Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bridge House

Bridge House Residential Home, Beulah Place, Ebbw Vale, NP23 6ET

01495 306837

www.breconcare.co.uk

The inspection visits for this service took place between 24/09/2026 and 02/10/2026

Service Information:

Operated by:	Brecon Care
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people living with dementia, Care and support for people requiring short-breaks or respite care, Care and support for people with a learning disability, Care and support for people with a physical disability, Care and support for people with mental health needs
Registered places:	36
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:

Bridge House Residential Home provides care and support to people with and/or without dementia needs. It is a caring, supportive and well-managed service where people experience positive outcomes and good quality care. People told us they feel safe, enjoy living at the service and value the support they receive. Staff are experienced, know people well and have a good understanding of each person's needs and routines. The service works collaboratively with healthcare professionals to promote people's health and well-being.

Managers have established effective governance arrangements and demonstrate a commitment to continuous improvement. The provider maintains effective systems to monitor and maintain the safety of the environment. We saw evidence of ongoing investment in the premises which ensures people live in a comfortable, safe and welcoming home. Service development would benefit from providing people with regular opportunities to share their views and contribute to decisions about how the service is run.

We rate the service as “good” across the four domains of wellbeing, care and support, environment and leadership and management.

Findings:

Well-being — Good

People receive good quality care and support that promotes their well-being and helps them achieve positive outcomes. Residents, relatives and visiting professionals spoke positively about their experience of using the service. People told us they feel safe, happy and settled. Staff are described as kind, caring and responsive. We saw warm and respectful interactions between staff and people living at the home. People are supported to make everyday choices about their routines, meals and activities. The provider is to strengthen formal consultation arrangements to provide opportunities for people to share their views and contribute to the development of the service. Residents told us, *"Can't fault it, find staff good;" "Lovely here food is great"* and "*Very good indeed."*

The service provides a varied programme of engagement. People are encouraged to take part in activities that reflect their interests and preferences, and work towards their personal goals. We saw examples of people accessing the local community, maintaining relationships with family and friends, and achieving individual aspirations. The service provider recognises the importance of activities and is looking to increase opportunities for people to promote their wellbeing and independence.

Staff understand safeguarding responsibilities and take appropriate action to report. Records show safeguarding referrals are made promptly and relevant agencies are notified. Healthcare professionals told us staff know people well, which enables them to recognise changes in a person's health and seek timely medical advice. These arrangements help people remain safe and maintain good health.

People live in accommodation that promotes their wellbeing, comfort and independence. The environment offers a choice of communal and private spaces, enabling people to spend time alone when they wish or socialise with others. Bedrooms are personalised and reflect people's individual tastes, preferences and interests. Pen pictures outside bedrooms, provide information about each person's life history and help to promote their identity and individuality. We saw ongoing refurbishment throughout the service, demonstrating the provider's commitment to maintaining and improving the quality of the living environment for people.

Care & Support — Good

People receive good care and support that is generally person-centred and responsive to their needs. Personal plans contain information about people's health conditions, preferences, support needs and desired outcomes. Staff know people well and have a good understanding of individual routines, choices and support they require. This helps to ensure people receive consistent care from staff who understand what matters to them.

The service regularly reviews personal plans to reflect changes in people's needs, wishes and circumstances. People, their relatives and representatives are encouraged to contribute to reviews and to share their views about the care and support provided. Records show staff make timely referrals to health and social care professionals when people's needs change or concerns about their health and well-being are identified. Visiting professionals spoke positively about the service and told us leaders communicate effectively about changes in people's health.

Effective arrangements are in place to safeguard people from harm and abuse. Suitable assessments ensure people's liberty is protected. The service assesses and manages risks to support people's safety while promoting independence. This enables leaders to monitor outcomes, review the effectiveness of actions taken and identify opportunities to further improve people's safety and well-being. Staff receive safeguarding training and understand their responsibilities, including how and when to make referrals. Records show safeguarding concerns are reported and monitored to help ensure people remain safe and protected.

