



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Plas Bryn Rhosyn



Plas Bryn Rhosyn, Heol Illtyd, Neath, SA10 7SE



01639640550



www.codigroup.co.uk

The inspection visits for this service took place between 22/07/2026 and 23/07/2026

Service Information:

Operated by:	Codi Care and Support Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	59
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

Good



Environment

Excellent



Leadership & Management

Excellent

Summary:

Plas Bryn Rhosyn is a residential care home subdivided into five suites. Four, long term residential care, and one which supports people on respite/short term basis.

People experience excellent well-being. They are actively involved in decisions about their care and support wherever possible and benefit from highly personalised care delivered by compassionate staff. There is an exceptional range of meaningful activities in the service which promote choice, independence and dignity.

People receive good, person-centred care from skilled staff who know them well and work effectively with healthcare professionals to meet changing needs. Strong safeguarding practices, safe medication management and effective infection control arrangements help protect people from harm.

The environment is excellent. Plas Bryn Rhosyn is a purpose-built, dementia-friendly home, promoting independence, confidence and good quality of life through personalised living spaces, welcoming communal areas and accessible outdoor environments. High standards of cleanliness, maintenance and safety, combined with ongoing investment, ensure people live in a comfortable, attractive and well-managed setting.

Leadership and management are excellent. Strong and visible management, robust governance arrangements and a highly skilled workforce create a culture of continuous improvement. Effective

quality assurance, reflective practice and meaningful engagement with people, relatives and professionals ensure the service consistently delivers positive outcomes and inspires confidence in people.

Findings:



Well-being

Excellent

People experience exceptionally positive outcomes because they or their representatives are consistently placed at the centre of decisions about their care and support. Care plans are highly personalised, reflecting people's histories, preferences, routines and aspirations, and are regularly reviewed to ensure support remains responsive to changing needs. Staff demonstrate an excellent understanding of people and consistently promote choice, independence and dignity. An outstanding range of meaningful opportunities enriches daily life and supports physical, emotional, social and cognitive well-being. Activities extend far beyond those typically associated with residential care including community outings, beach trips, gardening competitions, choirs, exercise groups, fundraising events and themed celebrations. Feedback included *"Activities are amazing, gets us out of the bedroom"*, while another said, *"There is no better place, we're at the beach today,"* demonstrating how people continue to lead fulfilling and active lives. The service continues to make progress towards delivering the Welsh Active Offer, despite challenges in recruiting Welsh-speaking care staff and the low number of people using the service who speak Welsh.

People are safe and protected from abuse and neglect. There is a strong and embedded culture of safety where risks are managed proactively without unnecessarily restricting people's independence. Robust safeguarding systems, comprehensive risk assessments and effective partnership working with healthcare professionals ensure people remain safe while maintaining control over their lives. Managers are highly reflective and use incidents, complaints and safeguarding concerns as opportunities to drive learning and continuous improvement. Where concerns have arisen, records demonstrate thorough investigation, effective oversight and meaningful action resulting in improved practice. Staff speak confidently about safeguarding responsibilities. A community nurse described the care provided as *"Excellent"*, stating staff are *"Professional and work well alongside us to ensure excellent care is received by people"*.

Relationships are a significant strength of the service and make a considerable contribution to people's sense of belonging, identity and emotional well-being. People are actively supported to maintain connections with family, friends and the wider community, while opportunities to pursue shared interests promote inclusion and companionship. Feedback consistently highlights the warmth and quality of relationships between people and staff. One resident told us, *"Staff are the best... they're my family,"* while a relative described the service as a *"Home from home."* Another family member shared that their relative, who had previously not engaged in activities, was now *"Out dancing and singing in the choir"*.

The environment is exceptionally well designed and actively enhances people's quality of life. Bedrooms are personalised and reflect individual identities and life experiences. The home is clean, well maintained and homely, with people encouraged to contribute to gardening projects and environmental improvements that foster pride and ownership. Outdoor areas are a particular strength, offering unrestricted access to nature, fresh air and meaningful activity. Relatives consistently praise the environment, with one commenting, the *“Small friendly environment helps with her confidence and well-being,”* while a resident described the home as a *“Lovely place to live.”*



Care & Support

Good

People receive good-quality, person-centred care from staff who know them well and understand their individual needs, preferences and goals. Care plans provide clear guidance to support people safely and consistently and are regularly reviewed to reflect changing health, emotional and social needs. Staff work effectively with district nurses, GPs and other professionals to maintain people's well-being and achieve positive outcomes. Although we identified minor improvements in some respite records and recording practices, leaders had already recognised these areas and were implementing an electronic care planning system to strengthen oversight and quality assurance. Feedback from professionals and relatives was consistently positive. One community nurse told us, *"Staff are professional and work well alongside us to ensure excellent care is received by service users,"* while a relative praised the *"Kindness and compassion from staff."* The service is currently looking at ways to improve assessment of new admissions into the respite service to improve accuracy of the dependency assessment. This means correct staffing levels are in place to support people who come to stay in respite going forward.

