Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Brynawel

13 Cradoc Road, Brecon, LD3 9LH

01214576860

Date(s) of inspection visit(s): 17/07/2025

Service Information:

Operated by:	Accomplish group 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:	7
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:

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

Summary:

Brynawel is a large Victorian former private house situated in a residential area of Brecon. Within walking distance of the town, Brynawel enjoys views of the Brecon Beacons. The service provides support and accommodation to people over the age of 18.

People experience good wellbeing outcomes because the valuable support they receive helps them to live well and maintain and improve their mental health. People's outcomes are understood and they have as much control as possible over their day to day lives.

The care and support people receive is good because care workers know people well and have detailed and up to date care plans. Plans for people's care and support are co-produced with the person, their representatives, relevant professionals and the service provider. People are supported to maintain and improve their health and wellbeing with involvement from external professionals.

People live in a good environment and benefit from a warm, comfortable, welcoming home, which meets their needs. The provider undertakes regular maintenance and repairs, and ensures the environment is safe.

Leadership and management is good because the provider has good oversight of the service. People and staff provide feedback which contributes to assessing care quality and improving the service. Care workers are safely recruited and receive effective induction and ongoing training.

Findings:

Well-being — Good

People living at Brynawel are treated with dignity and respect. They are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. A person using the service told us, "*There's nothing that I want, it's all sorted for me.*"

People are valued by the care workers and have as much control as possible over their day to-day lives. People make day-to-day decisions, ensuring their voices are respected and acted upon. People are offered choices and have opportunities to make decisions that are meaningful to them, such as choosing meals, participating in activities and accessing facilities in the community. People's interests, culture, life experiences, identity, spirituality, and relationships are understood, valued and respected by leaders and care workers.

Care workers and the management team listen attentively and provide clear information, supporting people to make informed choices. This strong approach helps people to take charge of their lives with confidence and assurance. People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. People are encouraged to take positive risks, weighing benefits and drawbacks, to boost confidence and foster community involvement. This is reflected in people's personal plans. People's well-being and safety is prioritised by identifying and managing potential risks.

The service is making an effort to promote the use of the Welsh language and culture. The service establishes people's Welsh language needs before providing a service and staff are encouraged to use Welsh.

An inclusive culture supports people to identify activities which support their wellbeing. People are supported to undertake activities that foster happiness and health.

People are safeguarded from abuse and neglect. Individuals are provided with a secure environment where they feel safe and with accommodation which meets their needs. There are strong support systems to ensure any risks are promptly identified and addressed.

People are supported to maintain and sustain existing relationships with family, friends and important people in their lives. Visitors are encouraged and care workers understand the importance of relationships in people's lives. People using the service are supported to visit friends and family.

Care & Support — Good

People receive consistently good quality care because the manager thoroughly assesses whether the service can meet their needs and personal outcomes. People's compatibility with those already living at the service, and the accommodation available, is given thorough consideration before they are offered a service. The manager gathers useful information from professionals and others already involved in people's care and support. The manager discusses people's needs and preferences prior to offering a service. The information gathered fully informs the decision about whether they can provide a service to people.

Plans for care and support are co-produced and reviewed between people using the service, their representatives, relevant professionals, and the service provider. Personal plans are strengths based and outline how care workers should support the individual to achieve their well-being outcomes. People's voices are heard in their care plans, which consistently include their preferences, routines and beliefs. We were told by somebody using the service, "*I get the support I need to live well.*"

Care workers regularly review support approaches in collaboration with people and relevant professionals. Care is delivered in a way which promotes the development of routine and structures for people, in line with their needs and preferences.

People are referred for appropriate care and treatment at the right time. Recommendations made by health professionals for care and treatment, are carried out as directed.

People are kept safe by a robust approach to safeguarding. People feel secure, knowing staff understand and act in accordance with their safeguarding responsibilities.

People receive their medication as prescribed and in accordance with the service provider's medication policy. Medication management systems are safe, records are complete, storage arrangements are robust and the overall administration of medication is effective.

Environment

Good

People personalise their rooms with their own furniture, belongings and pictures. People's rooms reflect their interests and what is important to them. There is a large lounge and separate dining room, giving people space to interact with each other, their visitors and staff. The large kitchen offers another communal space for people to cook and socialise. A further small lounge on the second floor offers additional space for people to meet or have some quiet time.

People live in a warm, comfortable and welcoming environment which is clean, tidy and well maintained. The communal bathrooms and toilet facilities are clean and well maintained.

Outside there is space for people to do a little gardening, use the smoking area or play pool in the garage.

People are supported in a safe environment. The service provider ensures environmental risks to people's health and safety are actively identified and managed. Personal Emergency Evacuation Plans (PEEP's) are in place, describing how people will be evacuated in the event of an emergency or a fire.

Systems are in place for regular maintenance and upkeep of facilities which ensures the safety and well-being of people using the service. The kitchen has been awarded a score of five by the Food Standards Agency. This is the highest possible score and suggests standards of cleanliness and hygiene within the kitchen are very good.

Fire safety checks are undertaken and health and safety audits are completed regularly. There is up to date safety certification in place for utilities, equipment and fire safety.

Leadership & Management — Good

There is a positive and empowering culture at Brynawel. A person using the service told us, "*They help me in any way they can.*"

There are effective quality monitoring systems, including audits of care and support provided. There are regular visits to the service by leaders, who encourage feedback from people and staff. This feedback is used to support evaluating care quality and to drive continuous improvements in the service.

The manager and care workers know the people well and people are comfortable and relaxed in their company. People trust and value the care workers, a person using the service told us, "*They listen to what I have to say.*" Care workers have trust in each other and feel well supported. A member of staff told us, "*It's a real good team to work for.*" Staff have confidence in the manager, a member of staff told us, "*I don't have to worry about going to her with any issues*."

Care workers complete comprehensive mandatory training and induction. The manager and care workers have a positive attitude to professional development and training compliance is very high. A care worker told us about training, *"The training has been fantastic."* Care workers receive regular supervision and are positive about the support received during supervision. A care worker told us, "*It's always nice to have positive feedback and to talk things through.*"

Care workers are well supported by the service provider, through effective induction and continuous training provision that is relevant to the needs of people they support. The manager of the service monitors staff qualifications and training. Training compliance is very high, with care workers having completed nearly 100% of all the mandatory training required for their role.

The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service, and they are understood and implemented by care workers. Policies and procedures are reviewed regularly to ensure they align with current legislation and national guidance.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained care workers to deliver quality care and support.

The service provider has strict selection and vetting processes for hiring staff, to ensure all staff are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies.

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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