Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Options Pen-Y-Bryn

Holywell

03300021823

www.achievetogether.co.uk

Date Inspection Visits 20.08.2026

Service Information:

Operated by:	OA2 ADULTS LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	4
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:

Pen Y Bryn is an adult care home that delivers excellent outcomes for people with learning disabilities and complex communication needs. People enjoy an excellent quality of life because care staff know them exceptionally well and provide highly personalised support that promotes choice, independence and well-being. People are treated with dignity and respect, supported to express their views, and encouraged to participate in meaningful activities and community opportunities that reflect their interests and aspirations.

People receive excellent care and support tailored to their individual needs and personal outcomes. Robust assessment, admission and care planning processes ensure support is responsive, person-centred, and promotes safety, health and quality of life. Effective safeguarding arrangements help people feel safe and secure, while care staff support them to maximise independence and achieve positive outcomes.

The environment is excellent, safe, comfortable and maintained to a high standard. Accommodation is personalised and adapted to meet individual needs, promoting a sense of belonging. Communal and outdoor spaces encourage relaxation, social interaction and meaningful engagement, while ongoing investment demonstrates a commitment to continuous improvement.

Leadership and management are excellent. Robust governance, quality assurance and oversight arrangements drive continuous improvement and ensure consistently outstanding care. Managers promote a positive culture centred on people, and care staff receive excellent support, supervision and development to achieve the best possible outcomes.

Findings:

Well-being — Excellent

Care staff know people extremely well and build strong, trusting relationships that promote feeling safe, confident and a sense of belonging. People are encouraged and supported to express their views, make choices and take an active role in decisions about their daily lives. This supports people to maintain control over important aspects of their lives and achieve outcomes that matter to them.

People receive support that is personalised to their Individual needs. Care staff use a specific understanding of people's communication methods, routines and preferences to ensure they are listened to and understood. This enables people to participate meaningfully in planning their care, accessing activities and developing skills that enhance their independence and quality of life. People are supported to maintain positive relationships, take part in community activities and pursue interests that promote social inclusion and emotional well-being.

Assessment, planning and review arrangements are extremely effective and focus on achieving positive outcomes. Personal plans, behaviour support plans and risk assessments are detailed, person-centred and regularly reviewed. These provide clear guidance to care staff and ensure support remains responsive to changes in people's needs and wishes. People are actively involved in setting goals and reviewing progress, helping them to maximise their potential and achieve the best possible outcomes.

People benefit from a robust focus on health, safety and well-being. Care staff work together with health professionals and use their detailed knowledge of people’s needs to promote positive physical and emotional health outcomes. Medicines management arrangements are exceptionally robust, ensuring medicines are stored, administered and monitored safely. Effective oversight, auditing and accurate record keeping support safe practice and provide assurance that people receive the support they need to maintain their health and well-being.

Care & Support — Excellent

People achieve excellent outcomes because care staff know them extremely well and provide highly effective, person-centred care and support that consistently promotes their well-being, safety, independence and personal outcomes. People are treated with dignity and respect and are supported to have choice and control over their daily lives. Care staff recognise people's individual preferences, communication styles and aspirations, enabling them to make informed decisions and participate meaningfully in activities, relationships and opportunities that are important to them. This supports people to live confident, fulfilled and empowered lives. Care and support reflects the values contained within personal plans and promotes people's rights, independence and emotional well-being.

People receive care and support that is highly personalised and responsive to their changing needs. Robust assessment, admission and care planning arrangements ensure care staff have a comprehensive understanding of people's care needs. Personal plans provide clear guidance and are centred on people's wishes, preferences and personal outcomes. Care staff use this information effectively to provide consistent support that promotes positive outcomes and enhances quality of life. Regular reviews ensure care remains relevant and responsive, with people and those important to them involved in decisions about their care and support. This helps ensure people receive support that reflects what matters most to them and enables them to achieve their goals.

People are safe and protected because safeguarding arrangements are highly effective. Care staff understand their safeguarding responsibilities and respond appropriately to concerns, helping people feel secure and supported. Positive risk-taking is encouraged where appropriate, enabling people to maximise independence while maintaining their safety and well-being. Care staff work collaboratively with health and social care professionals to ensure people receive timely support and specialist input when required. This integrated approach helps people maintain their health, develop skills and achieve the best possible outcomes.

Care staff demonstrate a strong commitment to promoting people's rights, individuality and well-being. Relationships between people and care staff are warm, respectful and trusting. People are listened to, their views influence decision-making, and they are supported to maintain important relationships and participate in their local communities. As a result, people experience consistently excellent care and support that promotes their independence, enhances their well-being and enables them to achieve positive outcomes.

