Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bron Haul Care Home

Bron Haul Residential Home, 41-43, Brighton Road, Rhyl, LL18 3HL

01745 353730

The inspection visits for this service took place between 07/10/2026 and 09/10/2026

Service Information:

Operated by:	Sky Care North Wales ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with mental health needs, Care and support for people requiring short-breaks or respite care, Care and support for people with a physical disability, Care and support for people living with dementia
Registered places:	37
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	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Bron Haul is a large Victorian detached property situated in the seaside town of Rhyl.
People have good well-being outcomes because they are treated with dignity and respect and have opportunities to influence decisions about their lives and the running of the service. They benefit from a calm, welcoming atmosphere. They are supported by familiar staff who have a good understanding of their individual needs and preferences.

People receive good care and support from enough staff who know them well. Care planning and record keeping continue to improve. Some records still need strengthening, but the management is taking action in addressing this area.

The environment is good as the home provides a pleasant environment. There is ongoing refurbishment of the home ensuring it is homely and the provider ensures people's health and safety is maintained and promoted.

Governance and quality assurance systems are good. The newly appointed registered manager, and Responsible Individual (RI), are visible and staff feel supported. The service has improved since the last inspection, and we have reflected this in ratings awarded. Thorough audits, practice observations and feedback systems help identify issues and drive improvement, although these arrangements need further embedding to demonstrate long term positive impact and sustained improvements across the service.

Findings:

Well-being — Good

People have control over their day-to-day life, they are listened to and involved in making choices and decisions. People told us they are very happy living at the service and spoke positively about the care and support they receive. One person told us they enjoy the food and is offered choice but felt there was not always enough meaningful occupation during the day and described feeling bored at times. Another person said they are happy and comfortable and chose to spend much of their time in their bedroom, later joining others for lunch. The provider has introduced resident and relatives' meetings to support consultation and involvement in the running of the service. We saw evidence families are encouraged to participate in care planning reviews.

People are supported with their physical, mental health and emotional well-being. Care staff are attentive, polite, and respectful to people and we saw many examples of this throughout the day. Care documentation shows people have good access to health and social care services and medical or other professional advice is sought in a timely manner. Care staff offer and top up drinks and refreshments throughout the day. People's likes and dislikes, allergies and specialist diets are known. People share good relationships with staff and this helps to support people's well-being and emotional health. There are some opportunities to engage in activities throughout the day, but some people said they would like more activities. A new activities person is currently being advertised with the aim of improving opportunities and wellbeing of people.

People are protected from the risk of abuse and neglect. There is a robust safeguarding policy in place, and all staff are trained in safeguarding adults. Recruitment checks are in place to ensure care staff are suitable for the role. Prompt action is taken by the service and notifies the relevant agencies of incidents, concerns, or safeguarding matters. Risk assessments are in place to provide guidance on how to keep people and others safe and are reviewed regularly. Care staff understand their roles in protecting people. An advocacy service is available to people.

People live in accommodation which suits their needs. Standards of cleanliness and hygiene are good and regular checks, servicing and maintenance ensures the environment is as safe as it can be. There is an ongoing refurbishment programme in place. Bedrooms are personalised to varying degrees based on people's individual preferences. The service has been inspected by the Food Standards Agency and has a rating of 5, the highest possible score, demonstrating 'very good' food safety practices.

Care & Support — Good

People receive care and support from staff who know them very well and demonstrate kindness, patience and respect. Personal plans and risk assessments are currently being transferred to an electronic care system. New care records are extremely detailed; person centred and provide guidance to care staff to support the person to achieve their personal outcomes. Care records viewed on the new electronic care planning system is very detailed, regularly reviewed and provide clear guidance to staff. Risk assessments and personal plans supported continuity of care, and daily records accurately reflect the care provided. Records we saw show people receive care and support in line with their plans and care staff support them in ways that reflect their individual preferences and routines. Daily care records also demonstrate care is provided consistently and staff respond appropriately when people's needs change.

People's nutritional and healthcare needs are monitored. Weight monitoring systems are in place, and records demonstrate regular review and analysis to ensure people remain healthy. Staff work with healthcare professionals, including district nurses and general practitioners, to support people's health needs. Mealtime observations showed a relaxed atmosphere where people could eat at their own pace and choose where they wished to dine. Alternative meal choices are available and meals were attractively presented. Observations during breakfast and lunch demonstrated staff provided support in a calm and dignified manner. Staff sat alongside people who required assistance with eating and drinking, gave people sufficient time and engaged them in conversation throughout the meal. Drinks are readily available and staff routinely checked people's comfort and wellbeing.

