



Brynderwen Catre



Brynderwen Farm, Pontamman Road, Ammanford, SA18 2JD



01269 267541



N/A

The inspection visit took place on 16/10/2025

Service Information:

Operated by:	Catre Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	9
Main language(s):	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

Requires Improvement

Summary:

Brynderwen is a residential care home on the outskirts of Ammanford. The service was issued seven Priority Action Notice's (PAN's) and an Area for Improvement was identified in the previous inspection in August 2025.

Well-being has improved because the provider is giving people a voice. People are being supported to achieve their outcomes and the provider is now treating them with dignity and respect. Well-being is rated as good.

Care and support is now rated as good because staff are receiving the training they need to support people. The new manager is reviewing personal plans to ensure they are reflective of the individual's needs and effectively guide support workers.

The provider has improved the environment to ensure people are treated with dignity and respect. The provider has invested in the building and improved maintenance systems to reduce risks to people.

Leadership and management has improved significantly and the new manager has brought structure and organisation to the service. Leadership and Management is rated as 'needs improvement' and we will check the effectiveness of the providers oversight in the next inspection.

Findings:



Well-being

Good

People are now treated with dignity and respect by the provider. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. The new manager is developing a 'can do' culture at the service.

People have more control over their day-to-day lives and where possible, are aware of their rights and entitlements. The new manager is introducing systems to ensure people are involved in decisions that affect them.

People are able to access experiences that improve their quality of life; helping them to achieve their well-being outcomes. People are supported to maintain and sustain existing relationships with family, friends and important people in their lives. We were told about people participating in new activities in the community, which positively impact their well-being. The staff team intend to develop this further following more person specific training.

People have positive relationships with their support workers, who understand their individual needs and enable them to achieve positive well-being outcomes. We were told about the improvements in activities and how much people enjoy taking part in them.

People are safeguarded from abuse and neglect. There are now effective mechanisms in place to ensure that every voice is heard and respected. People are now encouraged to take positive risks by the manager, to boost their confidence and community involvement.

People now live in accommodation that meets their needs. The layout and decoration of the setting and quality of the furnishings and fixtures meet people's needs and outcomes.



We have closed the Priority Action Notices issued to the provider in August 2025 because of the improvements made to the care and support offered.

People's experience of care and support has improved. The new manager is re-assessing the service people receive with the local authorities, to ensure they can meet their individual needs. The manager is developing a 'can do' culture which has already helped people to achieve more constructive outcomes. We were told about the new positive approach to risk taking and people being able to do more activities in the community.

The manager is in the process of reviewing and updating personal plans. The new system ensures care and support is co-produced between people, representatives, relevant professionals and care workers. Plans are more structured and organised to better support staff to meet people's care and support needs.

People are kept safe from harm or abuse. Almost all staff have been re-trained in safeguarding and an information sheet is displayed to guide them on how to report any safeguarding concerns.

There has been a comprehensive review and update of all training and supervision at the service. Staff have completed the necessary mandatory training and are undertaking more specialist development to ensure they have the skills to meet people's specific and individual needs. We noted that interactions had improved greatly since the last inspection. Where necessary, people are minimally restricted; this will improve further with the availability of specialist training at the service.

The new managers approach means people's well-being and safety is prioritised by identifying and managing potential risks. People are offered choices in daily activities; they have opportunities to reach their potential and engage in meaningful past times, hobbies and take part in community activities.

When discussing the new manager and the developments at the service, a care worker told us. *"The best thing about the improvements is the positive difference it's made to the guy's lives".*



Environment

Good

We have closed the Priority Action Notices issued to the provider in August 2025 because of the improvements made to the environment.

The provider has consulted with people and is considering their specific support needs regarding the environment. Facilities in the service now meet people's requirements and improve the quality of their lives. Living spaces are functional, homely, clean, with better attention to decoration and quality of furniture.

The provider's maintenance systems have improved; the building and equipment are now appropriately maintained. People can personalise their rooms and staff are making the most of the spaces that are available for people.

Outdoor spaces have been improved and there are positive discussions around reducing the amount of fencing required at the service.

The improvements to the environment mean people are now protected as much as possible from the risk of infection. The premises and equipment are kept clean and hygienic, food hygiene practices are now good.

People are more relaxed and comfortable in their home, Support workers are also positive about the improvements made to the environment, one said, *"The building is so much better and it's great for the guys"*.



Leadership & Management

Requires Improvement

We have closed the Priority Action Notices issued to the provider in August 2025 because of the improved management of the service.

People, their support workers and associated professionals involved in the service have more confidence in the provider. The provider has successfully recruited an experienced new manager, who has brought structure and organisation to the service. The provider is now committed to make sure care is delivered in a way which ensures people have the right support they need to protect them and keep them safe and well.

The provider's systems for reviewing and improving the quality of the service have improved, which has made a positive impact on the quality of care. The issues identified by the Responsible Individual (RI) to improve the service have been resolved by the provider. We have reduced this from a Priority Action Notice to an Area for Improvement and expect the provider to continue to work collaboratively with the RI.

The new manager has a clear person-centred vision for the service that focuses on improving outcomes for people. Staff are positive about the changes in the providers approach to improving the service and are keen to develop it to reach its full potential.

People and staff are positive about the changes the new manager has made. They are accountable for their actions and the performance of the service. The new manager is aiming to develop a more open and collaborative culture to drive improvements at the service. A support worker told us, *"It's nice to have a manager that is concerned about us all"*.

The provider has an effective selection and vetting process for hiring staff to ensure they are trustworthy. There is a new induction process in place, and the documentation is being finalised. Staff training compliance has improved greatly and further development is starting to ensure people's needs are being met by qualified and skilled staff. The new manager has supported almost all the staff to register with Social Care Wales, the work force regulator.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People live in a service where the provider does not respond to the RI's recommendations to improve the quality of the service.	16/10/25

CIW has not issued any Priority action notices following this inspection.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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