People are protected from harm and abuse. People are supported by staff who understand their safeguarding responsibilities and promote their rights. Safeguarding arrangements are robust, with high levels of staff training, clear reporting procedures and effective risk management processes that balance safety with independence. The service demonstrates a positive culture of openness and learning, using incidents, safeguarding concerns and complaints to drive improvements in practice. Records show appropriate referrals are made and lessons learnt are embedded into care delivery. Relatives spoke confidently about the quality and safety of support provided. One relative told us, *"The Team Leader and staff in my mum's unit are excellent, caring and compassionate,"* while another described staff as *"Extremely approachable and helpful."*

People's medication is safely managed. Robust medication systems support safe administration and reduce the risk of error. The introduction of an electronic medication administration system has strengthened accountability using alerts, photographs and enhanced monitoring processes. Medicines are stored securely and appropriately in dedicated temperature-controlled rooms, records are accurately maintained and regular audits, stock checks and competency assessments provide additional assurance. Improvements identified previously had been addressed, resulting in strengthened governance and safer practice. Overall, people receive their medicines safely as prescribed.

Effective infection prevention and control arrangements help protect people from avoidable harm. The home is clean, tidy and well maintained, with appropriate systems in place for cleaning, laundry management and the use of personal protective equipment. Staff receive infection control

training. People and relatives expressed confidence in the environment, with one resident describing the home as *"Very clean"*.



Environment

Excellent

People live in an environment which is exceptionally well designed, maintained and managed to promote their well-being, independence and quality of life. The purpose-built home has been thoughtfully designed for older people, including those living with dementia, with small suite-style communities creating a calm, familiar and homely atmosphere. Each suite provides comfortable communal areas, dining facilities and direct access to secure outdoor spaces, enabling people to move freely and safely while maintaining choice and control over their daily lives. In the long-term care suites, bedrooms are personalised with photographs, possessions and mementoes which reflect people's identities and life experiences, helping to promote a strong sense of belonging and continuity. The respite suite is homely and comfortable for those staying for a short time.

People are encouraged to actively engage with and contribute to their surroundings. We saw examples of gardening projects, suite competitions and displays of artwork and crafts throughout the home, creating a vibrant and welcoming environment. Outdoor areas are particularly impressive, offering attractive and accessible spaces with seating, planting and sensory features that encourage people to spend time outdoors and remain connected with nature. The service also provides welcoming facilities for relatives, including a dedicated family "Cwtch" area, enabling people to maintain important relationships in a private and homely setting. Relatives told us the environment had a positive impact on people's well-being, with one commenting it "Helps with her confidence and wellbeing", while another described the service as a "Home from home."

The provider demonstrates a strong commitment to ensuring the environment remains safe and fit for purpose through robust maintenance arrangements, comprehensive monitoring systems and significant investment in the service. Since the previous inspection, extensive work has continued to address issues associated with the roof, with evidence of continued investment and ongoing engagement with specialist contractors. Dedicated maintenance oversight ensures repairs, servicing and planned works are completed effectively. Records seen demonstrate regular testing and monitoring of fire safety systems, emergency lighting, alarms, water safety, generators, beds and more. Required certification is in place for key areas including fire safety, gas, electrical installations, moving and handling equipment and legionella management. The home is consistently clean and free from hazards. Well-organised kitchen and laundry facilities support effective infection prevention and control practices. The kitchen maintains a Food Standards Agency rating of 5, demonstrating strong standards of food hygiene and safety. We found safety measures are carefully balanced with people's rights, dignity and independence, creating an environment that protects people from harm and actively enhances their well-being and quality of life.



The service demonstrates a culture of excellence, characterised by strong management, effective governance and a clear commitment to achieving positive outcomes for people. The provider and management team have established comprehensive quality assurance systems to monitor care delivery, safety, staffing, training, incidents, complaints and environmental standards. Responsible individual (RI) oversight is frequent, meaningful and reflective, with regular visits evidencing engagement with people, relatives, staff and professionals. The RI embraces life in the service and sits with people, has meals with them and engages with them to get a true feeling of what it is like to live there. RI reports are thorough and when areas for development are identified, proactive responses are undertaken to drive improvements. We saw this with the planned implementation of an electronic care planning system, identified as a mechanism to strengthen documentation and oversight before the inspection took place. Quality reviews identify learning opportunities, track action plans and evaluate outcomes for people. Professionals express significant confidence in the service, with one professional describing it a *“Positive, well-managed and person-centred service”*.

People benefit from a highly skilled, experienced and well-supported workforce. Records reviewed demonstrate robust and safe recruitment practices, regular supervision, competency assessments and strong training compliance. We saw most staff hold recognised health and social care qualifications. Staff competency in key areas, including medication administration and moving and handling, is routinely assessed and monitored. Training levels overall in the service are high. We saw staff are encouraged to develop professionally through learning opportunities, reflective supervision and personal development planning. Feedback reflects a positive workplace culture where staff feel valued and supported. One member of staff told us, *“We are a hard-working team who work well together and pull together when needed,”* whilst another described having *“Very approachable and supportive management.”*

The provider has multiple policies and procedures in place to support the smooth running of the service which ensures it is delivered in accordance with its statement of purpose. Managers demonstrate a detailed understanding of the challenges facing the sector, including increasing dependency levels and pressures within respite provision, and are actively implementing innovative solutions to address these issues. We saw evidence of reflective practice throughout the organisation, including learning from complaints, safeguarding concerns, accidents and medication incidents. Internal audits explore not only compliance but also service culture, communication and person-centred practice, demonstrating a robust and self-aware approach to quality improvement. Relatives described management as *“Amazing”* and *“Very supportive,”* while staff repeatedly highlight supportive leadership and effective teamwork.

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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