Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Dan-y-Bryn Care Home

Barry

01446406204

The inspection visit took place on 10/09/2026

Service Information:

Operated by:	Vale Phoenix Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	4
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:

Dan-y-Bryn House is a residential care home that provides care for adults who need support for their rehabilitation and/or behavioural problems within a community setting. Individuals can be supported for a range of care needs including learning disability and mental health needs.

Well-being is good because people are supported to live fulfilling lives, pursue their interests and achieve goals that are important to them. Care staff take time to understand what matters to people and support them to access opportunities that promote happiness, confidence and inclusion.

Care and support is good because people experience care and support that is responsive to their individual needs, promotes their wellbeing and helps them remain safe while participating in activities and relationships that are important to them

The environment is good because people live in a home that is safe, welcoming and suited to their needs. Effective health and safety arrangements are in place; environmental risks are appropriately managed and there is clear evidence of ongoing investment and improvement.

Leadership and management is good because people benefit from a service with a positive, person-centred culture. Leaders demonstrate a commitment to continuous improvement. While some records require further development, people receive good care and support, and improvements are underway to strengthen oversight and governance.

Findings:

Well-being — Good

People achieve positive well-being outcomes because care staff support them to pursue their interests, ambitions and personal goals. We found examples of people accessing opportunities they had previously thought were no longer possible. Two people who share an interest in musical theatre are supported to attend performances together, helping them build a valued friendship and enjoy new cultural experiences. Care staff helped one person achieve a lifelong ambition to see their favourite band perform live by arranging tickets, transport and support. Reflecting on the experience, the person said *"The best day of my life."*

We found people are supported to express their identity and live according to their values and preferences. One person feels able to be themselves for the first time after being supported to attend a community inclusion event and explore an aspect of their identity which was important to them. They said, *"For the first time I feel free to be me."*

People are encouraged to develop new skills and become more independent. One person completed a computer skills qualification with support and is now preparing to progress to a higher-level course. Another person regained independence with personal care and daily living skills through step-by-step encouragement and support. They said *"I've learnt the importance of hygiene and being clean and feel much more independent."* For some people, support from care staff has expanded their opportunities and reduced isolation. One person now regularly visits coastal areas and places of interest, while another has increased their access to community activities through the availability of accessible transport.

People benefit from a provider who promotes their health, well-being and independence. Care staff know people well and respond promptly to changes in their health, working proactively with healthcare professionals to secure appropriate assessment and treatment. Care staff also identify creative ways to enhance well-being, including supporting people to participate in adapted cycling sessions tailored to their individual needs. One person spoke positively about this opportunity, telling us, *"I love the bikes and having a coffee."*

Feedback about the service is overwhelmingly positive. One person told us, *"I get looked after well by all the staff and go out a lot."* Another said, *"I love it here, I love the home and garden."* Relatives said care staff are *"Amazing and very supportive"* consistently helping their family members enjoy a good quality of life. Professionals describe the service as a warm and happy environment where people appeared content and well supported.

The provider is working towards the Welsh Active Offer.

Care & Support — Good

People receive support from care staff who know them well and understand their individual needs, preferences and risks. Care staff promote people's well-being and encourage them to maintain their interests, independence and community involvement.

We reviewed records for people living at the service. We found detailed assessments and Positive Behavioural Support (PBS) plans which help care staff understand how best to support people. They contain detailed information about communication needs, health conditions, behavioural presentations, triggers and preferred support strategies. Risk assessments cover areas such as self-harm, seizures, falls and behaviours which may place people or others at risk. Care staff have clear guidance to help them recognise signs of distress, reduce anxiety and respond safely when risks increase.

At the time of the inspection, the service was relying primarily on local authority care and support plans, rather than provider-developed personal plans. Following inspection, the provider has developed personal plans to better record how people's needs, preferences and desired outcomes can be met. Peoples' personal plans now contain information about what matters to them, including their interests, routines, relationships and personal preferences. Plans describe activities people enjoy, such as community outings, gardening, music and spending time with family members. We found care staff understand people's needs well.

Reviews are undertaken regularly, and care staff are able to describe how they seek people's views and respond to changes in need. We found people's involvement was not always clearly recorded within review documentation. However, care staffs' knowledge indicates people influence decisions about their day-to-day lives and the support they receive.

People receive support to manage their health needs. Records contain information about long-term health conditions, medication requirements and specialist support needs.

