



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Pen Y Fai House



Bridgend



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The inspection visit took place on 26/03/2026

Service Information:

Operated by:	SWANTON CARE & COMMUNITY LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	1
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:

People experience consistently high levels of well-being at Pen y Fai House because staff deliver excellent person-centred care. Their likes, dislikes, routines, and individual preferences are understood in detail and actively shape the support they receive. Care staff recognise what matters most to people and respond in a way that anticipates their needs. They also enjoy a varied programme of meaningful activities that provide purpose to daily life, contributing significantly to their overall well-being.

The quality of care and support is excellent. Care staff know the people they support exceptionally well and interact with them in a warm, respectful, and dignified manner. The strong, trusting relationships they build allow them to provide care that is flexible, responsive, and consistently tailored to each person's circumstances.

The environment provides a good living experience. It is warm, comfortable, and welcoming, offering a homely atmosphere that reliably meets people's needs. The provider ensures prompt maintenance and regular upkeep so that the home remains safe, well-presented, and supportive for

people who live there.

Leadership and management is excellent. The service benefits from clear direction and a positive ethos that supports both staff and the people using the service. Care staff receive thorough and relevant training, recruitment practices are robust, and the service is underpinned by strong governance arrangements that promote effective oversight and smooth day-to-day operation.

Findings:



Well-being

Excellent

People experience excellent well-being at the service because they are listened to, respected and involved in decisions that affect their daily lives. Key-worker sessions give people regular opportunities to express their views and influence how their care is planned. During the inspection, we observed care staff engaging with individuals in a friendly and caring manner, attentively observing their behaviour and responding appropriately. People choose from a wide range of meaningful activities. We saw examples of these, going on trips to favourite places, and taking part in enjoyable activities both within the home and the local community. A relative told us, *“We are totally happy with the care X receives, it is the best, his care workers really understand him and they give him a great quality of life, X loves being with them and they enjoy being with X”*.

The service maintains robust systems that protect people from harm. Care staff stay vigilant to risks to people's safety and take action to reduce these risks, following the guidance in risk management plans. Our observations showed that people feel very safe with care staff and often look to them for comfort and guidance. Care staff record all incidents and concerns and make any necessary external referrals. Care staff complete safeguarding training and are aware of their safeguarding responsibilities. Information on how to make a complaint is accessible to people and available in an easy-read format.

The service manages medication with meticulous attention to detail. Staff follow company policy, which reflects current legislation and guidance, when handling medicines. Medication is stored securely and kept at the correct temperature. People have an organised file containing clear information about their medicines and guidance for any 'as required' medication. Staff maintain accurate administration records and arrange regular reviews. The service also completes in-depth medication audits that cover every aspect of the process.

People live in accommodation that is suitable for their needs and promotes their overall well-being. Bedrooms contain personal items chosen by the individual, are appropriately furnished, and provide facilities that support independence while maintaining safety. The environment is safe, free from hazards, and kept in a good state of repair. Required safety checks are carried out in a timely manner, and an up-to-date fire risk assessment is in place. Regular alarm testing and fire drills are completed, and each person has an individual personal emergency evacuation plan (PEEP) to support safe evacuation in an emergency. The service maintains good standards of hygiene and infection control. All living areas were clean when we visited. People regularly contribute to looking after their home by completing household tasks according to their ability.



Care & Support

Excellent

People receive high-quality care and support that actively helps them achieve their personal outcomes. Care staff demonstrate warmth, compassion, and patience in their interactions. We observed staff providing comfort and reassurance, and people clearly enjoy spending time with both staff and each other. The provider develops detailed personal plans that clearly reflect people's needs, preferences, and goals. These plans contain the information required to guide staff in delivering consistent and effective care. Care staff also complete comprehensive risk assessments that enable people to make choices independently wherever possible while ensuring appropriate safety measures are in place. They review and update all plans and assessments regularly, ensuring documents remain accurate and reflective of people's current needs. The service provides a range of formal and informal opportunities for people to express their opinions, ensuring their voices influence daily practice and longer-term development.

