



Glanenig Residential Care Home



Glanenig Residential Home, Bronllys Road Talgarth, Brecon, LD3 0AD



01874 711333



www.glanenigcarehome.com

The inspection visits for this service took place between 10/11/2025 and 11/11/2025

Service Information:

Operated by:	Bush House Pembroke Holding Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	34
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Glanenig Residential Care home is a pleasant, spacious 34 bed residential home for older adults with great character and charm. It is situated in large grounds, in the market town of Talgarth overlooking the river Enig. The service is in the heart of the community offering fine views of the Black Mountains and of the Brecon Beacons National Park.

The wellbeing of people is good as there is a real sense of community and friendship within the service, with people feeling comfortable and at home. People are supported to maintain and improve their physical, mental health, and emotional well-being by caring, compassionate and professional staff.

The care and support is good as staff know people very well and treat them always with dignity and respect. There is strength-based approach to how people are supported in keeping their independence and achieving their wellbeing outcomes. Care planning documentation is inclusive and supports this approach.

The environment is good as the provider continues to improve the environment in which people

live, ensuring they are safe, happy, and feel at home. The provider continues to significantly invest in the service for the benefit of people.

The leadership and management is good because oversight is strong, care staff are well supported, and quality assurance processes drive continuous improvement. This ensures the service operates safely and delivers care that promotes positive outcomes for the individuals using the service.

Findings:



Well-being

Good

People are supported to identify their well-being outcomes and encouraged to use and build on their strengths. Staff know people very well and treat them always with dignity and respect. People are involved in making decisions affecting them, ensuring their voices are consistently heard and respected. This was reflected in personal plans and confirmed by people and their relatives. They are also involved in the assessment and review processes. Although, more focus is needed in review meetings on how the service is making a difference to people's lives. There is a real positive "doing with" not "doing for" culture in the service. People are supported and encouraged to keep existing skills and develop new ones if appropriate.

There are strong support systems to ensure any risks are well-managed. Positive risk taking is encouraged in ensuring people have as much independence as possible. We saw people living with dementia which was affecting their ability in areas such as eating and walking being gently encouraged by staff to do as much for themselves as possible. Staff were on hand to aid if needed. People said, *"staff are so encouraging"* and *"they are there if I need them"*. A relative told us: *"the staff have been marvellous"*. People live in a home where they said they feel safe. There are comprehensive health and safety systems, supported by clear policies and procedures for staff to follow. There is consistently good communication in the service between people, staff and relatives. Visiting health care professionals said communication had very much improved.

People are supported to maintain their physical, mental health, and emotional well-being. This includes developing and sustaining positive relationships within their community and with the people they live with. New friendships are developed and old ones enhanced. People enjoy some activities both in the home and out in the community. Every week local school children visit the home to complete a range of activities with people. We saw a programme of activities in place for people to enjoy. The provider is exploring other activities in discussion with people to further improve their lives.

There is a real sense of community and friendship within the service, with people feeling at home. Comments from people include *"I have a number of friends here"* and *"it's a real community"*. Relatives said: *"x coming here has saved our lives"* and *"x has settled here very well"*. A visiting professional said, *"it's a lovely home"*. This is helped by staff who respect these relationships and the importance they hold in people's lives. There is good evidence of the service working in partnership with other health and social care professionals.



Care & Support

Good

People receive consistently good quality care because the provider assesses their needs and personal outcomes. The provider gathers useful information from people, relatives, professionals and others already involved in people's care and support. Wherever possible staff speak directly to people about their needs and preferences along with their relatives or advocates. This was confirmed through our discussions. We saw effective initial service assessments, which could be improved by being more detailed.

People's personal plans are strengths based and outline how staff should support people to achieve their well-being outcomes. Personal plans are outcome based, and person centred. We saw a lot of work has been done by staff in improving plans since the last inspection. They clearly note the outcomes/ goals people wanted to achieve. Staff were positive about the changes, saying *"they are now easier to follow"*. People's interests, culture, personal history, and important relationships are reflected in plans. Reviews of personal plans include people's, and relatives, opinions where possible. Reviews would further improve by reflecting on what has been achieved in the previous months, celebrating any successes and agreeing on any changes or added support needed.

The provider ensures people have access to a nutritious and balanced diet. We saw kitchen staff know people well regularly checking what foods they prefer. There is a varied menu that changes throughout the year, adapting to people's choices and dietary needs. Staff know people's preferences on what to eat and where to sit at lunch and breakfast. These are very sociable times of day of which people look forward to, eating with friends and any visiting family. Comments made by people include *"the food is lovely"* and *"I love the homemade cakes"*. We saw any intolerances and specialist diets are catered for.

