



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Bronafallen Care Home Ltd



Bron Afallen, Cerrigydrudion, Corwen, LL21 0RU



01490420554



www.bronafallen.co.uk

The inspection visit took place on 08/12/2025

Service Information:

Operated by:	BRONAFALLEN CARE HOME LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	11
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Bronafallen is registered to provide residential care to eleven people who live with dementia and require personal care. It is situated on the A5 close to Cerrig Y Drudion with sweeping views of the hills of Uwch Aled.

People experience excellent well-being outcomes, live healthily and safely, and are protected from harm. The service is bilingual, and the Welsh language and culture are fully embedded. People can exercise choice in daily activities, which are plentiful and varied, and by selecting meals where possible.

Care and support are excellent. Highly motivated care staff go beyond what is expected to achieve the best personal outcomes for people. People's strengths, culture, and protected characteristics are accounted for.

People live in a good environment which is well maintained, safe, meets their needs. Communal

areas are cosy and comfortable, and bedrooms are homely, warm, and personalised. Outside, an attractive decked area provides ample sitting space to enjoy the open farmland scenery.

Leadership and management are good with robust governance and oversight arrangements in place. Policies and procedures are reviewed and relevant to people's needs. Care staff receive induction, training, and supervision to equip them for their roles.

Findings:



Well-being

Excellent

People receive excellent support from care staff to help them live well and maintain their physical, and emotional health. Their lives are further enriched by activities coordinated within the home. For example, we observed people making Christmas wreathes and heard them enjoying themselves singing familiar Welsh hymns and the national anthem. Care plans include detailed, personalised breakdown of activities such as watching the Holy Mass on television, listening to music and receiving hand massages. Local artists are contacted to attend Bronafallen as part of the regular activity arrangements. In addition, the provider creates positive experiences by hosting events at Bronafallen leading up to Christmas. Two renowned local choirs, Cor Rhuthun and Cor Llangwm perform for people, family, and care staff. These events include a buffet and social time and help to strengthen community ties and encourage social connections.

Bronafallen is situated in the heartland of the Welsh language and culture. People experience excellent well-being because the Welsh language and culture is fully integrated into the culture of the service. Most of the people speak Welsh as do most of the care staff. We spoke to one care worker who proudly shared with us how the people receiving care and support were helping her to learn the language. We heard her confidently speaking with people about their daily needs. Signage around the home is colourful and in both Welsh and English.

People are safe and protected from abuse and some people access advocacy services to help them communicate their needs. The provider and care staff have extensive knowledge and experience of caring for people with complex needs and are skilled at achieving personal outcomes in the least restrictive way in line with legislation. A care worker told us *"People are gentle and kind, I do not feel like they have dementia."* Care staff understand the richness of people's past life experiences and important relationships, and they support relatives to share the caring role and maintain close ties.

People who live at Bronafallen live in accommodation that supports their wellbeing outcomes, and enhances their quality of life. The premises are carefully furnished and decorated to make it welcoming, cosy and comfortable for people to call *"home from home"*.



Care & Support

Excellent

People who make Bronafallen their home receive excellent care and support. Medication is safely managed to a very high standard. People who lack the capacity to make informed decisions about their medication are supported by care staff who are trained to follow best interest procedures. Medication is administered as prescribed and stored safely in line with legislation and national guidance. Regular reviews of medication are completed in a timely manner, by the GP, and audits are completed to make sure standards are met.

High standards of hygiene practices ensure people are protected as much as possible from a risk of infection. Care staff receive training in infection control and risk management and ensure safe practice is followed. Bron Afallen has a Food Standard Agency hygiene rating of 5 [Good].

People receive high quality care and support because assessments of need and personal outcomes are very thorough and effective. Prior to offering a person a place at Bronafallen the provider places great store on early conversations, about their likes and dislikes and care needs which helps develop strong relationships for the long term. Information is gathered from family and professionals, and the impact for other people accessing the service is always considered when deciding whether a person will be offered accommodation.

Care Planning at Bronafallen is exemplary. Planning for people's care is done with the person, relatives, and representatives where possible. Care plans are personalised, and people's individual needs and preferences are clear. Plans are regularly updated when needs and preferences change. Day and night reports are detailed and personalised. Most people benefit from care that supports routine and structure. The provider has strong and reliable connections with external health and social care professionals for example the GP visits regularly and when called and District Nurses visit most days. Thus, people receive timely health reviews and recommendations are acted upon as directed which leads to excellent outcomes for people.

