



Bron y Nant



Bron Y Nant , Dinerth Road , Colwyn Bay , LL28 4YL



01492 576671

The inspection visit took place on 24/02/2026

Service Information:

Operated by:	Conwy County Borough Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	8
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

Good



Leadership & Management

Excellent

Summary:

Bron Y Nant is a respite service which offers five individual self-contained apartments for people to stay in. It is located near to the local community which can be easily accessed.

People's wellbeing is excellent because they are empowered to take control, encouraged to build on their strengths, and actively supported to achieve their wellbeing outcomes. Strong and trusting relationships are built with people and their relatives.

People receive high quality care and support which effectively meets their wide range of needs. Strong emphasis is placed on meaningful conversations with people, families and professionals who are also involved in plans and reviews to make changes.

People live in a good environment which adapts to meet their needs. The accommodation is purpose built with consideration given to allocating apartments based on different people's specific needs.

Leadership and management is excellent with extensive and robust oversight of the service. A committed staff team work well together, providing stability, consistency, familiar faces and company for people. Staff wellbeing is highly prioritised, they feel well supported and trained in their roles.

The responsible individual (RI) and manager are proactive and responsive, sharing information, best practice with lessons learnt to continually improve the service. The manager and RI promote a strong positive culture which is supportive, inclusive and respectful.

Findings:



Well-being

Excellent

People have strong control over what happens during their stay. The service excels at empowering people, supports them to communicate more effectively and they are involved in decision making. People lead on deciding what they want to get out of their stay. The manager and staff team advocate for people as and when needed. There is a strong commitment to promoting the Welsh Active Offer. Examples include identifying and respecting people's language preferences, providing training for staff to increase basic skills and some fluent Welsh speaking staff are available to greet people and assist them to settle in.

People's physical, mental and emotional health needs are met because of exemplary support from staff. Personal plans contain comprehensive information and instructions for staff to follow. Support and advice is sought from professionals to ensure people's needs can continue to be appropriately met by staff who are confident and competent to do so. Dietary requirements and food allergies are recorded in plans with arrangements made for this during their stay. Plans include information about people feeling well emotionally and mentally. Relatives commented on *"The fact that each individual using the service is unique and the staff team look at that in detail, following a person-centred approach"* and *"The professionalism and person-centred approach is inspiring"*. Staff said, *"We offer a Tailored service to suit each person who stays as everyone is different"*.

People achieve their outcomes. The manager shared examples of how the service has made a difference to people lives. This includes people having opportunities to spend time away from their families, form new friendships, increase life experiences, build skills and confidence and move towards more independent living. Relatives commented, *"It is a wonderful service; we can't imagine life without it"* and *"This service has been life changing for us"*.

People have positive and trusting relationships. Staff commented *"We are a very fast paced service, working with a lot of individuals and their families and the staff team are amazing at adapting and building strong bonds with the people we support"*. The manager builds relationships and rapport with families so they can offer support and have honest and sometimes difficult conversations in people's best interests. The manager is looking at compatibility to coordinate visits for people of a similar age with shared interests so they can get the most out of their time as Bron Y Nant.

People are protected from harm. People and relatives are encouraged to express any concerns before, during and after their stay. Relatives said, *"They are very helpful if you have any type of problems and sort it out straight away"* and *"The centre is a safe place for my daughter who has a range of needs"*.



Personal plans contain comprehensive information about people's care and support needs. People's plans are updated each time they stay and reviewed with their involvement, their families and professionals. Courtesy calls are made prior to people staying so their preferences, likes, dislikes and any changes can be recorded and passed on to staff in advance. Feedback is also obtained from people or relatives regarding their previous stay to make any improvements for next time. A relative said, *"They have always listened to us as a family and to our son"*.

People receive high quality care and support to meet their wide range of complex needs. The manager told us about the high demand for the service and more staff have been recruited for this. Briefings take place daily to ensure staff know who is staying, arriving or leaving and what support and arrangements are required. Detailed information about people's health conditions are recorded in plans including signs and symptoms to look out for and who to contact if staff notice changes so action can be taken promptly. Staff told us, *"Staff are dedicated and work hard to meet the needs of the people they support, often adapting to challenges within the service"*. The manager is highly responsive to emergency situations or sudden changes in people's needs. Relatives told us, *"I feel as a whole Bron is a perfect place for adults with disabilities to attend, all staff are kind and thoughtful and go above and beyond to help with all concerned"*. There is a clear focus on ensuring transitioning from children into adult services is carefully managed. Professionals told us, *"The manager is person centred and works well with young people and their families"*. They also commented *"I think it's a really good service, that's really developed into its own over the last couple of years"*, *"Overall, my experience of working with Bron Y Nant has been very positive"* and *"We are very fortunate to have this resource in Conwy"*.

