Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Ceiriosen Bren

Ceriosen Bren, Llandysul, SA44 6HS

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https://mdcareltd.co.uk

The inspection visit took place on 04/08/2026

Service Information:

Operated by:	M&D Care Operations 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:	5
Main language(s):	Welsh and 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	Good
Leadership & Management	Good

Summary:

Ceiriosen Bren offers residential care in the Llandysul area of Ceredigion. It is in a rural setting with pleasant views of the surrounding countryside. It offers residential care to adults with mental health needs.

Wellbeing is good. People speak positively about the service and the care they receive as they have highly effective working relationships with care staff.

Care and support are excellent. People are treated with dignity and respect. They experience high-

quality care and support. Personal plans provide care staff with guidance on how to support people safely whilst promoting choice, independence and dignity.

The environment is good. People live in an environment which is comfortable, safe and suitable for their needs. We found communal areas were clean, tidy and well maintained.

Leadership and management are excellent. The provider seeks and values the views of people, their relatives and care staff. People have high levels of confidence in the service because leaders ensure there is a very strong positive culture that is supportive, inclusive and respectful.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives. People direct their care and support and are always able to voice their opinions on the service. Care staff consistently engage with people making sure they have choice and control in any decisions. Risk assessments are detailed and provide clear guidance for care staff to follow.

People speak positively about the service and the care they receive as they have highly effective working relationships with care staff. Care staff follow personal plans, explain what they are doing and check if it is okay to do so. Relationships are trusted, respectful and with good humour. Comments from people include, *"Its nice, I like it here, "*and *"[staff] are very good to me."*

People are safe and protected from abuse and neglect. People are treated with dignity and respect. Their well-being outcomes are integral, encouraging them to use and build on their strengths. Care staff know people well and staffing levels are good and constantly monitored. All interactions between care staff, people or relatives are warm and respectful. People are supported to maintain their physical, mental health and emotional well-being.

People speak highly of the care staff and living in Ceiriosen Bren. One person told us," *Its great, I like it here."* A relative told us, *"I would recommend them without hesitation,* and *"The staff are great."* Care staff are knowledgeable, friendly, well trained and care about the individuals living in the service. People's needs and how best to meet these, are understood by care staff. Individual requirements and preferences are recorded in their care plans. Relatives and representatives are involved in the care planning. People are supported to remain as healthy as possible as the service links closely with health and medical professionals.

People are supported to cultivate safe and healthy relationships. People are encouraged to attend events and occasions in the community. Relatives and representatives are encouraged to visit the service and to be involved in their care and support.

People live in accommodation which supports their well-being outcomes. Care staff maintain a warm, welcoming and well-maintained environment. People have access to spacious communal areas, private bedrooms and secure gardens where they can relax and socialise.

There are thorough safeguarding procedures in place which staff understand. Risk assessments provide clarity and consistent guidance and information to care staff. These adapt and are updated

around the needs of people being supported, with care staff having access to ongoing internal and external specialist support. We found care staff to be caring and respectful. They receive good training in areas such as safeguarding and medication.

Overall, people experience good well-being that contributes to them achieving good physical and mental health and emotional security.

Care & Support — Excellent

People receive the quality of care and support they need to achieve their personal outcomes. Care staff develop and maintain personalised care plans and risk assessments which provide clear information about people's needs, preferences and outcomes. Records demonstrate care staff regularly review well-being goals and care and support objectives. Personal plans were completed to a very high standard and focus on physical health, mental health and emotional well-being. With few exceptions, care staff involve people and, where appropriate, their relatives or representatives in care planning and reviews.

We reviewed a sample of personal plans and found they contained information about people's backgrounds, preferences and daily routines. Personal plans provided care staff with guidance on how to support people safely whilst promoting choice, independence and dignity. Records showed plans are reviewed regularly and updated when people's circumstances change. Plans were written in a person-centred way, reflecting people's individual histories, preferences and outcomes. The service actively encourages families and representatives to be involved in reviews where appropriate, helping to ensure support remains relevant and responsive to people's needs. We also saw evidence of involvement from healthcare professionals, including GPs, district nurses and specialist services, when additional support or advice was required.

People's personal plans outline how care staff should support them to achieve their well-being outcomes. Personal plans are easy to read and provide care staff with clear information to enable them to consistently provide excellent quality care. Care planning information is easily available to care staff and includes peoples' history, preferences, important relationships, relevant professionals, routines and beliefs. They are co-produced between people, their representatives, relevant professionals, and the service provider.

People experience care and support which is dignified and respectful and we saw numerous meaningful interactions with care staff. We saw people being skilfully supported by well-trained care staff. People benefit from a consistent care staff team with a detailed understanding of their individual needs and preferences. Care staff turnover is low. Overall people are positive on the care they receive. Relatives are also positive about the service being provided.