Environment — Excellent

People at Pen Y Bryn live in an excellent environment that has a significant and positive impact on their well-being, independence and quality of life. The home is purposefully designed and adapted to meet the needs of people. The environment promotes comfort, security and choice, enabling people to feel safe, valued and at home. The service is maintained to a very high standard and demonstrates a strong commitment to providing surroundings that enhance people's daily experiences and outcomes.

People benefit from personalised living spaces that reflect their identities, preferences and interests. Bedrooms are furnished and decorated to a high standard and provide people with a sense of ownership and belonging. The environment supports people's individuality and encourages them to make choices about how their personal spaces are arranged. We observed a clean, welcoming and homely atmosphere where people are comfortable in their surroundings and are supported to develop and maintain their independence.

Communal areas are spacious, comfortable and well equipped. These areas provide excellent opportunities for people to socialise, relax and take part in meaningful activities. The design of the home enables people to choose how and where they spend their time, promoting both independence and social inclusion. The environment supports positive interactions and helps people maintain relationships with others while also providing suitable areas for privacy and quiet time when required.

Outdoor spaces make an important contribution to people's well-being. People have access to a range of safe and accessible recreational areas that support physical activity, sensory experiences and relaxation. Outdoor facilities provide opportunities for people to enjoy meaningful activities and spend time in pleasant surroundings. These areas are thoughtfully maintained and adapted to meet people's individual needs, enabling them to enjoy their environment safely and confidently. The quality and accessibility of these spaces support positive physical and emotional well-being outcomes.

Health, safety and maintenance arrangements are exceptionally well managed and provide strong assurance that people live in a safe and secure environment. Fire safety systems, legionella monitoring, emergency lighting, electrical systems, gas safety arrangements and other essential servicing requirements are regularly reviewed and maintained. Records demonstrate that actions arising from audits, testing and risk assessments are addressed promptly. Care staff take a proactive approach to maintaining environmental standards, and managers provide effective oversight through robust monitoring arrangements. These systems ensure the environment remains safe, comfortable and fit for purpose.

People live in a highly supportive environment that consistently promotes their dignity, comfort, safety and independence. The quality of the environment contributes significantly to people's well-being and helps them achieve the best possible outcomes.

Leadership & Management — Excellent

People benefit from exceptional leadership and management that has a significant and positive impact on their safety, well-being and quality of life. Managers have established a positive, person-centred culture where people's rights, choices and aspirations are at the heart of decision-making. This is particularly important for people living at the service. Managers ensure people receive support that reflects their individual needs and promotes the best possible outcomes.

Governance and quality assurance arrangements are extremely effective and provide robust oversight of all aspects of the service. Managers regularly monitor performance, review outcomes and identify opportunities for improvement. The Statement of Purpose, Service Guide and Quality of Care Reviews are comprehensive, regularly reviewed and accurately reflect the service being provided. Systems for monitoring quality are used extremely well to ensure the service remains responsive to people's changing needs and continues to achieve positive outcomes.

People, families, professionals and advocates are actively involved in the development of the service. Managers seek feedback through a range of consultation activities and demonstrate how this information is used to inform service development and recognise areas of strength. Feedback is valued and contributes to a culture of continuous improvement, ensuring people remain at the centre of decisions that affect their lives. These arrangements promote openness, accountability and meaningful engagement.

Care staff consistently describe managers as approachable, supportive and committed to achieving positive outcomes for people. Managers provide clear direction and support a culture where care staff feel respected, valued and confident in their roles. Supervision, appraisal and team meetings are well organised and provide meaningful opportunities for reflection, learning and professional development. These arrangements help care staff maintain high standards of practice and continuously improve their skills and knowledge.

Recruitment, training and workforce development arrangements are excellent. Care staff are recruited safely and supported to maintain the skills needed to meet people's complex needs. Care staff are registered with Social Care Wales where required and complete training that reflects the needs of people living at the service. Policies and procedures are up to date, aligned with legislation and guidance, and understood by care staff. Established care staffing arrangements promote continuity of care and enable positive relationships to develop between people and the care staff who support them.

Managers respond promptly to issues, monitor performance effectively and demonstrate a clear commitment to maintaining high standards. Robust oversight from managers and the Responsible Individual (RI) ensures the service remains safe, responsive and focused on achieving excellent

outcomes. People benefit from a highly effective service that consistently promotes their well-being, independence, dignity and quality of life.

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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