



## Danybryn



Danybryn Home, Heol Isaf Radyr, Cardiff, CF15 8AJ



02920842237

Date(s) of inspection visit(s): 21/08/2025, 02/09/2025

## Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	31
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

## Ratings:



Well-being

**Excellent**



Care & Support

**Good**



Environment

**Good**



Leadership & Management

**Good**

## Summary:

Danybryn Care Service is based in Cardiff and can accommodate 31 people with nursing and personal care needs. This inspection was unannounced. There is a Responsible Individual (RI) for the service and a new manager in post who is in the process of registration with Social Care Wales (SCW). The service works with external agencies and notifies the Regulator of incidents and safeguarding matters in a timely manner to ensure the service is acting in people's best interests. Care staffing levels are good, and care staff have excellent understanding of people's needs and routines. Staff receive general mandatory training with additional training carried out in specific areas as required. People live in an environment which is mostly safe, pleasant and clean but we identified where improvements are required. Ongoing refurbishments are underway with a planned schedule of works planned.

Infection prevention and control processes are in place to reduce the risk of infectious diseases being spread throughout the home. There are policies and procedures in place for the smooth running of the home. Staff recruitment is safe and pre-employment checks completed prior to commencement of staff. Care documentation requires improvement. This is the first inspection to be carried out following a new provider for the service.



## Findings:



### Well-being

Excellent

People are treated with dignity and respect. Care staff are appropriately trained and have excellent knowledge and appropriate skills to meet people's needs. Care staff know the people they support extremely well and provide care with respect and compassion. People have the support they need to maintain their physical, mental and emotional health and their needs are anticipated. People are involved in their care planning where possible and their likes, dislikes and preferences are included in plans of care. Care files are important documents which should outline a person's entire needs, and the actions required from staff to meet those needs. We identified where improvements are required regarding care documentation. This is due to a change from an electronic system to paper documentation and improvements needed to ensure all important information is captured.

People are protected from harm and abuse. Danybryn has a safeguarding policy in place and all staff receive training in the safeguarding of adults at risk of abuse. The nominated manager and RI understand safeguarding legislation and notifies Care Inspectorate Wales (CIW) and the Local Authority team when required of any incidents as set out within Regulations.

People do things that matter to them, and the service supports and encourages people to maintain relationships which are important to them. Visitors told us "*We visit most days, whenever we want really, we just pop in and usually go out somewhere.*" We saw people going out in the minibus to spend time in the local areas. The home has beautiful gardens which we saw people enjoying with easy access. The home has communal spaces for people and visitors to spend quality time together. There is a designated team of activity coordinators, and we saw care staff had time to sit and spend quality time with people.

At the time of the inspection, we saw several areas of the home under refurbishment the nominated manager told us there is a planned schedule of works currently underway. However, this has been carefully planned and does not impact the people living, visiting or working at the home. We identified several issues regarding the environment which we discussed with the nominated manager at the time of the inspection who told us these would be addressed immediately. Safety checks are completed and fire safety taken seriously with Personal Emergency Evacuation Plan (PEEPs) easily available. People are excellently supported to have control over their day-to-day life and have a voice to make decisions on what is important to them. The service ensures Deprivation of Liberty Safeguards (DoLS) are in place for those who cannot make decisions about their care and support. People have access to information. The service guide is up to date and is a good source of information for people considering moving into the home.



## Care & Support

Good

Systems are in place to protect people who use the service. We saw people's body language and expressions indicated they felt safe and secure around the care staff who support them. We observed staff interact with people in a friendly and respectful manner and show excellent knowledge of people's wishes, needs and how to respond to them. People spoke highly of care staff and one person told us, *"Everyone here is marvellous, every single staff member looks after me well, I can't fault any one of them."*

People told us they felt safe and secure living at the home. Records we saw evidenced staff had received safeguarding training. A safeguarding policy is available which informs staff of their role and responsibilities in relation to protecting adults from harm, abuse and neglect. The staff team told us they understand the importance of reporting concerns and they feel able to approach the manager with any issues or concerns and feel extremely well supported. Care staff are visible, and we found there to be appropriate oversight of staffing arrangements. People receive care and support at the right time. Danybryn has extremely good staffing levels that ensure people do not need to wait for support; some staff told us they have worked at the home for many years. The nominated manager told us agency staff are rarely used and the home has a bank of reserve staff available if required at short notice.

People have access to health and other services to maintain ongoing health and well-being. Information within people's care files show referrals and contact with various health professionals. We saw these referrals were made in a timely manner. However, we identified where improvements are required to ensure personal plans of care contain all required information about people's needs and how they should be met. Although this information is readily available, we found it stored in both electronic and paper format which has potential risks. Staff we spoke with told us that due to the sudden change over from electronic to paper notes they did not have allocated time to amend this information. We discussed this with the manager who told us the matter would be addressed immediately.

