



St Brelades



The Hollins, Neath, SA11 3BQ



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www.stbrelades.uk

The inspection visit took place on 19/05/2026

Service Information:

Operated by:	St Brelade LTD
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	43
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

Good



Environment

Good



Leadership & Management

Good

Summary:

St Brelade's is a newly registered service, providing nursing and personal care to adults. People experience excellent Well-being, with individualised care, strong involvement in decision-making and an extensive range of meaningful activities. People are happy, engaged and thriving, supported by a vibrant, inclusive culture and strong relationships. Feedback consistently highlights enjoyment, participation and a sense of belonging in the service.

Care and Support is good with people receive effective, person-centred care that supports positive outcomes, detailed care planning and responsive staff meet people's individual needs. Safeguarding, medication and infection control practices and systems are in place and are generally effective. Though some areas require continued consistency and oversight.

The environment is good, People live in a clean, comfortable and recently refurbished environment that promotes dignity and wellbeing. Facilities are modern, homely and well maintained. Effective systems in place to manage maintenance, safety checks and risks, although minor gaps in monitoring were identified and addressed.

Leadership and Management is good. The service is well led, with strong governance systems,

effective oversight and a positive culture that promotes continuous improvement. Staff feel supported by approachable leadership. Teamwork is also a key strength within the service.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives, supported by highly individualised care planning and a strong emphasis on meaningful occupation. We saw people are actively involved in decisions about their care, with participation and awareness of referrals and reviews evidenced wherever possible. Daily life is enriched through an exceptionally varied programme of activities including community visits, creative sessions, exercise, music events and intergenerational engagement. We saw photos and videos from recent visits by the local ballet school children, alpaca's and musicians as well as lots of in-house

activities taking place on the day of inspection. Feedback received, confirm people are happy, engaged and thriving, with one professional stating, *"People are happy and the activities available each day are the best I've seen."* Relatives consistently described a vibrant environment, noting, *"There is so much going on... I've never been in a care home where there's so much going on."* This demonstrates a culture where people are empowered to live fulfilled, active lives aligned with their preferences and abilities.

People are safe and protected from abuse and neglect. We saw systems in place that promote oversight. The service is responsiveness and learn from incidents and accidents to minimise further risk to people. Feedback from relatives and professionals strongly indicates confidence in the service, with comments such as, *"The staff here are absolutely wonderful... they all go above and beyond."* People reported feeling safe and well cared for. Relatives described prompt communication and reassurance when concerns arose. Staff demonstrated knowledge of responding to incidents and safeguarding processes. People confirmed they would feel comfortable raising concerns.

People are supported to cultivate safe and healthy relationships, benefiting from a warm, inclusive and highly relational culture. We observed friendly, empathic and wholesome interactions between care staff and people, with consistent evidence of companionship, humour and mutual respect. Feedback described the service as feeling *"like a family home"*, with a professional noting, *"The relationship between staff and residents is wonderful, it feels like you're entering a family home."* Opportunities for social connection are extensive, including group activities, visiting professionals, family involvement and community links. This ensures people maintain meaningful relationships and a sense of belonging. Relatives reinforced this, sharing, *"The joy of seeing people happy... it's very much a home without taking away from the professionalism"*.

People live in accommodation that supports their well-being outcomes, with a homely, well-maintained and thoughtfully designed environment. Prior to opening, the service has undergone significant refurbishment, providing ensuite rooms, clean and personalised spaces, and accessible communal areas that promote comfort and dignity. Mealtime experiences and daily living environments are described positively, with one relative stating, *"It's wonderful here... it's like a 5-*

star hotel... there is something going on every day." The environment, combined with attentive staff support and opportunities for engagement, creates a setting where people feel valued, comfortable and able to enjoy a high quality of life.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. We saw clear evidence of person-centred practice embedded throughout care planning and delivery. Records reviewed showed comprehensive care plans detailing people's needs across all domains, including mobility, nutrition, communication and emotional wellbeing, with regular reviews evidencing involvement and consent. Outcomes for people are positive. Relatives report significant improvements in health and wellbeing. *"They've nursed my dad back to health twice... I'll be forever grateful."* Feedback consistently highlights the responsiveness of staff and their commitment to meeting individual needs, with one relative stating, "Anything you ask is never a problem." This demonstrates a service that understands people as individuals and adapts care to meet changing needs, resulting in good personal outcomes.

