



Maes Y Bryn



Maes-y-bryn, Cardiff Road, Treharris, CF46 5NB



01443 413499

The inspection visit took place on 27/08/2026

Service Information:

Operated by:	SWANTON CARE & COMMUNITY LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with a learning disability, Care and support for people with a physical disability, Care and support for people with mental health needs
Registered places:	5
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

Excellent



Leadership & Management

Excellent

Summary:

Maes Y Bryn is a small residential care home that provides accommodation and support for people with a range of needs such as learning disabilities and autism.

We rated well-being as excellent because people are supported to develop skills, maintain important relationships and participate in activities that are meaningful to them. We saw strong examples of people achieving personal goals and experiencing positive outcomes.

We rated care and support as excellent because people receive highly personalised care and support from a knowledgeable and committed team of care staff. Care staff understand people exceptionally well and promote choice, independence and well-being.

We rated the environment as excellent. People live in an environment that reflects their individual needs and preferences. Care staff adapt the environment thoughtfully to promote emotional well-being, safety and independence. The service is welcoming, well maintained and designed around the needs of the people living there.

Leadership and management is rated as excellent and arrangements are highly effective. Care staff receive good support and supervision and leaders promote a positive culture focused on achieving the best outcomes for people. Governance systems are robust and support ongoing improvement.

Findings:



Well-being

Excellent

People achieve excellent well-being outcomes because care staff understand them as individuals and consistently place their needs, wishes and aspirations at the centre of support. We saw excellent examples of person-centred practice that promotes choice, independence and emotional well-being. Care staff know people exceptionally well and demonstrate a detailed understanding of their communication styles, interests, preferences and signs of distress. This helps care staff respond consistently and effectively to changing needs.

People are supported to pursue goals and experiences that are important to them. We found excellent examples of positive risk-taking and outcome-focused support. For example, one person was being supported to prepare for a significant community fundraising challenge which promoted confidence, achievement and participation. Another person had recently completed a community-based learning opportunity and was developing new skills and confidence through meaningful activities. Care staff focus on what people want to achieve and encourage them to take part in opportunities that promote their interests, independence and self-esteem.

Care staff recognise the importance of emotional well-being and adapt support to meet individual needs. We saw examples of care staff carefully considering how changes within the service affected people. Where changes caused anxiety, care staff reviewed their approach and adapted the environment to reduce distress and promote emotional security. This demonstrated a strong understanding of individual needs and a willingness and ability to tailor support accordingly.

People are supported to maintain relationships that are important to them. Records reviewed evidenced regular contact and meaningful involvement of relatives in people's lives. Feedback demonstrated positive partnership working between families and the service.

Feedback from relatives reflected the exceptional relationships staff have developed with people and their families. One relative told us, *"When X has been unable to speak or be understood by others, staff have been there as X's voice,"* highlighting staff's detailed understanding of the person's communication needs and their commitment to effective advocacy. This demonstrates how staff place people's rights, wishes and preferences at the heart of support, ensuring their voices are heard, particularly when they may otherwise struggle to communicate their needs.

The service is working towards embedding the Welsh Active Offer. Care staff use basic Welsh words and phrases during daily interactions, promoting familiarity with the Welsh language and supporting people to communicate in their preferred way.



Care & Support

Excellent

People receive excellent care and support that is tailored to their individual needs and promotes positive outcomes. Care records are detailed, highly personalised and provide care staff with clear guidance on how to support people safely and consistently. Personal plans contain comprehensive information about people's routines, preferences, communication needs, emotional well-being, interests and family relationships.

Positive Behaviour Support plans are detailed and focus on understanding the reasons behind behaviours of distress. Plans identify triggers, early warning signs and effective support strategies. Records evidenced regular reviews and ongoing efforts to reduce restrictive practices where possible.

Care staff demonstrate a strong understanding of people's communication needs and adapt their approach accordingly. Detailed guidance regarding communication methods, emotional expression and support strategies helps ensure people remain involved in decisions that affect their lives.

The service adopts a strengths-based approach, supporting people to achieve individual goals and maximise independence. Records evidenced people developing practical skills, increasing independence with daily living tasks, accessing community opportunities and participating in activities that reflect their interests and aspirations. Relatives spoke positively about the quality of support provided, with one commenting, *"The staff understand X's needs. I know X is well cared for."*

Family involvement was evident throughout the records reviewed. Relatives contribute to reviews, share their views and remain actively involved in decision-making. Staff recognise the importance of these relationships and work effectively in partnership with families and other professionals.