People are protected from harm and abuse. People are supported by highly skilled care staff with an excellent understanding of their individual needs and preferences. We saw a motivated, experienced team who were keen to make a significant difference to people's lives. There are thorough risk assessments in place. The service provides effective safeguarding training. Policy and procedures are in place and these are followed by the care staff. Care staff demonstrated an excellent understanding of their safeguarding responsibilities.

People's medication is safely managed. There are good medication management protocols in place. There are secure arrangements for storing, ordering, administering and disposing of medication. Care staff have training relating to medication management and their competency to

administer medication is regularly assessed. There is no evidence of any recent mistakes or people missing their medication.

People's risk of infection is minimised. There are comprehensive infection, prevention and control measures in place. There are excellent supplies of personal protective equipment (PPE) made available throughout the service. These are used by care staff. Care staff are trained and there is an effective policy in place which care staff were aware of. We saw a good supply of cleaning products.

Overall, people receive personalised care and support which promotes their well-being and helps them achieve positive outcomes. Care staff work effectively with people, relatives and professionals to ensure needs are understood and met. Positive relationships, person-centred planning and effective partnership working help people receive care which is responsive to their individual circumstances and preferences.

Environment — Good

The building is a modern property with a large kitchen diner, lounge area and conservatory which currently contains a pool table. We were told there were plans to further develop the conservatory and we look forward to seeing what changes will be made in forthcoming inspections. The provider constantly looks to improve the environment to enhance the well-being of the people who live there. The service provides for one double room and three single rooms. It is separated into two levels.

People live in an environment which is comfortable, safe and suitable for their needs. We found communal areas were clean, tidy and well maintained. The home provides a welcoming, homely atmosphere and supports people. People can spend time independently or together socially, according to their wishes. The environment promotes people's well-being and enables them to maintain their independence whilst receiving the support they need. We saw photographs of people, their families and their interests on display in the communal areas of the home.

Bedrooms were also personalised with photographs, ornaments and personal possessions, helping people maintain a sense of identity and belonging. People had access to a variety of communal spaces where they could relax, socialise, meet visitors or participate in activities. The layout of the home supported people to move around safely and independently wherever possible.

People told us they were happy with their surroundings and felt comfortable living at the service. The atmosphere within the home was calm, relaxed and welcoming. We saw people choosing where they wished to spend their time throughout the day and moving freely between communal areas. People appeared familiar with their surroundings and comfortable accessing different parts of the home.

The service has a small outdoor area which is well maintained and easily accessible. This space provides opportunities for people to spend time outdoors, socialise, eat with relatives and enjoy fresh air when they choose. There was a barbeque which was built by one of the people. Appropriate measures were in place to promote people's comfort and safety whilst outdoors.

Overall, people benefit from a good environment. This promotes their well-being and helps them achieve positive outcomes.

Leadership & Management — Good

The service benefits from excellent leadership and management arrangements which support positive outcomes for people. Leaders have a good understanding of the service and have highly effective established systems to review quality, monitor performance and identify areas for improvement. There is a positive culture within the home, with a clear focus on supporting people to achieve the best possible outcomes. An experienced manager leads the service and receives support from a skilled team of care staff.

The provider seeks and values the views of people, their relatives and care staff. Quality assurance reports demonstrate consultation and engagement with representatives. People told us they feel involved in the running of the home and believe care staff listen to their views.

With few exceptions, care staff spoke positively about the management team and consistently described managers as approachable, supportive and visible within the service. Care staff told us they feel able to raise concerns, seek advice and discuss ideas openly. Many spoke positively about the culture within the home and described feeling valued, respected and supported in their roles. We found care staff worked well together and demonstrated a shared commitment to providing good quality care. Care staff consistently told us they have sufficient time to engage in meaningful conversations and activities with people, helping to promote positive relationships and person-centred care rather than focusing solely on tasks.

Quality monitoring systems operate effectively. Extensive internal and external audits demonstrate high levels of compliance and satisfaction. Care staff and people living at the service feel confident raising concerns, suggestions and ideas and told us managers respond appropriately and in a timely manner.

The service provider has strict selection and vetting processes for recruiting staff to ensure all staff are qualified and trustworthy. We saw all care staff undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. We found staff files to be a very high standard and well organised with all the appropriate information made easily available for us to view.

People benefit from a positive culture which is supportive, inclusive, and respectful. Leaders are visible role models as they guide the strategic direction of the service. The responsible individual (RI) is accessible and well known to people, care staff and visiting relatives and professionals. They have effective governance arrangements and maintain oversight of the service.

People are supported by care staff with the necessary expertise, skills and qualifications to meet people's care and support needs. Staff training is consistent, up to date and based on people's needs. A staff member told us,*" Its [the training] really good. A mixture of practical and paper*

based." 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. We found the service employ effective recruitment practices and staff are registered with Social Care Wales.

Overall, people benefit from excellent leadership and management. This promotes their well-being, fosters transparency and ensures smooth operations and high-quality care.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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