People can be assured they have autonomy over their lives. People are treated as individuals and have their own personal routines throughout the day. People spend time doing things that matter to them and have excellent options to choose from. Danybryn employs a team of activity coordinators who organise activities within the home seven days a week including outings in the minibus to the cinema, beach trips, concerts and also commissions external entertainment such as singers. Special occasions are celebrated such as birthdays, and we saw people happily preparing for a garden party due the following day. One person told us *"I have been here a very long time, and I love my home."*



## Environment

Good

People have a sense of belonging. The home offers several communal areas for people to sit and spend time with others or spend time alone. Bedrooms are personalised with items of people's choice and personal belongings. There is a pleasant dining area with good access for people with mobility needs. We saw the gardens well maintained, purposeful and a centre point for people to enjoy. We saw people accessing the garden areas and saw the vegetables and flowers grown. People were proud of these achievements which were on display in the foyer of the home.

People are cared for in a clean and homely environment. However, we identified some areas for improvement which included ensuring all areas are kept free from hazards and easy release doors require immediate repair. We also noted the main passenger lift at the home has been out of operation for several months. The nominated manager told us the lift required parts which are on order and the lift will be repaired within a few weeks. We will follow this up at the next inspection. At this time all people can access a second lift available at the service.

People can be assured they live in a mostly safe environment. On arrival to the service, we found the main entrance secure, and the reception area was staffed. We were asked for identification and to sign the visitors book prior to entry. This ensures that only authorised visitors are permitted entry. From our tour of the home we found, window restrictors are in place and harmful chemicals locked away safely. There are good cleaning regimes in place, and we did not detect any malodour throughout the home. We saw one radiator in the ground floor bathroom required attention which we informed the nominated manager who took action immediately. The Food Standards Agency (FSA) has awarded the service a three (generally satisfactory). There is a fire risk assessment in place and people have Personal Emergency Evacuation Plans (PEEP) in place to evacuate people safely. We looked at the maintenance records and spoke with the maintenance person who evidenced all safety checks of the building and equipment take place in line with legal requirements. Fire alarms, drills and emergency lighting are tested on a regular basis.

People can be confident there are effective arrangements at the home that will protect public safety and minimise cross infection. There is oversight to ensure staff follow the correct infection guidance.



## Leadership & Management

Good

People have access to information. A statement of purpose (SOP) is available which accurately reflects the service's vision. People have opportunities to share their views and lodge complaints. The home has a complaints policy in place informing people how to raise any concerns formally. People can be confident the home is operated with their best interests at the forefront of care provision.

People can be assured all staff are safely recruited, supported and trained for the roles they undertake. We looked at staff recruitment files and saw they contained all the pre-employment checks required in respect of any person working in regulated services. These vetting checks are important as they determine a person's suitability to work with vulnerable people. Staff receive formal one-to-one supervision in accordance with regulatory requirements. Supervision provides each staff member with opportunities to discuss their performance, development and/or any concerns they may have. Qualified nursing staff told us they did not always have the required time to carry out the additional care documentation requirements which was a concern for them. We discussed this issue with the nominated manager who acted immediately and provided reassurances that additional nursing staff would be implemented with immediate effect. This would be on a supernumerary basis to update all the required documentation which is currently in both electronic and paper format.

Staff training is up to date which includes manual handling, infection control and safeguarding as well as additional specialised training for nursing staff when required. We spoke with staff during the inspection who told us, "*The manager is really supportive,*" "*the training has improved,*" "*I love my job here, it is the only place that I would ever want to work.*"

People benefit from the leadership and management at the service. The service has recently had a change of provider and management structure which has not affected people living, working or visiting the service. The provider offers care staff various financial and supportive incentives to make them feel valued and to promote staff retention within the service. Staff describe the nominated manager as "*Very supportive and approachable.*" People can be confident management monitors the quality of the service they receive. Systems and processes help promote the smooth running of the home. Management oversees incidents, accidents and complaints. The home carries out internal audits to monitor standards and practice. We looked at key policies and saw they are up to date and regularly reviewed. Quality assurance monitoring takes place in line with regulatory requirements which indicates the provider is committed to providing a quality service and making improvements when required. The RI visits the service, and we viewed the recent three-monthly quality monitoring report which contained all the required information. The RI assured us the areas for improvement we identified during the inspection would be addressed immediately.

## 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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The provider must ensure that the premises, facilities and equipment are suitable for the service, having regard to the statement of purpose.	21/08/25
The service provider must ensure they prepare a personal plan as required under paragraph 15 (1).	21/08/25

**CIW has not issued any Priority action notices following this inspection.**



Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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