Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Trenewydd Residential Care Home

Trenewydd Care Home, Ger Y Tarrell, Brecon, LD3 8DE

01874622171

www.shaw.co.uk

The inspection visits for this service took place between 17/11/2025 and 18/11/2025

Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	35
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Trenewydd is a care home for older adults situated in the friendly residential suburb of Llanfaes, near Brecon. The care home is set in large very well-maintained grounds away from the main road offering spectacular views across the Brecon Beacons. The home is purpose built and set over three floors in a quiet but easily accessible location

People have excellent well-being as they lead enriched and fulfilled lives supported by highly motivated and dedicated staff who know them well. People have enriching experiences taking part in a wide range of hobbies and activities delivered in creative ways.

Care and support is excellent; care planning documentation is highly personalised, and outcome focussed supporting excellent continuity and quality of care.

The environment is excellent providing people with high quality internal and external space, which is positively impacting on their sense of wellbeing. The accommodation is extremely well kept and presented to a very high standard.

The Leadership and management are excellent being highly visible, supportive and responsive.

Their commitment to continuous improvement, partnership working, and person-centred care leads to excellent outcomes for people

Findings:

Well-being — Excellent

People have outstanding support to take part in a wide range of hobbies and activities that foster happiness and good health. People have enriching experiences delivered in creative ways. They are actively supported to identify their well-being outcomes and encouraged to use and build on strengths. Staff have excellent understanding of safety, weighing risks and rewards to promote overall wellbeing and involvement in the community. People co-produce a diverse programme of activities of their choice, with superb oversight and support from the Activities Coordinator, supported by the wider team. This is both in the home and the wider community on an individual and group basis, tailored to their personal tastes.

We saw a dynamic programme of activities for the coming weeks, including animal encounters, visiting choirs, word games, exercise classes and various parties. The local primary school regularly visit undertaking a range of intergenerational activities. People are supported on an individual basis to visit local amenities. People said, *"there are, so many activities, I love it"* and "x *arranges so much for us, she is excellent*". A relative told us *"I love coming here, it's such a happy place".* The service promotes the Welsh language and culture, through events and staff interactions.

People are consistently involved in decisions affecting them, ensuring their voices are respected and acted upon. People and their relatives are extensively involved in the care planning and review processes, having easy access to advocates if needed. We saw staff promoting independence throughout the inspection, ensuring people always have voice and control. The management team have an open-door policy, and people are comfortable in raising any issues. There are regular meetings with people and their representatives which are inclusive and informative, showing a partnership approach.

The well-being and sense of worth of people and staff is greatly enhanced by knowledgeable leaders, who celebrate their inclusion and achievements. The manager and deputy manager are regularly on shift supporting and helping staff. Staff and people were very complimentary, finding them *"meticulous"* and *"highly supportive".* We saw monthly newsletters celebrating the various achievements of both staff and people. Staff meetings, and meetings with people, also supported this approach. We saw staff have been recognised in regional and national awards and celebrated within the service. The responsible individual recognises and celebrates success within their quarterly and six-monthly reports.

Care & Support — Excellent

The quality of care and support provided at Trenewydd Residential Care Home is consistently excellent. Staff demonstrate an outstanding understanding of each person's individual needs and preferences, resulting in highly personalised and effective support. There is a deeply embedded culture of kindness, professionalism, and continuous improvement, with both long-serving and newer staff contributing a wealth of experience and fresh perspectives. All staff receive comprehensive, ongoing training tailored to the specific needs of people living at the home, ensuring their skills remain at the highest standard.

People benefit from exceptionally detailed and person-centred care planning. The provider works closely with other professionals and organisations to ensure every decision is fully informed and in the best interests of each individual. The use of an advanced electronic care management system enables staff to maintain up-to-date, highly personalised records, supporting excellent continuity and quality of care. Staff place great importance on building strong, trusting relationships through regular, meaningful conversations, which people and their families consistently describe as *"fantastic"* and *"truly caring".* Feedback from relatives highlights that staff *"really know people well"* and *"keep us updated",* reflecting the service's commitment to outstanding communication and partnership.

