Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bevan College

Bridgend (Bevan) College, Cowbridge Road, Bridgend, CF31 3DF

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www.bevancollege.org

The inspection visit took place on 09/09/2026

Service Information:

Operated by:	Bevan College LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	32
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:

Bevan College is a care home service for up to 32 people with additional learning needs, providing accommodation, care, education and developmental opportunities. The service supports people to develop independence, pursue personal goals and prepare for adulthood within a person-centred environment.

People are supported to experience good well-being outcomes through positive relationships with care staff and access to meaningful educational, social and recreational opportunities. People are encouraged to share their views, participate in decision-making and develop confidence, independence and skills that support their personal aspirations.

People receive good care and support informed by assessment and care planning arrangements which consider their individual needs, preferences and goals. Care staff have access to information and guidance to support consistent care delivery, whilst risk management and incident

arrangements help promote people's safety and well-being.

People benefit from a good environment that is welcoming, accessible and designed to meet their needs. Personalised living spaces, specialist facilities, outdoor areas and opportunities for learning and recreation support independence, participation and well-being. Maintenance and health and safety arrangements help ensure the environment remains safe and suitable.

People are supported by good leadership and management arrangements that provide oversight of service delivery and support continuous improvement. Quality assurance processes, workforce development opportunities and recruitment practices contribute to a positive culture focused on delivering safe, consistent care and positive outcomes for people.

Findings:

Well-being — Good

People achieve positive well-being outcomes because they receive support promoting independence, confidence and personal development. Feedback gathered during the inspection demonstrate people feel safe, enjoy their time at the service and develop positive relationships with care staff. People spoke positively about attending college, pursuing personal interests and participating in a range of recreational and social activities.

There are effective opportunities for people to influence decisions affecting their daily lives. Regular student meetings, key worker sessions and visual activity planners support participation and ensure views are listened to and acted upon. Records demonstrate requests relating to activities, food choices and aspects of the environment had been considered and responded to. A varied programme of meaningful activities, including hydrotherapy, yoga, cinema visits, sports, cooking and creative projects, which help promote social inclusion, confidence and well-being.

People are supported to develop skills and work towards their personal aspirations. Examples seen during the inspection demonstrate progress towards greater independence and preparation for adulthood, including opportunities to develop independent living skills and support with future education and transition planning. Family members consistently described positive outcomes and enhanced confidence. One family member told us, *“I can’t fault them, (Person) has come on leaps and bounds”*. Another stated their family member was *“More confident since being there”* and participates in activities they would not ordinarily undertake at home. A further family member described their relative as having *“Flourished”* and becoming increasingly confident and socially independent.

Communication needs are recognised and supported through a range of approaches, including visual resources. Accessible information is available to support understanding of safeguarding, advocacy and how to raise concerns. Safeguarding information was clearly displayed throughout the service and people told us they feel safe. Care staff demonstrate a good understanding of their safeguarding responsibilities and support people to express their views and make choices.

The service actively supports people’s health, emotional well-being and important relationships. People access activities supporting physical and emotional health, whilst specialist support is available where required. Care staff respond appropriately to changing health needs and ensured family members remained involved when significant health concerns arose. Family members spoke positively about communication with the service and the support provided, demonstrating confidence in the care delivered and the outcomes achieved.

The service is working towards developing the Welsh Active Offer. We observed bilingual signage throughout the service, we were told by the manager that incidental Welsh language is used, and the service celebrates Welsh cultural events such as St David’s Day.

Care & Support — Good

People receive care and support based on detailed assessments completed before admission to the service. Records demonstrate an informed assessment process, including informal visits, formal assessments and overnight stays. Assessment documentation considered a wide range of needs, including health, communication, education, independence, relationships and personal care requirements. This ensures admissions are suitable and care staff have a clear understanding of the support required.

Personal plans viewed provided relevant information about people's needs, preferences, routines and support requirements. Plans were written in a person-centred format and contained information about communication, health needs, family relationships, daily routines and personal aspirations. Records demonstrate efforts to involve people in planning and reviewing their care, with signed agreements evident within records sampled. Care plans also identified areas where independence can be maintained and developed.

Records reviewed showed people's specialist needs are considered. Information was available regarding communication methods, mobility requirements, eating and drinking needs, physiotherapy guidance and health conditions. Additional specialist documents, including speech and language therapy reports, eating and drinking plans, physiotherapy guidance and epilepsy information, were available to support care staff in meeting assessed needs. Daily records demonstrate people participate in education, activities and routines in line with their assessed needs and preferences.

Daily recordings provide a useful overview of care and support delivered. Records sampled demonstrate attendance at college, participation in activities, support with personal care, nutritional intake and general well-being. Entries showed people were engaging in meaningful experiences, maintaining routines and receiving support appropriate to their assessed needs.

