in their home. They showed us their bedrooms with pride. They keep their rooms tidy and have places to keep hobby materials and things of importance to them. They have televisions and photos of people who are important to them. People choose the décor for their bedrooms.

Care & Support — Good

People are consulted about their care. People are included in their personal plans and can choose care objectives. Daily notes are kept measuring progress and achievement of objectives. People's preferred routines are recorded, health needs, aid required with activities of daily living and methods to comfort and de-escalate anxiety behaviours. People access medical advice, dental care and eye tests. People are assisted to attend health appointments with support providing comfort and reassurance. Health appointment outcomes are carefully recorded in plans. The plans are person centred and contain a good pen picture of the person, their history, and people of importance to them.

People are supported to be as independent as possible. They can wash and dress themselves with prompting in most cases and are enabled to maintain their hygiene and mouthcare. People assist with laundry and house-hold tasks where possible.

People are supported individually to meet their needs. The family know them well and can make rapid assessments of their needs and know if they are unwell. Each person communicates differently and the family have a good grasp of their communication needs; conversations flow naturally at home.

People are safe in their home. The family work closely with local authorities and are open in their dealings. Family members are working towards Social Care Wales (the governing body), qualifications to give measurable care of a high standard.

People receive their prescribed medications. The family ensure prescriptions are ordered in time to ensure good stocks. Medications are kept safely. People are prompted to take their medications as directed by the prescriber to ensure therapeutic effect.

People receive good nutrition and hydration. They shop with the family and can choose foods they like. The family encourages people to have a healthy diet with an occasional treat. People enjoy growing and eating their own produce and enjoy potting honey from the bee hives.

People receive sensitive care. The family had a recent bereavement which was unexpected. People were encouraged to talk about it and ask questions. They were able to attend the funeral, extra staff attended to support people and assist them to a quieter area if they became overwhelmed. People said they had been sad but were coping well.

Environment — Good

People live in a home which supports their personal outcomes. Their home is situated in a rural, quiet area which people like. People can access transport, some have mobility vehicles, and can go out as they wish. People are assisted to maintain their vehicles and meet roadworthy legal requirements. There is parking to the front of the home. People can access the local amenities and shops and are happy living in the location.

People access equipment needed for their care such as hoists and electric wheelchairs. These are maintained and kept in good condition and are serviced as required. The family have good relations with community health providers and access assessment and equipment for people as needed.

People are supported with positive risk management. People are encouraged to be independent but safe. Those tending to the honeybees wear protective suits. People in wheelchairs can access ramps to move safely around their home. Environmental risk assessments are in place to mitigate common risks.

Fire checks are maintained. There are escape routes and wider opening windows on the ground floor for people to leave in the event of a fire. People have personalised Personal Emergency Evacuation Plans (PEEPS) for emergency services to aid them effectively in the event of a fire or emergency. These are kept by the main entrance to the property so that emergency services can obtain them easily.

Utilities such as water and electricity are checked by qualified persons. The boiler is regularly serviced for safety. People can access bathrooms and showers. The home is kept warm and comfortable in winter. There is a patio area to the rear of the conservatory that people use in summer and enjoy having BBQs. There is sufficient seating outside and umbrellas for shade.

The house is a busy family home. Family and people work together to keep it clean and tidy. Animals are well cared for, and people assist in their care. Several pets live in the home which people enjoy. Grants have been applied for, and in some cases received, to upgrade people's rooms and facilities. There are plans to further upgrade bedrooms and facilities and to maintain the patio area. Maintenance plans are being considered to address areas of the home which are a little tired and in need of improvement.

Leadership & Management — Good

The family have good oversight of the care given to people. People can access information about the service they receive in a format which is appropriate for them and reviewed to ensure it remains relevant. The Responsible Individual (RI) lives in the home and cares for people. The RI supports the manager and family offering advice and supervision. Reports regarding the quality-of-care people receive are kept in handwritten form The RI knows people well and is aware of any current health or well-being issues that need to be addressed. The RI supports the manager and gives advice and direction. The manager can access training needed for their role and accesses support from local authorities as required.

All members of the family involved in people's care have enhanced DBS checks in place. They receive informal and formal supervision to ensure their well-being and to enable good care practices. We observed people receiving effective, friendly care and being treated as part of the family with dignity and respect. Family members working as care support workers said they love looking after people and feel they have good care. They can access training to help them in their roles to ensure people are cared for by knowledgeable individuals who are updated in their practice.

The family ensure the home is financed and people receive fresh foods and snacks. Grants are obtained to maintain the home to provide people with dignity in their environment. Some people receive funded care, and the service works well with the local authorities who are pleased with the care provided.

Policies are in place and accessible to those providing care. They give support and direction for them in their work and inform them of local protocols and contact numbers should people have concerns about their care. People are supported to raise any concerns and worries and are listened to, the family are proactive in addressing any issues to ensure a continually improving service.

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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