Care staff demonstrate a thorough understanding of people's individual needs and respond proactively when additional support is required. Leaders and managers maintain a consistent focus on understanding behaviours of distress and adapting support to meet changing needs. One member of care staff told us, *"The people we support are always at the centre of decisions."* This was consistent with our observations, review of care records and discussions with staff.

Care is coordinated effectively, with evidence of involvement from healthcare professionals, advocates and other agencies where required. As a result, people receive highly personalised, coordinated support that promotes independence, choice, stability and well-being.



Environment

Excellent

People live in a clean, safe and homely environment that promotes their comfort, independence and well-being. The home is welcoming, personalised and designed to reflect the needs and preferences of the people living there. Care staff demonstrate a good understanding of how the environment can influence people's well-being and use this knowledge to create spaces that support positive outcomes.

The environment has benefited from recent improvements and investment. The kitchen and some of the bathrooms have been refurbished, helping to create a modern and comfortable home. People have access to a range of communal areas including two separate lounge areas, a dining room and a games room, giving them opportunities to spend time together, pursue interests or enjoy quieter spaces when they choose. The home also benefits from a well-maintained garden surrounded by mature trees and wildlife, providing a pleasant outdoor setting. A covered patio area is used for social events, including family barbecues, helping people maintain important relationships and enjoy time with those who matter to them.

Care staff adapt the environment to meet people's individual needs and preferences. We found examples of environmental changes being carefully planned and reviewed to ensure they supported people's comfort and emotional well-being. People are involved in decisions about their surroundings and are encouraged to personalise their bedrooms and communal spaces to reflect their interests and personalities.

The service continues to develop the environment in response to people's needs. For example, plans are in place to enhance sensory and quiet areas. This demonstrates a commitment to ensuring the environment evolves alongside people's changing needs and preferences.

The service is well maintained and records demonstrate good oversight of health and safety matters. We reviewed evidence of routine fire drills, emergency lighting checks, fire equipment servicing, electrical safety checks and maintenance monitoring systems. These arrangements help ensure people live in a safe environment where risks are appropriately managed.

Overall, people benefit from a safe, comfortable and personalised home that promotes well-being, independence and positive day-to-day experiences.



Leadership and management is excellent and contributes significantly to the positive outcomes people achieve. Leaders create a positive and supportive culture where people remain at the centre of service delivery and care staff are encouraged to develop their skills and contribute to improvements within the home. Feedback from care staff was overwhelmingly positive, with care staff consistently describing leaders as approachable, supportive and responsive. One member of care staff told us, *“Management support is unmatched. Any issues I feel I can speak to my manager and feel better for it.”* This was reflected throughout our discussions with care staff and in the records we reviewed.

Care staff spoke positively about teamwork and the support available to them. Survey responses demonstrated staff feel valued, listened to and able to raise concerns. One member of care staff described the service as a place where *“The team work really well together and encourage each other to progress in their role.”* This positive culture helps promote consistency within the staff team and contributes to positive experiences for people living at the home.

Leaders have established robust governance arrangements which help monitor the quality of care and support. We reviewed audits, supervision records, team meeting minutes and quality assurance processes which demonstrated effective oversight of the service. These systems help identify areas for development, monitor progress and ensure people continue to receive care and support that reflects their needs and preferences.

The Responsible Individual undertakes regular visits to the service and completes six-monthly quality of care reviews. These provide additional oversight of the service, evaluate outcomes for people and help identify areas for development and continuous improvement.

Care staff demonstrated a clear understanding of the values of the service and their role in supporting people to achieve positive outcomes. Records evidenced a reflective approach to practice, with leaders encouraging learning, development and accountability. Survey responses highlighted the positive impact of leadership on staff morale and service quality. Care staff described a well-managed service where support, guidance and professional development are readily available. One relative told us there is, *‘Good communication with ourselves and the manager which in turn supports our son to have the best quality of care available’*.

Overall, leadership and management are highly effective. Strong governance systems, supportive leaders and a positive staff culture help ensure people experience excellent outcomes and receive high-quality care and support from a motivated and well-supported staff team.

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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