



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Sunny Hill



Bridgend



01656 670836

The inspection visit took place on 15/04/2026

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:

Sunnyhill is a care home which supports people with a learning disability and other associated needs, located in Bridgend.

People achieve excellent well-being outcomes because their care is person centred and individual needs, likes and dislikes are considered fully. Care staff understand what matters to individuals and consistently anticipate their needs and preferences. People benefit from a wide range of meaningful activities that significantly enhance their overall well-being. Care and support is excellent. Care staff know people extremely well and deliver care with kindness, dignity, and genuine warmth. Their strong relationships with individuals ensure that support is tailored, responsive, and consistently of a very high standard. The environment is good, offering a warm, comfortable, and welcoming home that meets people's needs reliably. The provider carries out regular maintenance and repairs, ensuring the setting remains safe and supportive for those who live there. Leadership and management is excellent. The service is very well-led, with a strong and positive culture that promotes the well-being of both the people supported and the staff team. Care staff have robust training, recruitment practices are effective, and governance and oversight systems are in place to support the running of the service.

Findings:



Well-being

Excellent

People consistently experience care and support that promotes dignity, respect, and individual rights to an exceptionally high standard. Throughout the inspection, staff were observed engaging with people in a warm, compassionate, and respectful manner. Interactions were unhurried and responsive, demonstrating staff's excellent understanding of people's communication, behaviours, and emotional needs. Staff showed detailed knowledge of the people they support, including their life histories, preferences, and daily routines. People are fully involved in decisions about their care and support, and their views are actively sought, valued, and consistently reflected in how care is delivered. Personal plans are of a high quality, clearly personalised, and thoughtfully designed to reflect individual choices while promoting safety and well-being.

People are empowered to maintain independence and exercise genuine choice in all aspects of daily life. Individuals are supported to make decisions about what they eat, how they spend their time, and where they choose to go. A good range of meaningful and engaging activities is available, tailored to people's interests, abilities, and aspirations. People are actively supported to maintain important relationships with family and friends and to participate in community-based activities, which significantly enhances their social inclusion and emotional well-being.

Robust safeguarding arrangements are firmly embedded in practice, ensuring people are exceptionally well protected from abuse and neglect. Staff receive comprehensive safeguarding training and confidently demonstrate a strong understanding of their safeguarding responsibilities and reporting procedures. Safeguarding policies are clear, accessible, and fully aligned with current statutory guidance, enabling staff to respond promptly and appropriately to any concerns. Risks to people's health, safety, and well-being are thoroughly assessed, regularly reviewed, and effectively managed, supporting people to live safely while maintaining independence. Clear and accessible procedures for complaints and whistleblowing further strengthen the culture of openness and accountability within the service.

The environment people live in supports their comfort, safety, and well-being. Bedrooms are homely, comfortable, and personalised to reflect individual identity and preferences, while a range of well-maintained communal areas provides welcoming shared spaces. The premises are exceptionally clean and well maintained, with all required servicing and safety checks for utilities and equipment completed in a timely manner. Ongoing refurbishment demonstrates a continued commitment to improving the quality of the environment. Throughout the inspection, the service had a calm, relaxed, and welcoming atmosphere.



People receive excellent care and support that consistently enables them to achieve their personal outcomes. Care staff work in partnership with individuals and, where appropriate, their representatives to co-produce highly person-centred personal plans. The recent introduction of an electronic care planning system has further strengthened the quality, accessibility and responsiveness of care records.

Personal plans are comprehensive, individualised and aspirational. They clearly describe people's strengths, preferences, goals and desired outcomes, alongside proactive and flexible strategies to support achievements. Risk assessments are detailed, proportionate and enable positive risk-taking, supporting people to make informed choices while maintaining their safety and well-being.

Where care arrangements may restrict a person's liberty, the service demonstrates a clear understanding of legal responsibilities and submits Deprivation of Liberty Safeguards (DoLS) referrals appropriately and without delay. Practice reflects a strong commitment to upholding people's rights and always promoting the least restrictive approach.

Personal plans are reviewed regularly and meaningfully, in line with regulatory requirements and best practice. Reviews are responsive to changes in people's needs and circumstances, ensuring care remains relevant, effective and outcome-focused. People are actively involved in reviews and are supported to contribute in ways that suit them.