Medicines are managed in a safe way and stored securely. Records confirm people consistently receive their prescribed medication. Senior staff carry out frequent stock checks to make sure medication counts are correct. Care staff ensure medicines are stored at suitable temperatures by carrying out daily temperature checks of storage areas. People’s medication is reviewed by medical professionals. Records show care staff complete training and have their competency assessed before administering medication.

The service has measures in place to ensure the environment is hygienic and manages the risk of infection. Staff complete mandatory training in relation to infection control. Cleaning equipment is securely stored. There is a health and safety policy in place which provides clear guidance regarding staff roles and responsibilities. Staff were observed using personal protective equipment appropriately and disposing of used equipment safely. Clinical waste arrangements were appropriate, and PPE stations are well stocked throughout the service.

Environment

Good

The service provider ensures people live in an environment which has facilities to promote the achievement of their personal goals. We viewed a selection of people's rooms which are personalised with their own belongings, such as photos and ornaments. People told us they like their rooms. Corridors and communal areas are spacious, and free from clutter enabling people to move around freely and safely. Access to the outside area is safe and accessible for anyone wishing to enjoy the pleasant, enclosed garden. There is ample seating and different areas for people to use. Communal areas provide people with the opportunity to socialise if they wish. We observed continued improvements to the physical environment, including recently redecorated bedrooms and enhanced maintenance systems. Records demonstrate maintenance issues are logged and addressed promptly. New flooring has been laid in parts of the ground floor corridor and in the main lounge.

There are measures in place to identify and mitigate risks to health and safety. All visitors are asked to sign the visitor's logbook for fire safety purposes. Domestic staff hours have recently increased, and they follow general and deep cleaning schedules to ensure all parts of the home are clean and hygienic. People told us their individual rooms are cleaned every day. Communal areas, bathrooms, shower rooms and laundry facilities were clean, tidy and appropriately organised. Bedrooms viewed during the inspection were personalised and reflected individual preferences. Outdoor areas are accessible with pathways to promote safe access around the grounds. The kitchen is clean, organised and well maintained. We were informed the service had recently improved its Environmental Health rating from three to five following actions taken to address identified issues. We saw food storage areas were well stocked and systems were in place to support food safety.

Leadership & Management — Good

We found leadership and management arrangements has strengthened considerably and there have been significant improvements within the service since the appointment of the current new manager and deputy. Whilst the service continues to strengthen care documentation, training compliance and quality assurance processes, the service demonstrates a clear commitment to continuous improvement and delivering positive outcomes for people living at the home. The new manager, deputy and provider have implemented a range of initiatives designed to strengthen safety, improve care delivery and enhance oversight of the service. Improvements include revised audit systems, enhanced medication processes, updated policies and procedures, and the introduction of electronic care planning system. The provider has produced a detailed Quality of Care Review which demonstrated significant engagement with residents, relatives, staff and professionals. The report identified service developments and areas for improvement. The manager described a positive and supportive relationship with the RI and told us requests for resources and environmental improvements are actioned promptly.

People benefit from a service where the well-being of staff is promoted and there is enough staff on duty. Although staffing has been subject to challenging times due to a number of pre-approved annual leave requests, staffing levels are now sufficient to meet the needs of people. People we spoke with, and documentation seen confirmed this. Staff supervision records confirm they are being held within the required timescales. Staff said they feel listened to, supported by management, and feel teamwork and staff morale has improved. Staff consistently spoke positively about the leadership of the service. Staff told us managers are visible, approachable and supportive.

People can be assured staff members who support them complete a robust recruitment process and receive training to enable them to fulfil their roles. Recruitment records sampled contained appropriate documentation, including references, DBS checks, proof of identity, right to work documentation and induction records. A system is in place to monitor Social Care Wales registration requirements. Many staff have completed training in key areas, including safeguarding, moving and handling, infection prevention and control, food safety, fire safety and health and safety. We saw evidence of ongoing training activity, particularly amongst recently recruited staff. However, some staff records contained mandatory training modules recorded as incomplete or pending. The provider has provided assurances this will be addressed and management are currently developing a formal competency assessment following training.

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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