Systems in place protect people from harm. There is robust incident analysis, time for reflection and lessons learnt to continually improve practice. Staff said, *"Whenever there have been issues, they have been dealt with and we learn from this"*. The manager has extensive knowledge and skills around restrictive practices, providing training for staff and presentations for senior management, health professionals and other external providers.

The service promotes hygienic practices and manages the risk of infection. Infection control policies are in place, training is provided for staff and personal protective equipment is available. Infection control audits are completed with any external advice and recommendations followed. All areas of the service are kept to a high level of cleanliness.



Environment

Good

People live in good accommodation which adapts to meet their specific needs and preferences. Areas are provided to ensure people can have their own private space as well as participating in activities, socialising, and increasing their independence. Self-contained apartments provide a kitchen, lounge and bedroom for each person. Adjustments are made to ensure apartments are allocated to meet people's specific mobility, health and sensory needs. Two new specialist beds and an overhead hoist have been purchased. Apartments can be personalised during each person's stay and they can bring in their own items from home if they choose to do so. The manager spoke about working with people to find out what they want in their apartment to make them feel more comfortable and encourage them to stay for their first time. Additional rooms are available in apartments for staff or relatives to stay where deemed appropriate for increased support. Apartments we looked at are inviting, with nice furniture and furnishings. The manager spoke about their ideas for adding more items to make apartments more homely. There is a communal lounge where people can socialise, take part in activities as well as a kitchen area for making snacks, drinks and for meal preparation. People and relative's comments on the environment include *"In my opinion, the building is really well laid out"* and it is a *"Happy and warm homely environment"*. Professionals commented, *"The building itself is also always spotlessly clean, calm and welcoming"*.

People have access to a balcony area outside the apartments. There is also a courtyard and the manager spoke about how this area could be further enhanced with tables and chairs for people to enjoy spending time outdoors. The manager shared lots of ideas and staff are also putting forward suggestions to maximise this space more creatively.

The environment is kept safe, secure and well maintained. Maintenance work is carried out as and when needed with a record kept of this. Health and safety audits are also completed to identify and address any issues. Personal emergency evacuation plans provide information about how people can be supported to leave safely. The manager told us that fire drills are going to be done and a fire blanket is also being obtained. As part of the RI's three monthly visits they look at the premises and identify any areas in need of improvement.



A committed, motivated and stable staff team work well together. Recruitment checks are completed, and staff are registered with Social Care Wales, the workforce regulator. Decisions on staffing levels are informed by the individual needs of people staying for respite.

Staff feel very well supported and their wellbeing is highly prioritised. They have plenty of time during supervisions and team meetings to raise and discuss any issues. Staff commented on a *“A fantastic manager who gives me so much support and guidance”*. Their comments also include *“Excellent communication between staff and management”* and *“Excellent teamwork, good communication between staff members, manager, residents and their relatives”*.

Staff wellbeing is prioritised and the manager shared lots of examples. This includes supporting staff to remain in the workplace with access to services such as occupational health, physio services and advice and counselling. A wellbeing board has information and resources on it for staff to look at in private. Staff commented on good benefits, psychological safety, flexibility and work-life balance. A walking group has also been started for staff who want to join in.

Staff told us their opportunities for learning and development are mostly excellent. Training records show staff have either completed training or are booked to do so. Staff commented on *“Good team working and being able to build on good practice, learn from experiences and change things as we learn and develop”*.

Governance arrangements ensure an excellent service is offered. The manager and RI provided lots of examples of sharing information, providing training/ coaching, delivering presentations, valuing and acting on feedback and lessons learnt which drive improvements. The RI is proactive, preparing information in advance of their three-monthly visit. A comprehensive four monthly report and a six-monthly quality of care review are carried out to continually assess and move the service forward. The RI actively looks for opportunities to engage with others and builds strong working relationships. They meet with other RI's as part of a supportive community and spoke at a national conference about their role.

A positive and compassionate culture is promoted. The manager shared lots of examples of this including having an open-door policy, leading by example, promoting teamwork and involving staff in finding solutions. Staff achievements are shared and celebrated. Staff told us, *“There is a positive and supportive environment where people are encouraged to feel safe, valued and comfortable”* and *“The managers and the whole team are great to work with, making working here a pleasant place to work”*. Relatives told us, *“We really appreciate the hard-working staff at this respite centre”*. Professional's comments include *“Overall, I have found Bron Y Nant to be a reliable, skilled, and user centred service, and my experiences have been overwhelmingly positive”*.

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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