



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Pen Y Bont Court



Pen Y Bont Court Nursing Home, Ewenny Road Ewenny, Bridgend, CF35 5AW



01656653897



www.fieldbay.co.uk

Date(s) of inspection visit(s):

20/05/2025

Service Information:

Operated by:	Pen-Y-Bont Court Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Provision for learning disability, Provision for mental health, Care home for adults - with personal care
Registered places:	43
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Pen Y Bont Court is a 43 bed nursing home that provides specialist care and support for people with complex mental, neurological and other associated health needs. The home is located in Ewenny, situated near the town of Bridgend.

People's wellbeing outcomes are excellent, their rights are promoted as nurses and care workers support them in the least restrictive way. They understand what is important to people and anticipate their needs and wishes exceedingly well. People engage in an extensive variety of meaningful activities to enhance their well-being. People receive excellent care and support at Pen y Bont Court. Nurses and care workers know people very well and provide exceptional care in a kind and caring manner. People live in a good environment and benefit from a warm, comfortable, welcoming home, which meets their needs. The provider undertakes regular maintenance and repairs, and ensures the environment is safe. The leadership and management of the service is excellent. The service is very well-led and has an extremely positive culture of promoting the well-being of both the people it supports, and its staff.

Findings:



Well-being

Excellent

People's right to make their own choices is promoted by the outstandingly positive culture in the service. We saw care workers asking people questions and encouraging them to make choices where they could. Care workers offer a choice of high-quality meals, and the service has a food hygiene rating of five, which is 'very good'. We saw people had a positive experience during lunch, their dignity was respected by the approach adopted by staff. Regular resident/relative meetings take place, whereby people can have a say in the running of the home. Daily records seen and discussion with people/relatives show nurses and care workers work exceptionally hard to make sure people's personal outcomes are met. A health professional said they are "*consistently striving to achieve the best possible outcomes for residents*".

People are supported to do things they enjoy, and which keep them happy and healthy, and provide a sense of personal well-being. They are supported to maintain their physical and mental health, and emotional well-being. Five members of staff are employed to coordinate a programme of activities. There are also two carer drivers and numerous vehicles to facilitate community visits. A notice board in the entrance corridor informs people about planned days out, visits from external entertainer and in house activities planned over the current month. We saw photos of people enjoying a large variety of activities. People and relatives told us "*There's plenty going on*", "*The activities are brilliant*" and "*They take me out on trips*".

People are protected from abuse and neglect. Care workers are recruited in line with regulation to ensure they are suitable to work with vulnerable people. Care workers receive training relevant to the needs of the people they support. This includes safeguarding, manual handling and medication. There are effective mechanisms in place to ensure people can voice their concerns. Risk assessments are completed, highlighting areas of concern. There are measures in place to ensure medication is safely stored and administered. Equipment such as a call bell system and room sensors enable people to get the care they need at the right time. Areas of the home that could pose possible hazards, such as the medication room and sluice room are locked. Care records and personal information are stored securely. Any issues or complaints can be raised with the manager, who has an open-door policy, or via the formal complaints process in place.

People live in accommodation that supports their well-being. The environment at Pen y Bont Court has been adapted to meet the needs of the people living there. Bedrooms are comfortable and personalised, with sufficient communal areas available. The home is clean and well-maintained, with the correct checks and servicing in place for utilities and equipment. There is an ongoing refurbishment programme in place.



Care & Support

Excellent

People receive an excellent standard of care at Pen y Bont Court. We saw people are supported in a kind and patient manner, with care being calm and respectful. People and their families were complimentary about the service, telling us “*Staff are brilliant*”, “*Can’t ask for better*”, “*I love it here*”, and “*I would highly recommend it*”. The service carries out a thorough assessment prior to a person moving to the home to ensure they can meet their needs and to consider the impact of other people at the setting. Personal plans are highly effective, reflect individual needs and give the information needed to support people well. Where possible people and/or their relatives are involved in developing their plan. Comprehensive risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. The provider has an inhouse therapy team consisting of Occupational Therapists, Physiotherapists, Speech and Language, Manual Handling advisor and Psychiatry support.

People are referred for appropriate care and treatment at the right time. Highly effective systems are in place to ensure medication is managed well. Secure arrangements are in place for storing, ordering, and administering medication which is stored securely. 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. The medication policy in place contains guidance on the administration of ‘as required’ medication (PRN). We saw evidence staff receive training on the administration of medication to ensure they remain sufficiently skilled. The completion of routine medication audits ensures practice remains safe and effective. Records show regular contact with health and social care professionals when needed. A health professional told us “*I am extremely pleased with the standard of care and service provided by the team at Pen Y Bont Nursing home. The staff demonstrate a high level of professionalism, compassion, and dedication, consistently striving to achieve the best possible outcomes for residents*”.