The service's approach to medication management is exemplary. People are fully involved in decisions about their medicines, and the electronic medication management system ensures accuracy, safety, and a truly person-centred approach. Medication is stored securely and efficiently, and all administration is carried out by highly trained, knowledgeable staff. Regular audits and competency checks, including direct involvement from the manager, guarantee that best practice is consistently achieved and maintained. As a result, people receive their medication safely and as prescribed, with no reported errors and high levels of satisfaction.

People are kept safe by an exceptionally strong approach to safeguarding. We saw clear and accessible safeguarding procedures supported by good staff training. There are highly effective communication methods within the service, driven by an accessible and person focussed management team. Managers spend time regularly on the floor working with staff. The service provider continually seeks ways to improve safety through a culture of reflective practice and implements sustainable positive changes.

Overall, the service's commitment to continuous improvement, partnership working, and person-centred care leads to excellent outcomes for people, who experience enhanced well-being, independence, and quality of life.

Environment — Excellent

People live in high quality accommodation which comprehensively meets their needs. People enjoy warm, clean and very comfortable surroundings. The provider continues to significantly invest in the service to improve the wellbeing of people. The communal and private areas are meticulously clean and well kept. People are encouraged to take part in daily activities including poetry, bingo and bowling. We saw empty rooms being redecorated and adapted to the suit the needs and likes of the individuals.

The service has a hard working and dedicated maintenance and domestic team. They maintain the environment to a very high standard. The bedrooms and communal spaces allow people to spend quiet time alone or with others. The maintenance officer conducts a daily walk through the premises and rectifies any faults. Where appropriate, the bedrooms are personalised and can be decorated to suit people's individual preferences. We inspected the health and safety audits including fire safety, infection control, equipment maintenance and a range of environment checks completed by senior staff. These are exemplary, ensuring people are kept safe.

Trenewydd benefits from a well maintained outside garden and patio. The use of the outside space promotes the practice of hobbies, encourages independence and maximises wellbeing. People benefit greatly from a very pleasant and easily accessible garden area, surrounding the main building. This space is consistently used in the warmer months. People are encouraged to grow vegetables and assist in the maintenance of the garden.

People are supported to develop and sustain positive relationships within the community and with the people they live with. People have regular access to the community through a wide range of opportunities and activities which they enjoy. This includes visits from local school children, religious services and one-off events such as a falconry display. The service runs a little private bar, that allows for people to meet, enjoy a drink and a chat with friends and other residents. Birthdays and special events are highly celebrated at Trenewydd. Visiting family members are always made to feel welcome and are extremely complimentary of the service. We were told *"It's nice and warm and there's lots of activities to do."* Visiting family are always invited to any planned events at the service.

Leadership & Management — Excellent

Leaders create a strong, positive culture that is supportive, inclusive, and respectful, which gives people high confidence in the service provider. We observed an approachable, accessible, and highly effective leadership and management team.

Leaders act as visible role models and continue to guide the strategic direction of the service, making a significant difference to both people and staff. People told us, *"They are very approachable"* and "I'm very happy here." Staff said, *"The door is always open, it's good"* and *"It's a close-knit team; the leaders are connected and know the people and staff."* Several staff confirmed that strong supportive arrangements are in place, which positively impacts their wellbeing.

The service provider celebrates the achievements of both people and staff. Staff recognise people's goals and achievements daily through interactions, notice boards, and newsletters. They also acknowledge these during regular reviews with people, relatives, and professionals where appropriate. People and staff post compliments and thanks on noticeboards in communal areas. The service and several staff have earned company awards, which are prominently displayed in the communal lobby.

The provider ensures excellent outcomes for people, by maintaining high numbers of skilled, trained, supported and knowledgeable staff. They actively prioritise and promote staff wellbeing, which clearly benefits people. The leadership team promotes and supports the health and wellbeing of both staff and people. We observed an experienced and settled core staff team with low turnover. The provider applies strict recruitment and vetting processes and implements robust induction procedures.

They offer outstanding support systems for team leaders, helping them succeed in their roles and pursue career aspirations. These systems include daily communication, team meetings, regular supervision, mentoring, and annual appraisals. Staff receive extensive training and continuous learning tailored to people's needs.

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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