Care staff monitor people's health closely and quickly identify any changes. They make timely referrals to healthcare professionals, helping people maintain their physical well-being. Staff record guidance from health and social care practitioners within personal plans. Medication systems operate effectively; medicines are securely stored, with access restricted to authorised staff. Staff complete medication administration records (MARs) accurately, confirming people receive their medicines at the correct times. Staff receive medication-administration training to maintain their competence, and regular audits help ensure safe, effective practice.

Safeguarding arrangements at Pen y Fai House are strong and consistently implemented. Care staff take appropriate action to protect people from harm and respond swiftly to any safeguarding concerns. When allegations of abuse, neglect, or improper treatment are reported, the manager makes timely referrals to the relevant agencies, including local authorities. Staff demonstrate a good understanding of their safeguarding responsibilities and receive appropriate training. The provider submits Deprivation of Liberty Safeguards (DoLS) applications promptly when restrictions may be necessary and follows correct procedures when individuals lack capacity to make specific decisions.



Environment

Good

Pen y Fai House provides a well-maintained, safe, and welcoming environment that enhances people's quality of life and supports their daily well-being. They maintain the premises and equipment to a consistently good standard, demonstrating a strong commitment to safety and quality. External contractors carry out routine servicing of essential utilities such as gas and electricity, ensuring all systems remain safe and fully operational. Care staff follow effective fire safety procedures, supported by regular tests, evacuation drills, and ongoing training. Records confirmed frequent fire alarm checks and the presence of an up-to-date fire risk assessment. Each person has a personalised emergency evacuation plan tailored to their needs, giving staff clear guidance to support safe evacuation if required.

Health and safety audits are completed regularly to identify and address any environmental concerns. Hygiene standards are consistently high, with staff carrying out cleaning duties to maintain a tidy and sanitary environment. The kitchen has received a rating of four from the Food Standards Agency, reflecting good food hygiene practices. Laundry facilities are appropriate for the size of the home, and cleaning products are stored safely in line with Control of Substances Hazardous to Health (COSHH) regulations.

The need for confidentiality is anticipated and respected. Care records are safely stored and employee personnel records were kept securely in the office. Deprivation of Liberty Safeguards (DoLS) records were easily referenced in the care records. In addition, people are safe from unauthorised visitors entering the building. People's privacy and personal information is well protected.



Leadership & Management

Excellent

People experience excellent outcomes because the provider actively maintains appropriate staffing levels and equips the team with the skills, knowledge, and support needed to deliver high-quality care. The provider recruits staff safely, following clear procedures to confirm each person's suitability to work with vulnerable individuals, including the timely completion of Disclosure and Barring Service (DBS) renewals. All staff remain registered with Social Care Wales (SCW), showing adherence to professional workforce requirements.

The service supports staff through regular, effective one-to-one supervision which identify development needs and encourage professional growth. The management team ensures all staff complete required training, and the manager closely monitors records to keep training up to date and aligned with the needs of people living in the home. The rota we reviewed showed staffing levels that matched what we observed during the inspection. The service does not rely on agency staff, enabling consistent, familiar support from a stable workforce. Staff follow clear organisational policies and procedures, promoting positive outcomes and consistent care standards.

The service is well led. An experienced manager and team leaders ensure people are at the heart of the smoothly run service. The provider undertakes a number of weekly and monthly audits of all aspects of the service to monitor practices. The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the statement of purpose in a transparent way. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback.

People are supported by care staff with the necessary expertise, skills, and qualifications to meet their care and support needs. Training records show care staff have up to date training in core areas of care. Training is also provided to care staff if an individual has a specific need.

The service provider has systems for governance and oversight of the service in place. There are systems for assessment, care planning, monitoring, and review to enable people to achieve their personal outcomes. The service is provided in line with the objectives of the statement of purpose and service user guide, which are regularly reviewed but we discussed with the manager the how they could be further strengthened. Records show the Responsible Individual visits the home regularly and at least quarterly per year to complete the statutory visits and meet with people and care staff.

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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