Medication is stored securely and managed safely. Staff complete medication training and competency assessments to help ensure medicines are correctly administered to people. The service carries out regular medication audits to monitor practice and maintain good standards. Although, the provider could strengthen medication management by implementing clear escalation procedures when prescribed medicines are unavailable. This would ensure people receive their medication as prescribed and reduce the risk of delays.

The service maintains suitable infection prevention and control arrangements. Cleaning schedules, audits and monitoring systems support oversight of hygiene standards across the service. Managers review audit findings and take action to address issues and improve practice. These arrangements help to promote a clean environment and reduce the risk of infection for people living at the service.

Environment — Good

People live in a clean, comfortable and welcoming environment that promotes their well-being, safety and independence. Bedrooms are personalised to reflect individual preferences and help people feel at home. Communal areas are well maintained and provide suitable spaces for people to socialise, participate in activities and spend time with family and friends. People can access indoor and outdoor areas that support social inclusion, independence and quality of life. Accessible garden spaces enable people to enjoy fresh air and outdoor activities when they choose.

There are effective arrangements in place to maintain a safe environment. Staff use equipment, including sensor mats and mobility aids, to reduce risks for people who are at increased risk of falls. Regular servicing, maintenance checks and audits help ensure equipment remains safe and suitable for use. Environmental risk assessments are reviewed routinely, and fire safety systems and planned maintenance arrangements support the protection of people from avoidable harm.

Health and safety monitoring systems demonstrate the provider takes appropriate action to meet legislative requirements and recognise good practice. The service has achieved a Food Standards Agency food hygiene rating of 4, indicating good standards of food safety. The provider continues to invest in the environment to improve outcomes and experiences for people living at Bridge House. Records and observations confirmed ongoing refurbishment works, including improvements to bedrooms, bathrooms and communal areas. Plans are in place to upgrade the kitchen. During the inspection, the Responsible Individual (RI) provided assurance that Care Inspectorate Wales will be notified of the contingency arrangements while the work is undertaken.

Leadership & Management — Good

Bridge House benefits from effective leadership and management arrangements that promote positive outcomes for people. Managers foster an open and transparent culture where people, staff and professionals feel valued and listened to. People told us they have confidence in the leadership team. Staff consistently describe managers as approachable, supportive and responsive. They spoke positively about teamwork, communication and the quality of care provided. Healthcare professionals provided positive feedback about management oversight and partnership working. Managers demonstrate a commitment to continuous improvement and investment in the service to enhance people's experiences and outcomes. Staff comments reflected a positive workplace culture. One staff member told us of "*A good atmosphere"* with colleagues *"Who work well as a team."* Another said that this is the *"Best job ever. We all work together."*

The service has established governance and quality assurance systems that enable managers to monitor service performance and drive improvement. Regular audits of accidents and incidents, care documentation, medication, infection prevention and control, and environmental safety help managers identify trends and areas for improvement. The RI maintains effective oversight of the service and demonstrates awareness of areas that require further improvement via routine visits and Quality of Care Reviews. Internal quality assurance processes have identified a lack of opportunities for people to formally share their views. The RI has recognised the need to improve how people's views are gathered, recorded and used to influence service delivery.

The service employs an experienced and stable staff team with the knowledge and skills required to meet people's assessed needs. Many staff have worked at the service for several years, promoting continuity of care and helping people develop positive and trusting relationships. Training, supervision and appraisal records show high levels of regulatory compliance, supporting staff to carry out their roles safely and effectively. Recruitment processes were generally robust, and records confirmed appropriate pre-employment checks had been completed before staff commenced work. This helps ensure staff are suitable to work with vulnerable adults and supports the delivery of safe, person-centred care. Overall, leadership and management arrangements promote a positive culture, effective oversight and continuous improvement.

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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