Medicines are managed safely and in line with guidance. Where possible, people are supported to manage their own medication, promoting independence and choice. Regular audits are carried out to ensure systems remain safe and effective and to address any issues without delay.

The care staff team is longstanding, experienced and proactive. They work closely with professionals and make timely referrals whenever concerns or changes in people's needs are identified. Detailed information about people's health and wellbeing is maintained, and staff complete a broad range of training which enables them to provide effective, responsive support. Care staff and the manager are approachable and readily available, providing reassurance and opportunities for people to talk openly about anything that is important to them.



Environment

Good

Sunny Hill offers a safe, comfortable, and well-organised environment where people are supported to live well and feel secure in their day-to-day lives. The service places strong emphasis on maintaining the building and equipment, with clear systems in place to ensure standards of safety and quality are consistently upheld. Essential services such as gas and oil systems are routinely checked and maintained by external professionals to ensure they remain safe and reliable.

Robust fire safety arrangements are embedded into everyday practice. Care staff are knowledgeable and confident in following fire procedures, supported by regular alarm testing, fire drills, and refresher training. Records showed that checks are carried out frequently and that a current fire risk assessment is in place. Everyone has a personal emergency evacuation plan that reflects their specific needs, enabling staff to respond effectively and safely should evacuation be required.

The provider completes regular health and safety checks to monitor the environment and address any potential risks promptly. Cleanliness across the home is maintained to a high standard, with staff taking responsibility for routine cleaning tasks to ensure the setting remains hygienic and well presented. Laundry arrangements meet the size and needs of the service, and hazardous substances are stored appropriately in line with COSHH requirements.

Respect for confidentiality is evident throughout the service. Evidence of Deprivation of Liberty Safeguards (DoLS) was easy to locate within individual care documentation. Measures are also in place to prevent unauthorised access to the building, ensuring people are protected. Overall, people's privacy, dignity, and sensitive information are effectively safeguarded.



The service is led and governed to an exceptionally high standard, with strong and embedded systems that consistently promote safe, high-quality care and ongoing development. Leadership is highly effective, with a manager who is approachable, visible and forward-thinking, maintaining excellent oversight of the service through a comprehensive programme of audits, regular monitoring activity and detailed monthly performance analysis. Oversight is further strengthened through quarterly visits undertaken by the Responsible Individual (RI). These visits result in detailed and evaluative reports, which clearly demonstrate effective scrutiny of people's wellbeing and the quality of support provided. This strong governance approach is reinforced through the service's bi-annual Quality of Care Review, providing further assurance of regulatory compliance and continuous improvement.

Policies and procedures are thorough, regularly reviewed and aligned with current legislation and best practice. The service fosters a positive and open culture where reflective practice is encouraged, learning from experience is valued and care staff are confident to raise concerns appropriately. Feedback from stakeholders reflects a high level of trust in the leadership team, with consistent reference to effective communication, swift responses and a clear commitment to achieving the best possible outcomes for people.

People are supported by a highly competent, experienced and well-qualified care staff team who are well matched to their individual care and support needs. The service benefits from workforce stability, no staff turnover and effective recruitment processes. Disclosure and Barring Service (DBS) clearances, training records and clear supervision and appraisal arrangements.

Training standards are exceptionally strong, with high compliance achieved for mandatory training and high completion rates for specialist training relevant to the service, including Positive Behaviour Support, epilepsy awareness and medication competency assessments. Staff consistently report feeling confident, supported and valued in their roles, with clear opportunities for learning and progression. A member of the care team told us, "*There is plenty of training and it is all very applicable to my role*".

Regular supervisions and frequent team meetings provide staff with meaningful opportunities to reflect on practice, share learning, seek guidance and raise any concerns. The consistency of staffing, together with strong team relationships, supports the delivery of personalised, responsive care.

Staff demonstrate a strong understanding of safeguarding responsibilities and work within a culture that promotes accountability, professional curiosity and proportionate risk-taking. This enables people to live fulfilling lives with choice and independence.

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.

Welsh Government © Crown copyright 2026.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk You must reproduce our material accurately and not use it in a misleading context.