



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Bryn Derwen St Asaph Ltd



Bryn Derwen, Bryn Gobaith, St. Asaph, LL17 0DN



01745582570



www.brynderwenhome.co.uk

The inspection visit took place on 09/03/2026

Service Information:

Operated by:	Bryn Derwen St Asaph LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	20
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

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Good

Summary:

Bryn Derwen is based in St Asaph in a quiet residential area, and in walking distance of local amenities, such as shops, a park and places of worship. The service has connections within the local community, enabling people to access a range of community groups and facilities. This is a strength of the service. These connections mean there a wide range of activities and trips to suit people's interests enabling them to achieve excellent wellbeing outcomes.

Care staff know people well, and ensure care and support is delivered in line with their wishes. They support and encourage people to build on their strengths and try new things. Highly personalised personal plans mean people receive an excellent standard of care and support. The needs of people living with dementia is considered in the design of the building and it has been decorated and furnished to meet these needs, with bright and colourful murals and a fully accessible sensory garden. The consideration and thought which has gone into making an older building dementia friendly has resulted in an excellent environment for people.

The manager and responsible individual's (RI's) commitment to delivering person centred care has led the service to achieve these high standards. Whilst there is evidence of excellent practice, the overall rating for leadership and management of the service is good.

Findings:



Well-being

Excellent

People can engage in a wide range of enriching experiences; this includes community events and workshops which foster social connections, enhance personal skills and facilitate participation in hobbies. The service provider prioritises people's wellbeing, ensuring each person can enjoy a fulfilling and rewarding life. The activities team are given time to network and source free and funded activities which people can enjoy. As a result, people have access to a busy activities programme with some excellent opportunities to engage in meaningful activities. These include music therapy, exercise classes and creative art and craft workshops. There are reminiscence activities both held in the service, and trips to join sessions in the local community. People are able to join a choir with other care homes online every fortnight. People's individual interests are considered and local groups they have been members of, are invited to the home, so their interest can be shared. Some people are being supported to create digital books about themselves, so their life story, and interests can be recorded and shared with family and friends. We received unanimous positive feedback about activities from people, relatives, staff and professionals during our inspection. One relative told us, "*X is eager not to miss out on anything that is planned.*"

People are exceptionally well supported to make friends, and form links with each other at home and within the local community. There are links with local schools and faith groups, and people enjoy visiting children in school, and places of worship, as well as receiving these visitors to the home. People can attend various trips and activities in the local community, such as museums, memory cafes and concerts. These links with local community groups have also promoted awareness and understanding of dementia, with some local groups going on to obtain 'dementia friendly' status. The service has shared some of its excellent practice in reminiscence activities as part of a local dementia awareness event. People who speak Welsh are supported to attend a local Welsh speaking group, and cultural events such as St David's day are celebrated. Visitors are always made to feel welcome, and families receive a weekly newsletter detailing all the activities and events which have taken place. People can contribute to the service, by attending regular resident's meetings. One person commented at a recent meeting "*I appreciate all the planning that goes into activities.*"

People are encouraged to express their concerns and preferences, and their voice is valued and listened to. They feel safe and secure, knowing their concerns are always taken seriously. One person told us care staff, "*Genuinely look after everyone's wellbeing.*" Relatives told us there is always someone available if they have an issue they wish to discuss, saying "*I couldn't ask for more.*"



People are consulted for their views and supported to engage in planning their care and support as far as possible, with relatives consulted if they are unable. The service provider places high value on their conversations with people and relatives in order to build very strong relationships with them. Personal plans are highly person centred with a focus on outcomes which are meaningful to people. They are clear about people's strengths and people are encouraged to do things they can for themselves. People are given a sense of purpose and can assist care staff with everyday tasks. Strong emphasis is placed on people's interests and hobbies, with a clear and detailed activities plan, which clearly specifies people's interests and how to support them to engage in activities they enjoy. Personal plans also consider what stage people are at on their dementia journey, enabling care staff to better understand their needs and the support they require. Personal plans consider any areas of risk and how these can be effectively managed, considering people's wishes and beliefs. Personal plans and risk assessments are reviewed monthly and in response to any changes. We received several positive reviews of the service from social care professionals. Their comments included, *"The care staff have been observed to be very attentive and understanding of each individual's needs, responding appropriately and professionally."*, and *"They have always gone above and beyond to ensure the individual remains at their care home for as long as possible."*

Care staff deliver excellent care and support which meets people's needs. We observed kind and caring support during our inspection, with care staff frequently checking on people, in an unobtrusive and friendly way. Monitoring checks are completed in line with personal plans, such as food and fluid charts and weights. People are supported to access healthcare services such as the optician, dentist and chiropodist. Care staff escalate any concerns to health and social care professionals appropriately. A healthcare professional we spoke with, told us their advice is always followed, and the service engages in any training they offer to increase staff knowledge and skills.

