Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Ashburnham House

Ashburnham House, High Street, Brecon, LD3 0PF

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www.shaw.co.uk

The inspection visit took place on 15/09/2026

Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
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	Good
Leadership & Management	Good

Summary:

Ashburnham House is a supported living service providing accommodation and personalised care and support for adults. Situated in the heart of Talgarth, the service places a strong emphasis on community involvement and meaningful activities, supporting people to lead fulfilling lives.

Well-being is rated as “excellent” because people receive highly person-centred support, with creative approaches enabling them to achieve and exceed their well-being outcomes.

Care and support are rated as “Good” because people receive safe, consistent and effective support. They have developed strong relationships with familiar staff who know and understand their needs.

Leadership and management are rated as “Good” because an experienced, professional and enthusiastic management team demonstrates a strong commitment to improving people’s lives.

Findings:

Well-being — Excellent

People are treated with dignity and respect. The service supports people to develop confidence, independence and life skills, enabling them to achieve their personal outcomes and progress towards more independent living where appropriate. People shop independently for food, choose and prepare their own meals and undertake everyday household tasks, with staff providing support according to individual need.

Personal plans demonstrate a strong focus on progression, with short, medium and long-term goals broken down into achievable stages. People have successfully achieved goals and moved on to new aspirations, demonstrating that support has a significant and positive impact on their independence and confidence.

People benefit from highly effective and positive relationships with staff. During the inspection, we observed people to be relaxed and comfortable in their home. Interactions were consistently respectful, warm and natural, with frequent humour and laughter. The established staff team knows people extremely well, including their preferred methods of communication and non-verbal signs that may indicate distress or discomfort. People consistently experience a culture of respect, inclusion and choice. They told us they feel safe, valued and supported to achieve what matters to them.

People's health and nutritional needs are supported comprehensively. During the inspection, we saw people preparing shopping lists and planning their meals for the week. They spoke enthusiastically about cooking and described how they sometimes cook for others.

People benefit from robust arrangements that promote their safety while avoiding unnecessary restrictions on their independence. Individual risks are identified within personal plans, and risk assessments are regularly reviewed. Staff understand their safeguarding responsibilities, and people are comfortable approaching the manager if they have concerns. People are supported to understand their rights and have access to advocacy.

People are exceptionally well connected to their local community and participate in a wide and varied range of meaningful activities. We observed people coming and going freely throughout the day. Their community involvement extends considerably beyond routine outings. People have been highly creative and actively involved in local gardening competitions, charity activities and community projects. They generate their own ideas and decide which projects they would like to undertake.

Care & Support — Good

People receive person-centred and effective care and support that reflects their individual wishes, aspirations, risks and needs. Personal plans contain detailed information about people's histories, health needs and the support they require. Plans are focused on outcomes and clearly identify what people want to achieve.

People experience good continuity of care from a stable and established staff team. Staff understand people's individual routines, preferences and communication needs and provide support in ways that encourage independence.

People receive support to maintain their physical and mental health. Staff work effectively with relevant health and social care professionals, and people are supported to access specialist services when required. Professional feedback was positive and included the following comments:
"*I have consistently found staff to be caring, knowledgeable and committed to supporting residents to achieve the highest level of independence possible."*
"I believe this is a supportive and well-run placement that provides good outcomes for people living there."
"A team of motivated and committed care workers are employed at the service, which allows people to develop strong relationships with care staff."
"They are knowledgeable about the people in their care."

People are supported to exercise choice and work towards individual, meaningful goals. They have the freedom to decide how to spend their days and receive support to plan and access activities, experiences and trips of their choosing each week. Staff also support people to access voluntary work, helping them progress towards greater independence.

People are protected from harm and abuse. Staff have completed safeguarding training and clearly understand how to recognise and report safeguarding concerns. Medication is managed safely and stored securely, with regular checks and audits undertaken.

Appropriate policies and procedures promote good hygiene and infection prevention and control practices. We identified no concerns regarding cleanliness, hygiene or the availability of appropriate equipment during the inspection. Staff have access to relevant guidance and training to support safe practice.

Leadership & Management — Good

The service is well managed and provides people with consistent and effective support. Management arrangements are clear, and the manager has a good understanding of the people using the service, the staff team and areas requiring development. People have confidence in the provider, whose leaders promote a positive, supportive and inclusive culture.

Quality assurance arrangements are used effectively. The Responsible Individual (RI) undertakes regular visits to the service~~,~~ and reports consider people's well-being, safeguarding, mandatory training, compliments and complaints. Feedback from people, staff and stakeholders is actively sought through questionnaires and engagement. There is clear evidence that feedback is valued and used to improve the service.

People benefit from open and accessible management arrangements. Monthly tenant meetings provide opportunities to discuss activities, maintenance, health and safety, complaints, compliments and suggested improvements. During the inspection, people appeared comfortable approaching staff and management.

The provider has appropriate arrangements for responding to concerns and complaints. People are supported to understand how to raise concerns, and the service operates an open-door approach. The manager was taking steps to increase people's awareness of their rights and the independent advocacy available to them.

There are sufficient staff to meet people's assessed needs~~,~~ and staff deployment reflects the support required. Staff described the service as well staffed and said they did not feel rushed when supporting people. The provider has a thorough recruitment and vetting process.

Workforce development is a key strength. Staff receive a comprehensive induction, ongoing training and regular supervision, enabling them to maintain and develop their skills. They feel valued, respected and motivated within a positive working environment. Staff retention is high, supporting continuity of care for people.

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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