



Dan Y Bryn



84 Brecon Road Pontardawe, Swansea, SA8 4PD



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www.poblgroup.co.uk

Date(s) of inspection visit(s): 17/07/2025

Service Information:

| | |
|--|---|
| Operated by: | Pobl 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: | 40 |
| Main language(s): | Welsh and English |
| Promotion of Welsh language and culture: | The service provider anticipates, identifies, and meets the Welsh language and culture needs of people. |

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Dan y Bryn is a residential care home situated in Pontardawe, Swansea. It is registered to provide accommodation and personal care for up to 40 people.

People's well-being outcomes are good as care staff know the people they support well, they know what is important to them and follow detailed personal plans. Care and support is good, with people's experiences being positive. The service has good systems to safeguard people, good systems to manage their medication, and good systems to reduce the risk of the spread of infection. People live in an environment which is good and suits their needs. The home is clean and comfortable. The provider undertakes regular maintenance and repairs, and ensures the environment is safe. The leadership and management at the service is good. Care staff have the correct training, recruitment practices are effective, and governance and oversight systems are in place to support the running of the service.



Findings:



Well-being

Good

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. During our visit, we spoke with people who told us they are satisfied with the support they receive at Dan y Bryn and are supported with making day to day decisions. One person commented *"It's very good here, I've got a lot to be thankful for"*. We also observed people being supported in a warm and genuine way and people told us the care staff are kind and caring. People are enabled to achieve outcomes identified together with care staff.

The service promotes people's physical and mental well-being. There is a homely atmosphere that gives people a sense of belonging. Care staff have a good understanding of people's needs. They encourage people to maintain a healthy, varied diet and act upon any health concerns. Safe medication systems ensure people consistently receive their prescribed medicines. Care staff have access to accurate, up to date guidance for meeting people's care and support needs. Records show people receive care in line with their personal plans.

Robust safeguarding measures ensure people are protected from abuse and neglect. Care staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people. Care staff receive safeguarding training and are aware of the procedure for reporting concerns. There is a safeguarding policy which is reflective of the most recent statutory guidance. Care staff we spoke to said they would know who to speak to if there was a problem. Risks to people's health and safety are assessed and managed and there are systems in place ensuring medication is stored and administered safely. All the people we spoke with told us they feel safe living in Dan y Bryn, one said *"I don't see why I shouldn't be"*.

People live in accommodation that supports their well-being. The environment has been designed to meet the needs of the people living there by providing 5 small units. Bedrooms are comfortable and personalised, with sufficient communal areas available. The home is clean and well-maintained, with the correct checks and servicing in place for utilities and equipment.



Care & Support

Good

Personal plans set out people's care and support needs. We saw personal plans are developed in conjunction with people and their representatives to ensure they are person centred. Personal plans contain practical information to guide care staff. They also contain risk assessments which help mitigate risks to people's health and safety. We found some care files contained old historical information and were rather bulky. We were informed that the service is introducing an electronic care planning system. This will streamline the information held. Care staff complete daily recordings documenting any care and support provided as well as other information such as people's presentation. Personal plans are reviewed every three months to ensure they remain relevant as people's needs change. There needs to be clearer evidence that people have been involved in their reviews and whether identified outcomes have been achieved. People living in the home told us "*They are lovely, doing their best*", "*They look after me well*" and "*They are very kind and very good*".

Medication is stored, managed, and administered safely. Medicines are stored securely in medication trolleys and administered in line with the prescribers' instructions. Medication administration record (MAR) charts contain all required information and are completed correctly with signatures when medication has been administered. Controlled drugs are also appropriately stored and recorded. We saw evidence staff receive training on the administration of medication to ensure they remain sufficiently skilled. The completion of routine medication audits ensures practice remains safe and effective. Records show regular contact with health and social care professionals when needed. We spoke with a visiting health professional who told us they have no concerns regarding the care and support provided at Dan y Bryn.

Infection control is well-managed, with appropriate measures in place to reduce risks. The manager conducts regular audits to identify and address any issues. Staff receive relevant training and have access to ample personal protective equipment (PPE). An infection control policy guides staff on how to manage outbreaks and protect people. Care staff follow thorough cleaning routines, and laundry processes are designed to minimise infection risks. Clinical waste is disposed of safely and correctly. A visiting professional from the Public Health Team told us "*The service is responsive and reactive to infection control issues*".



Environment

Good

The accommodation is welcoming and homely and benefits from good quality decor and furnishings. The living environment at Dan Y Bryn is made up of five separate but interconnecting units within one building. There is a large communal lounge area on the ground floor and each of the five areas has their own lounge dining rooms. There is a hair dressing room for people to enjoy having their hair done and a pamper session away from the living area of the home. The environment is free of clutter throughout. We saw people sitting in the dining room and lounge on the ground floor and sitting in the comfort of their bedrooms which were personalised to their tastes.

Regular servicing, maintenance and immediate repairs of facilities ensures the safety and well-being of people using the service. There is a maintenance person who works at the home to repair and replace fixtures and fittings, redecorate and complete health and safety checks regularly in the home. External contractors are also used for a rolling schedule of servicing and maintenance of facilities and utilities. A fire risk assessment outlines what action would need to be taken in event of a fire, and personal emergency evacuation profiles (PEEPs) detail what support each individual would need in an emergency. It was identified during the inspection that not all window restrictors met regulatory standards. The manager took immediate action; a full audit was undertaken and remedial work completed without delay.

The kitchen holds a Food Standards Agency rating of four, indicating good hygiene standards. Laundry facilities are appropriate for the size of the home, and cleaning products are stored safely in line with control of substances hazardous to health (COSHH) regulations.

Security arrangements are in place to protect people. The home is secure to prevent unauthorised access. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises.



Leadership & Management

Good

The service is well led. A dedicated and experienced manager and team manager ensure people are at the heart of the smoothly run service. The management team undertake a number of weekly and monthly audits of all aspects of the service to monitor practices. The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the statement of purpose in a transparent way. A written guide is available for people in the service, containing practical information about the service, and the support provided. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. The manager has an 'open door' approach and is very approachable, staff told us they feel valued and respected. They also told us: "*I love working here*", "*Management are amazing*" and "*I love my job*".

People are supported by appropriate numbers of staff who have been vetted and receive support in their work. All staff receive supervision in their role to help them reflect on their practice and to make sure their professional competence is maintained. Appropriate recruitment checks to ensure all staff are suitably fit to work with vulnerable adults are in place. This includes Disclosure and Barring Service, and identity checks along with references to confirm applicants are suitable to work with vulnerable people. Care staff are registered with Social Care Wales (SCW) the work force regulator. The manager has an open-door policy and care staff told us they feel confident reporting any issues or concerns to the manager and feel well supported.

The service is well-led, with organisational arrangements, governance and oversight in place to help the service run smoothly. There are policies and procedures in place helping to underpin safe practice. We examined a cross section of the service's policies including safeguarding, medication and infection control, they are reviewed and updated regularly. The manager understands legal requirements of caring for vulnerable people and liaises with the local authority safeguarding team when required. Applications are also made to the Deprivation of Liberty safeguards (DoLS) team when required. The Responsible Individual regularly speaks to people and staff to help inform improvements. There are effective quality assurance measures in place. These include six-monthly quality of care reviews. The service has received numerous compliments about the quality-of-care staff provide. Management deal with complaints in line with the service's complaints policy.

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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