The provider has safeguarding systems in place to help protect people from abuse and harm. Policies outline expected practice and support care staff to recognise concerns and take appropriate action. Safeguarding records are maintained securely and confidentiality is respected. Care staff demonstrate a good understanding of people's vulnerabilities and the support required to keep them safe. Risk assessments, behavioural support plans and regular communication contribute to effective safeguarding arrangements within the service.

Medication management arrangements support people to receive their medicines safely. Care staff have access to guidance relating to medication administration and "as required" (PRN) medication use. Medicines are stored securely and care staff monitor medication room and refrigerator

temperatures. We observed care staff administering medication appropriately.

People are protected by appropriate infection prevention and control practices. We observed care staff using personal protective equipment (PPE) appropriately and following good hand hygiene procedures.

Environment — Good

People live in a home which provides a safe, comfortable and supportive environment which promotes their well-being, independence and quality of life. Bedrooms are personalised to reflect people's preferences, interests and individuality, providing people with personal spaces which feel familiar and comfortable. People have access to shared bathroom facilities which are adapted to meet their needs.

People benefit from access to a variety of communal spaces throughout the home, providing opportunities for both social engagement and relaxation. The dining room contains games and recreational resources which encourage interaction and participation in activities, helping to create a sociable atmosphere. Lounge areas are comfortably furnished with accessible seating. The layout of the home supports people to choose how and where they spend their time, promoting both independence and personal choice.

The garden is large, secure, wheelchair accessible and well maintained. It offers a pleasant environment where people can safely enjoy fresh air and outdoor activities. There are a variety of seating areas, mature plants, trees and shrubs which create an attractive and stimulating outdoor space. The gardener told us one person living at the home particularly enjoys supporting the upkeep of the garden, providing them with an opportunity to pursue an interest, develop skills and take pride in their contribution to the home environment.

There are effective arrangements in place to support people's safety and minimise environmental risks. Records show the provider has established systems for monitoring, testing and maintaining the premises and associated equipment. This includes regular fire safety checks, fire drills, servicing of fire-fighting equipment, emergency lighting testing, legionella monitoring, electrical inspections, gas safety certification and PAT testing. Personal Emergency Evacuation Plans (PEEPs) are available for people living at the home, ensuring staff have clear guidance on how to support individuals safely in the event of an emergency. Access to the home and garden is secure and visitors are required to follow sign-in procedures. These arrangements help to protect people from unauthorised access and contribute to a safe and secure environment.

During the inspection we identified some areas where the environment would benefit from further improvement. These included aspects of décor, housekeeping and maintenance. Importantly, the provider had already recognised many of these issues and was able to demonstrate an ongoing maintenance and redecoration programme is in place. Improvements had commenced prior to the inspection and management showed a clear understanding of the areas requiring attention.

Leadership & Management — Good

People benefit from a provider who creates a positive and supportive culture. Leaders promote people's well-being and help care staff provide consistent, person-centred support. A stable staff team helps people build trusting relationships with the care staff who support them. Care staff consistently describe managers as approachable, responsive and supportive. One told us, *"Management is very understanding and easy to approach."* Another said, *"Friendly and supportive staff, the manager is very approachable and is always ready to listen."* Care staff also describe the service as having a supportive team culture and positive working environment.

Care staff complete a structured induction programme before working independently. Managers carry out supervision sessions, probation reviews, spot checks and competency assessments to monitor practice and identify learning needs. We reviewed competency assessments and found managers assess knowledge and practical skills in key areas, including medication administration and specialist support practices. Care staff have access to ongoing learning and development opportunities. The provider maintains a comprehensive training programme covering mandatory and specialist training relevant to people's needs. Staff speak positively about the support they receive to develop their skills. One care staff member told us they have *"excellent"* opportunities to learn and develop, while another described the service as a *"Small well run established care home, good training, good staff."*

The provider has acknowledged areas where oversight processes could be strengthened and has already started making improvements. During our inspection, we found care plans and compatibility assessments were not always as detailed or up to date as they could be. Records did not consistently reflect people's current needs, risks and personal outcomes. The provider has responded positively to our findings and is reviewing documentation and assessment processes. This will ensure records provide a clearer and more comprehensive picture of the support people receive. We expect the provider to continue implementing these improvements to strengthen record keeping and ensure records consistently demonstrate how people's needs, wellbeing and outcomes are assessed and reviewed.

We reviewed recruitment records and found the provider completes relevant pre-employment checks, including references, employment histories, DBS checks, proof of identity, right to work documentation and professional registration checks.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The provider does not consistently demonstrate effective oversight of care planning and compatibility assessment processes.	03/09/26

CIW has not issued any Priority action notices following this inspection.

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