Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Yr Ysgol Ltd

Yr Ysgol, Heol Giedd, Ystradgynlais, Powys, SA9 1LQ

01639841391

www.ivolve.care

The inspection visits for this service took place between 10/08/2026 and 18/08/2026

Service Information:

Operated by:	Yr Ysgol Limited
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:	16
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

People who have made Yr Ysgol their home receive a good standard of care. Most people are happy with the care and support they get and have formed positive relationships with the staff team. Relatives have high levels of confidence in the service.

Wellbeing is rated as good because the motivated staff team strive to give people opportunities to do things that matter to them.

Care and support is rated as good because the team is led by an experienced manager and deputy who are well regarded by the rest of the team. Personal plans help inform and direct care and support.

The environment is rated as good because standards of cleanliness are high and the service is well maintained with plenty of outside space as well as several small lounges and dining rooms.

Leadership and management is rated as good because the manager is very visible throughout the service and has support from a wider team of staff including human resources and senior leaders. Staff feel proud to work for the service.

Findings:

Well-being — Good

People are treated with dignity and respect. Care workers speak fondly about the people they support, describing the relationships as "*like a big family".* Positive risk taking is shown in some practices, with people retaining some independence by spending time away from the service as well as preparing their own meals.

There are opportunities for people to do things that matter to them and that they enjoy. During the inspection some people were going out into the local area and others were engaged in activities with care workers. Care workers value the time they have with people and say care and support is never rushed, but dependent on individual needs. The activities worker and occupational therapy staff work closely with the rest of the team. They respect the contribution of all members of the staff team and describe colleagues as "*just amazing".*

People are safe and protected from abuse and neglect. This is because there are good security measures to prevent unauthorised access to the service. Staff know their responsibilities in relation to safeguarding and they have completed the relevant training. People are treated with dignity and respect because workers understand they are working in the individual's home and the trust and responsibility placed on them. The recruitment processes are robust and safe meaning people appointed have the right skills, knowledge and aptitude for the job. Staff have a period of induction before working independently. Relatives have high levels of confidence in the service.

The environment contributes to people's well-being. Bedrooms are comfortable and personalised and communal areas are as homely as possible. There is plenty of space meaning people can spend time either alone or with others as they choose.

Care & Support — Good

People receive the care and support they need. Personal plans are reviewed regularly and care workers find them helpful. They contain a brief personal profile as well as comprehensive support plans and risk assessments for a range of areas including nutrition, mobility, personal care and mood. Daily records set out what care and support is offered and activity records show how the person engaged. The staff team have time to read personal plans and consider they get the information they need to meet people's needs. The manager is going to give more attention to make sure activities and engagement are better recorded and evaluated.

There is an understanding of the importance of good nutrition. Most meals are made using fresh ingredients and there is little reliance on processed food. The catering team are satisfied with the quality of ingredients they work with, and they have the equipment they need. Special events are celebrated and special diets catered for. A Speech and Language therapist is available for advice and support. People and staff are satisfied with the meals with one person describing the food as "*alright"* and a care worker said it's "*absolutely amazing".* Some people, as part of their personal support plan, prepare some of their own meals with support from staff.

Physical health needs are met because the provider has a physiotherapist and occupational therapist as part of the team. People attend hospital appointments as needed and a registered nurse is always on duty. Moving and handling equipment is available, as is pressure relieving equipment for people who have been assessed as needing this.

People are safe and protected from harm and abuse. Visitors are required to sign into a visitor's book meaning staff know who is in the service at all times. All staff spoken with know their responsibilities to report any safeguarding concerns and there is an up-to-date safeguarding policy for staff to refer to as well as regular safeguarding training. Referrals are made to the adult protection team as needed. Whilst care workers have had no reason to raise any safeguarding concerns, they are confident they know how to and are also confident the manager would deal with any concerns correctly.

People's medication is generally safely managed. A check of controlled drugs showed there are the correct number of tablets available and accurate records are maintained. Regular checks are made of medication records and any gaps or omissions are identified. The provider takes action to address any medication issues to ensure people's safety but greater rigor is needed to make sure this is done in a timely manner as we saw some omissions had been identified but not acted upon.

The risk of infection is minimised because of good hygiene practices. Housekeeping staff are satisfied with the quality of products they use and understand their important role in people's overall care and support and feel part of the team. Standards of cleanliness throughout the service are good.

Environment

Good

People live in an environment that meets their needs. The service retains the original stonework outside and inside has been updated to a good standard. Hallways are free of any clutter or trip hazards and communal spaces are homely. There are several lounges and dining areas where people can spend time with others. Bedrooms are personalised to the individual's choice of décor with items of furniture, photographs and soft furnishings.
There are additional bathrooms, some of which contain assisted baths for people whose mobility is reduced.

Standards of cleanliness throughout are good and the housekeeping team are satisfied with the quality of products they have. They understand their important role in people's overall care and value feeling part of the team.

There is a large garden which is divided up into different areas. A polytunnel is used to grow vegetables and there are other vegetables being grown in the beds. There are seating areas as well as a small astroturf area which is used for football and other physical activities.

The kitchen has been awarded the maximum score of five, which means standards of cleanliness and hygiene were assessed as being very good.

There are some effective security measures with visitors being required to sign in using a visitors' book, so staff know who is in the service at all times. The gardens are secure and safe from any unauthorised access.

There are effective processes in place to make sure fire safety checks are carried out and equipment and services are appropriately maintained.

Leadership & Management — Good

There are some effective and robust governance arrangements in place to monitor quality. The responsible individual (RI) visits the service regularly and is accessible at other times. They have good oversight of the service and is supported by an experienced and well-regarded manager. The quality assurance reports written are detailed, reflective and focus on quality and service improvements.

Some quality audits are completed, and these show a generally high level of compliance as well as action points to monitor improvements.

Staff are appointed following a safe recruitment process. Information is stored electronically and there are the required references and security checks. All staff have a period of induction before they work independently. There is some use of agency workers but the manager tries to make sure they are regular staff who know the service. Care workers are mostly positive about the training offered and records show that whilst this is largely up to date, there are some gaps. They can ask for additional training if they feel this is needed. Care workers are appropriately supervised. They consider they get balanced feedback on their work to help them with their professional development and find the manager, deputy and the nurses to be receptive to any ideas or concerns they have.

The staff work well together and describe having a very strong team. Care workers are appointed with a range of skills and experiences and these help enhance people's quality of care and support. We saw some friendly and supportive interactions between members of the team which shows a level of trust and respect.

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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