People have access to home cooked nutritious meals. Special diets are carefully catered for as are people's likes and dislikes. We saw how a person who dislikes chicken is offered beef as an alternative. The cook explained how she asks relatives for people's favourite and least favourite food choices. We saw "bara brith" [fruit loaf] being prepared for an event that evening. A relative fedback "*Since moving to Bronafallen my mother looks well on what she's having from you.*"



Environment

Good

Bronafallen is situated on an open and fast stretch of the A5. The provider ensures that security arrangements are in place and implemented at the premises. Entrances and windows are secure to protect people and personal property and enable appropriate access and departure.

The provider safeguards people by ensuring they are provided with appropriate equipment to meet their needs, such as moving and handling equipment, specialist beds, and an elevator. Equipment is serviced, maintained and repaired as required in line with current legislation and national guidance. Toilets, bathrooms, and showers are clean, accessible, and safe and allow for privacy and dignity.

Outdoor spaces are safe, secure, and well maintained. They are attractive and accessible to most people. There are paths which are suitable for wheelchairs leading to a well-designed decked area on different levels with various seating options. In good weather people can sit and relax with care staff, family and friends and enjoy views of open farmland and rolling hills.

Bronafallen offers a variety of communal and private spaces to meet people's needs. The large lounge is cosy and comfortable with a choice of sofas and armchairs. This room is suitable for activities, recreation, and entertainment. The dining room couples as a small communal sitting area where people can entertain visitors. The entrance hall offers an attractive and intimate sitting area for people to be alone or meet with family members privately. Here there are books and magazines to create interest and prompt conversation if required. Bedrooms are nicely decorated and simply furnished. Most people have brought photographs, pictures, and ornaments with which to personalise their rooms. Bedrooms are clean and well lit, and most rooms have views of the well-maintained garden, fields, and distant hills. Most rooms are for single occupancy; however, we saw one room is shared by two people. A temporary screen is routinely put in place to secure privacy and dignity. Floors are carpeted throughout the premises which reduces noise and gives a homely feel. Carpets are cleaned and replaced on a regular basis. In various places around the premises there are signs of superficial damage to decoration caused by water ingress and a faulty water valve. These are being responded to and are part of an ongoing redecoration and improvement plan. We are assured that these will be put right very soon.



The leadership team at Bronafallen maintain robust governance arrangements and demonstrate visible, effective leadership. They create an ethos of support, inclusion and respect promoting equality and anti-discriminatory practice throughout the service. This positive culture is reflected in the attitude and behaviour of the care staff.

The Responsible Individual has good oversight of the service as she visits Bronafallen most days and consequently knows the people, families, and care staff well. In addition, any problems that arise are resolved swiftly.

Policies and procedures comply with legislation and national guidance and are regularly reviewed. They are appropriate for the needs of people receiving care and support and are understood and implemented by care staff. Audit processes are used by the leadership team to guide improvement.

People achieve positive outcomes because the service offers continuity of care. Staffing levels are stable, and care workers are suitably qualified and experienced to meet the needs of people. Care workers remaining in their posts for many years and the service does not rely on agency workers. Strict recruitment and vetting processes are adhered to which ensures care workers are competent and trustworthy.

The provider invests in staff development through comprehensive induction for new recruits and ongoing training for established employees. Core and specialist training for care staff are delivered face to face. Care staff receive regular supervision and annual appraisals to identify training needs and provide and receive feedback. Care staff feel well supported and can access managers when needed. A care worker told us *"My boss is easy to reach."* There are effective systems in place to monitor training provision and supervision. Another care worker said *"I love it here. It is a long time since I have had a job I enjoy. It is like a family."*

Relatives and representatives are confident to give feedback because the provider is proactive and invites their views on various aspects of people's care and wellbeing via quality control questionnaires. A relative feedback *"I receive regular care plans and communication is always good when I visit."* A relative told us *"Staff are wonderful."*

Resident's meetings take place regularly and records are kept and acted upon. We saw people are consulted on activities, menus, and the accommodation. The following are some of the views recorded *"I join in everything. I like a laugh. I enjoy it all."* *"I join in because I enjoy it, and it gets us going. My favourite is singing."* *"I like the food. Don't think I want to add anything to the menus."* *"I like the new cushions and curtains in the lounge."* *"I like my bedroom; the view is nice."*

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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