Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llun y Mynydd

Llun Y Mynydd, Merthyr Road, Abergavenny, NP7 9LN

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www.orbis-group.co.uk

The inspection visit took place on 26/10/2026

Service Information:

Operated by:	Orbis Education and Care Limited
Care Type:	Care Home Service Adults Without Nursing
Registered places:	6
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	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Llun y Mynydd is registered to provide care for six adults with autism, learning disabilities and associated needs. There were four people living at the home during the inspection.

People are settled and are achieving excellent well-being outcomes. Skilled care staff know people well and understand their communication needs. This means people contribute to their care planning and actively participate in decisions in their daily lives. There is a very strong focus on outcomes and independence in the home.

People receive excellent care and support which enables them to make choices, participate in activities and have a presence in the community. Care staff are dedicated in ensuring continuity of care and take great satisfaction in their role. They are safely recruited, trained and supervised and feel very supported by managers. Safeguarding measures are suitable and people report feeling safe in their home.

People have their own bungalows which they decorate and furnish to their taste and preferences.

They like their homes and the excellent design means people choose to safely visit each other, build relationships and share activities. Robust audits and regular checks contribute to the home's safety.

The management in the home is exceptionally compassionate and they achieve a balance between this and effective leadership. Managers demonstrate highly effective partnership work with families and other professionals and are creative in meeting a wide diversity of needs. There are strong governance and quality assurance measures and care staff report a positive team culture and of feeling valued and very supported by managers.

Findings:

Well-being — Excellent

People attend regular individualised and shared house meetings, where they are supported via visually adapted resources to understand how they will be cared for. They express their views about their home and are encouraged to participate in decision making as much as possible. The manager and care staff are proactive and ambitious in their outcome planning with people and their families. People are taking daily walks in the countryside, visiting local garden centres and cafes, shopping, attending music and craft sessions in the local church hall, swimming and enjoying holidays at the seaside. People have a strong and regular presence in the local community and care staff told us how village residents wave and say hello to people in passing.

We observed calm, reassuring, kind interactions between dedicated care staff and people who are settled and have built trusting relationships with them. Care staff are able to clearly describe people's communication needs and how best to meet them. This means people are empowered to make daily choices and can choose the timing of these. Care staff's flexible support to people's choices results in a normalising of people's lives and experiences.

The home has a very strong focus on encouraging people to be as independent as possible. People actively help with a wide range of domestic tasks around their homes and they are encouraged to be as independent as possible when undertaking personal care. People attend regular health appointments and there is responsive care to emerging health needs. Care staff are undertaking bespoke training to ensure they can meet complex health needs and the manager acts as a very strong advocate with health professionals.

People indicate they feel safe in the home and visually adapted information is shared with them to promote their understanding of how to raise a concern. Families visit regularly and they told us they believe their loved ones are safe and that they would feel confident in raising any issues with the manager if they arose.

People's preferences and cultural desires are respected and promoted by care staff. Some visit each other's homes for a cup of tea or to share their engagement with the innovative range of therapeutic support professionals recently introduced. These include reflexology, dog and music therapy. We saw pictures of people smiling whilst playing instruments and engaging with a dog in their home. Alongside the benefits of relaxation, reflexology is creatively being used to support people's wider health needs.

The home supports people to achieve their well-being outcomes because with their family's support, they personalise their individual bungalows to how they want them. This promotes a sense of belonging and homeliness and supports their emotional well-being.

Care & Support — Excellent

People receive very high quality care and support because before they come to live in the home, the provider ensures they gather and assess a wide range of information to ensure they are able to meet their needs. The manager undertakes a compatibility assessment as part of this process, which informs their decision making. People settle in their home because they experience bespoke introductory plans.

Highly skilled care staff use visually adapted materials to ensure people's voices are represented in their care planning. Families and professionals also contribute to people's outcome focused personal plans which provide detailed guidance for care staff in terms of daily routines and how any identified risks are to be mitigated. We observed people receiving predictable care in line with their personal plans. Care staff know people well and demonstrate respect, kindness and a nurturing approach. Friendly, upbeat interactions bring a smile to people's faces and people tell us they like their care staff.

People experience positive health outcomes. People are supported to eat healthily and take regular exercise. They help prepare nutritious meals and take regular walks which assists their self-regulation. People are supported to achieve and maintain healthy weights and some reduce their medication with professional oversight. For people with increasingly complex health needs the manager and care staff demonstrate exceptional dedication in ensuring continuity of care. Families describe care staff as *"An amazing team – who genuinely care".* This is achieved through excellent partnership work with health professionals and families and the upskilling of care staff.

People are kept safe from harm and abuse. Care staff are trained in safeguarding and are confident in their understanding of their safeguarding responsibilities. The manager makes safeguarding referrals as required and has a positive, transparent relationship with the local safeguarding team. Incident reports show dedicated care staff patiently follow the guidance in people's detailed behaviour support plans and use the least restrictive measures to support people when they are unsettled. Debriefs with care staff evidence reflection and learning to inform future practice.