Incident records reviewed demonstrate appropriate reporting and oversight arrangements. Documentation included details of incidents, actions taken by care staff and involvement of relevant professionals where required. Records show timely responses were implemented to address emerging concerns and support people's safety and well-being.

Medication was managed safely, with medicines stored securely, including suitable arrangements for controlled drugs. Medication counts, MAR records and temperature monitoring were completed routinely, and staff demonstrated a good understanding of medication administration and responding to errors.

The guide to the service is presented in an accessible format and provides people with relevant information about the service. It includes guidance on advocacy, complaints procedures, the

support available and how the service operates. The guide supports people to understand the service and access information relevant to their care and support.

Environment — Good

The environment meets the needs of people using the service and supports their well-being outcomes. The service provides a range of communal and private spaces, including spacious living and dining areas, sensory rooms, a creativity room and accessible outdoor areas. Bedrooms are personalised with people's belongings, photographs and items of personal importance, creating a homely atmosphere. An independence flat is available to support people in developing skills associated with greater independence and preparing for adulthood.

The environment supports a variety of social, educational and recreational opportunities. Communal areas are welcoming, spacious and suitably furnished, providing opportunities for people to spend time with friends and care staff. Displays throughout the service celebrate achievements, activities and aspirations. Information boards provide accessible information regarding safeguarding, student voice and upcoming activities. The creativity room offers opportunities for arts, crafts and computer-based activities, whilst dedicated sensory rooms provide quieter spaces for relaxation, sensory engagement and therapeutic activities.

Suitable facilities and equipment are available to support people's assessed needs. Bedrooms contain specialist equipment where required and bathrooms include accessible facilities to promote dignity, privacy and independence. We observed hoists, bathing equipment and mobility aids available for those requiring additional support. Equipment servicing records viewed demonstrate arrangements are in place to maintain equipment and support its continued suitability for use.

The dining and kitchen facilities support people's daily living experiences. Dining areas provide sufficient space for people to eat together and participate in household routines. Menus offer a variety of meal choices and consideration is given to individual dietary requirements, including medical, cultural and lifestyle preferences. The kitchen achieved a Food Standards Agency food hygiene rating of 5 (the highest rating) and was observed to be clean, organised and appropriately stocked.

Outdoor areas support leisure, gardening and social activities. Raised planters, flowers and vegetable beds enable people to participate in gardening activities should they wish. We saw evidence of people growing vegetables, which had subsequently been used in activities within the service. Seating areas provide additional opportunities for people to spend time outdoors during favourable weather.

A range of health and safety arrangements are in place. Fire safety documentation, maintenance records, equipment servicing certificates and routine safety checks were available for review. Maintenance issues are identified through suitable reporting systems and monitored through

maintenance records. Fire alarm testing, servicing arrangements and routine safety checks are undertaken to support people's safety and the safe operation of the service.

Leadership & Management — Good

People benefit from a service with established leadership and management arrangements which support the delivery of care and positive outcomes. Quality assurance systems provide oversight of care and support, safeguarding, health and safety, medication management and staffing. Information gathered through Responsible Individual visits and Quality of Care Reviews is used to monitor the quality of the service and inform development. Quality of Care Reviews identify strengths, areas for development and actions to support improvement. They demonstrate consideration of key areas of service provision, including well-being, care and support, the environment and leadership arrangements. Governance systems strengthen oversight of service delivery, helping management monitor performance and maintain standards.

The service promotes opportunities for people to share their views and contribute to service development. Feedback systems support management to understand people's experiences and consider areas for further development. No complaints have been received since the previous inspection, indicating satisfaction with the service provided.

Care staff speak positively about the leadership and support available within the service. Care staff describe managers as approachable and responsive, with one member of care staff stating, *"(Manager) is very proactive with support."* Care staff explain managers are available to provide guidance and assistance when needed. They describe a positive team culture where colleagues work together to meet people's needs. One member of care staff describes the service as a *"Good and healthy environment"* whilst another says they are *"Proud of this place."* Care staff also explain managers provide practical support and maintain a visible presence within the service. This contributes to a supportive culture and promotes consistency in the care provided to people.

People are supported by care staff with the skills, knowledge and experience to meet their needs. Care staff are registered with Social Care Wales and the majority hold, or are working towards, relevant qualifications. Training opportunities are aligned with the needs of people using the service, including specialist training where required. Supervision arrangements provide care staff with opportunities to discuss people's needs, safeguarding responsibilities, well-being and professional development. Regular team meetings support communication, reflection on practice and shared understanding of how best to support people.

Recruitment arrangements support the employment of suitable care staff. Pre-employment checks include verification of identity, employment history, references, qualifications, Social Care Wales registration and Disclosure and Barring Service checks. These arrangements help ensure people receive support from care staff who are appropriately vetted and suitable for their role, promoting

safe and consistent 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.

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