The service provider works openly with health and social care professionals to ensure people are kept safe from harm and abuse. There is a culture of reflective practice in the service, in which management openly share learning and improvements with all staff. Care staff are trained in safeguarding and are confident to raise any concerns. Medication is safely managed in the service. It is stored safely and securely. There is a robust system for checking all prescriptions before they are delivered to ensure the medication order is correct.



Environment

Excellent

The service provider has made investment into the building ensuring it meets the needs of people living with dementia. They have used space creatively to ensure there are areas of interest for people to access. There are themed corridors, including a memory lane theme with a post-box and bus stop. These corridors have colourful murals and items which can be picked up and touched, or used, such as hats, musical instruments, and horses at a stable door which can be stroked. There are plenty of communal areas for people to choose from. We saw a quiet lounge used throughout the day, whilst other people enjoyed socialising and engaging in activities in the main lounge. A social care professional commented *"It's always positive to see a busy and social lounge area for the residents."* The dining room is thoughtfully decorated with pictures such as, afternoon tea and old adverts for food items. It is a small dining room, and to ensure people have the best mealtime experience possible, the main meal takes place over two sittings. People can personalise their rooms, we saw the rooms are spacious and people had brought their own belongings, such as photos to help them feel at home. New bedroom furniture has been purchased with easy open drawers and doors. Bedroom doors are painted in different bright colours to assist people with orientation, and have door knockers, giving the feeling people have their own front door. There are bilingual and pictorial signs for communal rooms. The service has a sensory garden, with an accessible pathway for people to access and enjoy in warmer months. There are numerous places to sit and enjoy the scented plants. The garden provides a comfortable and safe space for people to freely access nature.

Regular servicing, maintenance, and immediate repairs of facilities ensures the safety and wellbeing of people using the service. Fire and water safety checks are regularly completed, and we saw certification of gas and electrical safety checks. There is plenty of specialist equipment for people to access and this is also serviced and maintained to ensure it is in good working order. People have personal emergency evacuation plans in place, to ensure there are clear instructions to evacuate people in the event of an emergency. Safety checks are completed by external professionals, such as the fire risk assessment. The service has a food hygiene rating of five, which is the highest that can be achieved. The building is safe and secure, and we could not enter without signing in and making ourselves known to staff.



Leadership & Management

Good

The service provider has strict selection and vetting processes for hiring staff. New staff undergo recruitment checks, and we saw reference and disclosure and barring service (DBS) checks are completed. Care staff are required to register with Social Care Wales, the workforce regulator. The manager and RI have a strong commitment to ensuring there are plenty of staff available for people to experience high quality social interactions. This includes providing care staff to support the activities staff with trips and outings. People are involved in the interview process for new staff, having the opportunity to meet interviewees. Care staff receive regular supervision and an annual appraisal. Those who are responsible for medication, receive medication competency checks. Care staff are required to complete regular training. In addition to core training, they receive training in specialist areas, such as falls and end of life care. They are supported to progress within their roles with some care staff holding champion roles and taking a lead in these areas. One member of staff told us how much they had enjoyed training for their end-of-life champion role and how they have implemented this to improve outcomes for people. Regular team meetings provide an opportunity to raise any issues or concerns, and the records of these demonstrated open and transparent communication with staff.

There are effective quality monitoring systems, including audits of care and support provided. These have people at their centre, and we saw where improvements can be made to care delivery these are identified, with personal plans updated to reflect these changes. There is a thorough system in place for recording incidents and falls, with audits to identify any patterns or trends. All audits have a clear recording system with actions identified and recorded. Staff feel valued by the management team and there are incentives to assist with this, such as a Christmas bonus. Care staff told us they are confident in the fair and consistent approach of the management team. The manager was described by a relative as “*amazing*” and “*empathetic*”. The RI is heavily involved in the service and calls daily to ensure it is running smoothly and offer support and advice if needed. Care staff commented they are “*On the end of the phone.*” They complete regular visits to the service; ensuring they speak to people and staff. They also inspect the premises and a selection of records. A six-monthly quality of care report is produced which is based upon the feedback of people, relatives, staff and professionals. These demonstrate a commitment to continuous improvement for the service. A member of staff we spoke with told us, “*I am very, very proud to work here*”.

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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