A review of medication administration records (MARs) evidences people are receiving their medication in line with the service provider's medication policy. The manager and the service provider's quality team take action to address medication errors which includes tailored training to care staff, more robust recording measures and environmental changes. The most recent wider scale medication audit demonstrates a high standard of practice.

People are assured their home is protected from health and safety risks. Care staff are trained in health and safety and infection control and there are suitable practices in relation to laundry and food preparation. Bathrooms have soap and toiletries on display ready for use as in ordinary households and any restrictions are discreetly managed.

Environment — Excellent

The home provides an excellent environment where people thrive and achieve their well-being outcomes. People live in their own individual comfortable, spacious bungalows and when they move in, their previous environment is replicated as much as possible to promote a smooth transition. Some homes are personalised with colourful art, ornaments, pictures and items which reflect their interests while others reflect people's preferences for more minimal environments.

The bungalows contain good quality furnishings, colourful accessories, and stimulating items such as games, musical instruments and craft materials. Photographs of people and their families displayed around their homes promote a sense of belonging. People's bedrooms are clean and comfortable, their clothes are stored tidily in suitable furniture and window dressings ensure people's privacy. The excellent design of the home means people can safely become good neighbours to each other, build relationships and share activities together.

Kitchens contain suitable facilities and sufficient space for people to be as independent as possible. Bathrooms are clean; they contain people's hygiene products and aids where needed. In partnership with health professionals adaptations are made to some people's homes. These, along with additional training for care staff promotes their safety and well-being. Any environmental restrictions are legally addressed within people's deprivation of liberty (DoLs) assessments.

The home is well maintained and decorated with repairs carried out in a timely manner. Care staff carry out regular health and safety and fire safety checks and external fire and legionella risk assessments are undertaken. Regular audits are carried out by the service provider's quality team and the manager responds promptly to any actions raised. This ensures good standards of health and safety are maintained in the home. Monthly fire drills, personal evacuation plans and regular checks on people's specialist health equipment further contribute to their safety.

Families and care staff support people to design their inviting gardens which provide quiet, relaxing spaces which promote self-regulation. They all contain good quality garden furniture and varying types of plant displays, raised planters, garden ornaments and sensory items. The highly effective communal garden is being developed further and is used, with gazebos, for people to get together for celebrations and socialising in good weather.

Leadership & Management — Excellent

The service provider makes a strong effort to ensure people and their representatives have the information they need about the service. The statement of purpose is regularly updated, and easy read personal plans and guides to the service are shared with people in regular house meetings.

The service's clear, comprehensive governance arrangements are balanced with an outstanding, compassionate commitment to people's well-being and outcomes. Records and conversations with care staff and families demonstrate the service goes over and above to meet people's changing needs and ensure their continuity of care.

Robust governance measures include the Responsible Individual's (RI's) three monthly visits, six monthly quality of care reports and regular comprehensive audits by the service provider's quality team, which promote high standards of safety in the home. The RI's reports of their visits show consultation with relevant parties, a wide range of checks and conclude with clear action plans which the manager addresses promptly. Positive feedback to more formal consultation processes is included in quality of care reports which identify targeted improvements and include photographs, which represent the home's extensive focus on people's outcomes.

People are assured they are almost always supported by a team of safely recruited experienced and trained care staff. Due to changing needs, the home has been through a period of using agency staff along with care staff from the service provider's other homes, in order to have sufficient numbers to meet people's needs. Some success with recruitment means the reliance on agency staff is reducing with November's rota showing no inclusion of agency staff. The RI and manager are openly responsive to dissatisfaction expressed by some care staff during the inspection in relation to long shifts and plan to hold further discussions with all staff on this issue.

Care staff responses to CIW questionnaires overwhelmingly rate the opportunities for learning and development as good or excellent. Care staff access a wide range of primarily online training and records show 100% compliance of mandatory training such as safeguarding and positive behaviour management. Care staff also complete additional specialist training to meet people's needs, almost all are registered with Social Care Wales the work force regulator, and the manager is prioritising care staff's attainment of qualifications.

Managers and senior staff provide regular supervision to care staff and records evidence a balance between well-being and work related matters, with a focus on people's needs and opportunities for reflection. In team meetings the manager provides suitable direction, positive reinforcement regarding practice issues and praise for care staff's commitment and hard work. There is a very strong focus on people's care and support and records show care staff speak openly about any concerns they have.

Care staff told us they felt there was a positive team culture at the home where everyone helped each other and new care staff felt welcomed by the friendly team. Feedback from care staff to CIW

questionnaires was overwhelmingly positive in relation to relationships with managers, who were described as "*Understanding and supportive*". Morale was reported to be good and care staff expressed great satisfaction with their work with one stating "*I love my job – it's so rewarding*" and another referencing that it "*Can be challenging at times but it also is very rewarding, particularly when you see the positive difference consistent, person centred support can make to someone's life*" .

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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