The service takes good measures to protect people from harm and abuse. All staff have completed up to date safeguarding training, and there is a robust safeguarding policy in place to underpin good practice. The provider reports any concerns about people’s safety to local safeguarding teams and makes Deprivation of Liberty Safeguarding (DoLS) referrals when there is a risk that care arrangements may deprive them of their liberty. Best interest decisions are made for people who may not have capacity to make specific decisions, following consultation with family members and other professionals. Personal plans are reviewed monthly, this ensures any changes in needs are identified quickly and actioned as soon as possible. A DoL’s assessor told us “*All staff are aware of the risks associated with residential care such as a loss of a sense of control and freedom, loss of a sense of self-worth and wellbeing, and loss of contact with friends. Staff work effectively toward minimising such risks and the effects on an individual’s health and wellbeing*”.



Environment

Good

The environment is homely, clean and comfortable and suited to people's needs. There are communal areas in all units which are well used. We saw people relaxing, eating and engaging with others. People were at ease with each other and staff and were relaxed and happy. Comments from people include *"I like it here"* and *"I have a nice quiet room"*. A relative told us *"It's like a family home"*. We saw people who are able to choose where to spend their time going from their rooms to communal areas as they wish. This included spending time in the garden area enjoying the sunshine.

The service demonstrates a strong commitment to ensuring the premises and any equipment is maintained and serviced to a high standard. We saw there is routine servicing of utilities such as electricity and gas which is carried out by external contractors. Specialist equipment such as lifts, and manual handling equipment is serviced in line with the manufacturer's recommendations. Effective and efficient fire procedures, testing and training are in place to protect people. Records confirmed fire alarm tests take place regularly and an up-to-date fire risk assessment is in place. Every individual living at the home has a personal emergency evacuation plan specific to their support needs and staff undertake routine fire drills.

Security arrangements are in place to protect people. The home is secure to prevent unauthorised access. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises.

People are protected by high standards of hygiene practices which comply with laws and guidelines related to food handling, hand washing, and cleaning. Highly effective daily cleaning schedules are in place as all parts of the home are clean, tidy and well organised. During the inspection we saw a plentiful supply of personal protective equipment (PPE) was available to staff. Care workers were wearing appropriate PPE when undertaking personal care and during the lunch service. Substances hazardous to health (COSHH) are stored appropriately and securely. We saw the laundry facilities, which are more than suitable to meet the needs of people living in the home. A current detailed policy on infection control measures is in place, it is reviewed and updated as necessary.



People achieve excellent outcomes because the provider has a very strong commitment to ensuring high numbers of extremely skilled and knowledgeable staff are in the service at all times. They recruit staff safely and provide them with consistent support to ensure people receive a good standard of quality care. New staff receive a thorough and effective induction that includes shadow shifts, and this was confirmed by care staff we spoke to, who spoke positively about their experiences of working in the home. A new member of staff said that during the induction they *"learnt a lot of things through theory and practical"*. We saw effective recruitment and vetting checks for new staff, and Disclosure Barring Service (DBS) checks for all staff are renewed in a timely way. Nurse pins are valid which evidences their suitability for practice. Care staff are registered with Social Care Wales (SCW) the work force regulator. The manager has an open-door policy and care staff told us they feel confident reporting any issues or concerns to the manager and feel well supported. Records show staff receive regular, effective one to one supervision as well as annual appraisals of their performance. The management team ensure all staff undertake the training required. Training is monitored by the manager and consistently meets the needs of people living in the home. A care worker told us *"Of all my jobs this company has the best training"*. The rota showed good staffing levels are achieved and was reflective on the day. The service does not use agency staff, this ensures continuity of care for individuals. We saw staff follow robust company policies and procedures, which supports good outcomes for people.

The service is extremely well-led, with organisational arrangements, governance and oversight in place to help the service run smoothly. The service has an exceedingly positive culture of promoting the well-being of both the people it supports and its staff. The provider uses comprehensive audits of all aspects of the service to monitor practices. Highly effective governance arrangements and strong leadership ensure good quality care and support for people. We saw evidence that the interim Responsible Individual (RI) has good oversight of the service. We looked at documentation, which confirmed formal quarterly visits take place. The service appropriately notifies relevant regulatory bodies and statutory agencies when there are concerns or significant events that might affect the well-being of individuals receiving care. A dedicated and experienced manager ensures people are at the heart of the smoothly run service. The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the statement of purpose in a transparent way. A written guide is available for people in the service, containing practical information about the service, and the support provided. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. The manager has an 'open door' approach and is very approachable, staff told us they feel valued and respected. They also told us *"Teamwork is fantastic"*, *"I don't plan on leaving here anytime soon"*, *"I would and have recommended working here"* and *"It's a very nice place to work"*.

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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