



The Mountains



Mountains Nursing Home, Libanus, Brecon, LD3 8EN



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www.mychoicehealthcare.co.uk

The inspection visits for this service took place between 27/05/2026 and 23/06/2026

Service Information:

Operated by:	Glamorgan Care 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 learning disability, Provision for mental health
Registered places:	56
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

The Mountains nursing home is on the outskirts of the market town of Brecon. Well-being is rated as good because people receive a person-centred service, that enables them to achieve their health and well-being outcomes. People have developed positive relationships with the whole of the staff team.

Care and support is rated as good because people receive a service from a team of consistent and familiar staff. Care workers are guided by accurate and individualised electronic personal plans that enable them to successfully meet people's needs.

The environment is rated as good because people are comfortable and relaxed throughout the home. Improvements have been made to the building and the provider intends to continue these to enhance people's well-being.

Leadership and management is rated as good because the provider has effective oversight of the service. The leadership ensure people receive good care from a team of dedicated care workers who receive good support from their managers.

Findings:



Well-being

Good

People are treated with dignity and respect by an established team of staff, with whom they have developed positive relationships with. Care workers demonstrate a good understanding of the people they support, knowing them well and anticipating their needs and preferences to provide personalised care.

People are supported to identify their health and well-being outcomes, while also being encouraged to use and build on their strengths. Feedback from representatives reflects the positive and caring culture within the service. One representative told us, *“The staff are very caring, affectionate and considerate”*, highlighting the warmth and compassion shown in day-to-day interactions. Another shared, *“The staff are brilliant, I can’t fault any of them, they are great,”* demonstrating a high level of satisfaction and trust in the support provided. This feedback reinforces our observations that staff are committed, approachable and consistently focused on delivering person-centred care that promotes both well-being and individuality.

People can take part in planned activities and there is unrestricted visiting for family and friends. People are supported to maintain and sustain existing relationships with important people in their lives as far as possible. This is facilitated by staff who respect these relationships and the importance they hold in people’s lives.

The service is working with partner agencies to ensure people are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe. The service encourages feedback from people and their representatives to ensure every voice is heard. There are effective support systems to ensure any risks are promptly identified and addressed. A representative told us, *“From the start the staff were reassuring”*.

People live in accommodation that supports them to achieve positive outcomes. The provider has a clear plan in place to improve the layout and decoration of the setting to better meet people’s needs. This includes more social spaces inside the building and in the process of developing a sensory garden in the grounds.



Care & Support

Good

People are happy with the service they receive; they are supported by a team of familiar, caring and friendly staff. We observed many warm and patient interactions during the inspection. A care worker told us, *"I love the people who live here, they are so lovely"*. Representatives of the people who live at the service are also positive about the valuable relationships people have developed with staff, one said, *"I can't speak highly enough of this place they know the residents and actually care for them"*.

When commencing the service people's care and support is co-produced between them, their representatives, relevant professionals and care staff. Personal plans are individualised and outline how staff should support people to achieve their well-being outcomes. However, while review processes are taking place, records do not always clearly demonstrate how people and their families have been involved in these discussions. The Manager acknowledged this and is taking steps to ensure reviews evidence how people are involved.

People's well-being and safety is acknowledged by the service by identifying and managing potential risks. The provider is taking steps to ensure this is clearly documented and is reflected in people's individual plans.

The service has dedicated staff to ensure people are offered choices in enjoyable and stimulating activities. People engage in meaningful pastimes, such as cooking, exercise classes, shopping and visiting entertainers. Photographs of people taking part in these activities are shared with family and friends. Welsh language and culture is encouraged in the service, with a prompt for key words on display to support communication.

People experience care and support that is dignified and respectful. Overall people have positive interactions with staff, friends, family, and each other. People are supported to attend and participate in activities related to health promotion, staff are aware of their role in this and the current needs of each individual.

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. The service has introduced an effective electronic system to support staff to reduce the likelihood of errors occurring.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. Food hygiene practices are good. There is an effective approach to managing and preventing the risk of infection, with clear roles and responsibilities.



Environment

Good

People appear happy and relaxed throughout the building. Individual rooms can be personalised and people decorate them with items of their own furniture, ornaments and equipment.

The provider considers people's needs when designing the home with Welsh language prompts on display and photographs of local community. There are various features to help people orientate around the building such as brightly painted doors and specialist equipment for people with memory challenges.

People access different communal and private spaces in which to spend time alone, socialise or entertain visitors. Communal spaces meet the needs of people, promoting independence and provide opportunities for private meetings, activities and recreation.

Outdoor areas are safe, accessible and welcoming, allowing people to spend time outside independently. We were told about people enjoying the garden in the warmer weather and about the plans to improve the grounds.

The provider is currently installing a new fire detection system, developed a new café/drinks area for people to use and has introduced a bedroom upgrade process, when rooms are vacant. The provider has further plans in place to improve the overall environment to make a positive impact on people's well-being.

Safety is a key consideration at the service; people can navigate the home and access necessary equipment. The service manages environmental risks, staff are familiar with the strategies and apply them consistently.

Regular servicing, maintenance and timely repairs to equipment ensures the safety and well-being of people using the service.

Security arrangements are in place to protect people without compromising their rights, privacy, and dignity. This includes protecting personal property and providing appropriate access to and from the premises.



Leadership & Management

Good

The provider oversees the quality of care through detailed and effective audit processes. Information gathered from both internal and external audits guides quality review reports and improvement plans

The Responsible Individual (RI) visits the service regularly to talk with people, their representatives and staff. Feedback from everyone involved is encouraged by them to support assessing the quality of the service and to consider any improvements. People and their representatives know how they can provide feedback about their experiences of the service.

The manager is well supported by a deputy and senior staff. They are working together to create a professional and caring culture, that enables people to live as well as possible. A care worker told us, *"I do my best for people every day"*. People, their representatives and care workers have confidence in the manager and deputy, they can discuss any concerns they have with them.

The manager is ensuring care workers have regular one-on-one supervision sessions at least quarterly and an annual review to provide feedback and identify any training needs. Care workers told us the manager is accessible and supportive. One said, *"I can approach her and have/can raise concerns or make suggestions"*.

We noted some gaps with references in staff files but the new provider has introduced a strict selection and vetting process for hiring staff to ensure they are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are being supported to register with professional bodies. The service has an effective induction that prepares new staff for the role. Care workers are positive about the training and development opportunities they receive.

The provider is working with partner agencies to ensure all staff have clear roles and responsibilities to protect people and keep them safe. Staff told us they have good communication with their managers and are confident to report any complaints or concerns if needed.

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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