People are kept safe from harm and abuse. The environment is kept to a high standard and is improving with ongoing changes being made by the provider. There are strong health and safety policies in place, which staff show understanding of. These are supported by various audits completed by the management team. We saw any accidents and incidents are recorded, analysed and remedial actions taken. Safeguarding, complaints and whistleblowing procedures are easily accessible and understood by people and staff.

People receive medication in a person-centred way considering choice, individuality and independence. Staff are well trained and professional in the administration of medication. Detailed audits are carried out by senior staff. We saw all medication administration records (MAR) were accurate with no mistakes found. We saw medication is administered in a sensitive manner to people. Storage facilities are appropriate, safe and locked.



Environment

Good

The provider continues to improve the environment in which people live, ensuring they are safe, happy, and feel at home. The provider has significantly invested in the service for the benefit of people. The improvements include installing good quality flooring throughout the communal areas and corridors on the ground floor, redecorating some communal areas and bedrooms, fitting fire doors, and creating a warm and welcoming new lounge by converting an old office. The provider values people's feedback and consults them before carrying out any work or upgrades. People said, *"it's a lovely place to live, they really care about us"* and *"we choose the carpet and colour scheme"*. We saw new handrails have been fitted to aid people to safely move around the building, as well as new window restrictors throughout all areas of the home. The provider has extensive plans to continue to improve the environment. In discussion we found they are keen to develop a more dementia friendly environment.

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. There are a number of communal lounge and dining areas for people to use. We found the communal areas to be uplifting and a hub of conversation and socialisation between people living at the home. Relatives are greeted warmly and always made to feel welcome. As it is an older building, bedrooms vary in size and shape, all personalised, with some having ensuite facilities. Bedrooms provide people with pleasant views over the garden, town and surrounding mountains.

The service provider ensures the premises follow current legislation and national guidance in relation to health and safety, fire safety, environmental health and any standards set by the Food Standards Agency. The provider has made significant improvements to the environment. This includes high quality upgrades to the kitchen resulting in a Food Standards Agency score of 5 (very good) hygiene standards. The home is very well maintained, and clean and tidy throughout. Specialist equipment is checked and in good working order. Although, more appropriate storage of manual handling equipment needs to be considered. The management team complete comprehensive health and safety audits and fire safety is of high importance.



Leadership and management oversight at the service is strong and contributes to a positive and well-organised environment. We found a notable transformation in the culture at Glanenig. Staff said, *“things have changed for the better”*. Managers show good oversight of day-to-day operations. There are good quality monitoring systems in place, including audits of care and support, health and safety and medication. We saw an approachable, accessible, inclusive, supportive and effective leadership and management team. Feedback from professionals, staff and people is largely positive. A visiting professional said they had a good relationship with staff and communication had improved. Another said the management team were *“polite and pleasant, fantastic communication, really receptive”*.

The leaders are visible role models continuing to guide the strategic direction of the service. They also know people very well. People are comfortable and relaxed in their company. People told us, *“I’m really happy here, the staff are friendly”* *“the food is much better”* and *“we are involved”*. People trust and value the care workers, we were told *“they are very caring”*, *“we have a laugh”*. Care workers told us they feel well supported and part of a team, describing the management team as approachable. This promotes confidence in leadership and generates a positive culture.

The provider positively supports staff development. Care workers complete a comprehensive induction and training programme. Care workers feel well equipped to undertake their role and responsibilities. The compliance manager monitors staff qualifications and training. Overall staff are up to date with training, and good training is provided. However, training is needed for some staff in areas such as oral health and continence care. This is being organised and prioritised by the provider. Staff receive regular supervision providing opportunities to reflect on practice and identify development needs. Whilst yearly appraisals had not been completed, the provider assured us this will be prioritised. Staff meetings with people are held regularly showing strong communication and collaboration across the service. People are involved in decision making around improvements to the service.

The service provider ensures there are enough suitably qualified and trained care workers to deliver good quality care. Staffing arrangements are generally effective. There are currently no agency staff being used. Rotas keep staffing levels safe, and contingency measures are in place to manage absences. Due to several people with complex care needs the provider will need to continue to assess staffing levels and adapt these people’s needs. This was discussed at length with the provider. Recruitment processes are thorough, and checks are completed before care staff start work. Nearly all staff are registered with Social Care Wales or working towards registration.

The provider's policies and procedures are appropriate to the needs of people at the service. They

are understood and implemented by care workers, ensuring practice aligns with regulatory requirements and legislation.

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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