People are protected from harm and abuse, with systems in place to identify, respond to and learn from incidents and concerns. Staff spoken with have a good awareness of the safeguarding procedures and understand their role in protecting people, and processes for escalating concerns are in place. Notifications and records indicate incidents such as medication errors or injuries are reported and referred appropriately, with actions taken to reduce risks and improve practice noted. Feedback reflects high levels of trust in staff, with one relative stating, *"If I had any issues, I'm pretty sure they would be dealt with efficiently."* Observations and professional feedback also support this, with one professional noting, *"Staff are incredible with people, and the people love all the staff."* People who do not have the capacity to make decisions about their care and support have appropriate Deprivation of Liberty Safeguard authorisations (Dols) in place.

People's medication is safely managed, with appropriate systems and processes in place to support safe administration, storage and auditing. Medication is stored securely, with electronic systems supporting administration and oversight, and regular audits undertaken to identify and address discrepancies. Care and nursing staff spoken with during the inspection are knowledgeable and responsive when issues are identified and liaise with external professionals where needed. However, some inconsistencies were found in stock control and system use, particularly relating to electronic recording and occasional discrepancies in medication counts. These are acknowledged by the service, which has implemented additional checks and manual audits to strengthen practice. We saw medication is stored in dedicated trolleys and kept within a designated room, with temperature checks in place.

People's risk of infection is minimised, with good infection prevention and control measures observed throughout the service. The environment is clean, well maintained and supported by appropriate systems for waste management, Personal Protective Equipment (PPE) use and hygiene practices. Staff demonstrate a good understanding of infection control procedures. Records seen include routine checks of environmental factors such as water temperatures and equipment are in place.



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment to help them achieve their well-being outcomes while identifying, mitigating and reducing health and safety risks. The service provides a thoughtfully designed and welcoming environment that promotes comfort, dignity and independence. The service has been renovated and is now in modern, clean and well-presented. All bedrooms benefit from ensuite facilities and personalised to reflect individual preferences. Communal areas are spacious, accessible and encourage social interaction, while safe outdoor space supports people to enjoy fresh air and meaningful engagement. Mealtime experiences were observed in the well thought out dining room. And observations were very positive with well organised systems in place ensuring wholesome social experiences were had by people. People were seen to be enjoying each other's company during the meal, with staff being attentive when required whilst still supporting independence as much as possible. Feedback consistently reflects a high-quality environment, with staff describing, *"It is a beautiful home, with a homely feel for our wonderful residents,"* relatives also told us, *"It's very nice and fresh... it's like a hotel here at mealtimes."* Additional feedback confirms the service is *"welcoming, clean and extremely well managed."* These findings demonstrate that the physical environment strongly supports people's wellbeing, offering a comfortable, attractive and enabling place to live.

People live in an environment where maintenance systems, safety checks and monitoring processes are largely effective in identifying and reducing risks. A range of routine and periodic checks are in place, including regular testing of fire alarms, emergency lighting, water systems and equipment, alongside servicing schedules for essential infrastructure such as lifts, gas systems and electrical installations, certificates were seen to confirm these. Records show that infection control, health and safety and environmental audits are completed regularly, supporting oversight of standards and prompt identification of issues. External contracts are established for waste management, pest control and specialist testing, further strengthening safety arrangements. While many checks were in place and up to date, some minor gaps in routine recordings and isolated maintenance issues were identified during the inspection, such as outstanding environmental checks and small repairs, which were addressed by the provider. Overall, there is a structured approach to maintaining the environment, with governance systems supporting safe practice. These measures ensure that risks are identified and mitigated appropriately, contributing to a safe, well-maintained and suitable environment for people living in the service.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements. Effective governance and oversight ensure smooth operations and high-quality care. Governance systems are in place and include regular audits, quality assurance reviews, and oversight visits which monitor performance and drive continuous improvement. Documentation evidenced structured checks across care planning, health and safety, infection control, medication and more, ensuring areas of risk are identified and addressed promptly. The service responds to feedback from people, relatives and professionals and uses this to inform development. There is a clear commitment to transparency and continuous learning, with no significant concerns identified through oversight processes. External professionals confirmed the effectiveness of systems in place, noting, *"The home is supportive... the paperwork is always ready... all the staff are very good,"* demonstrating strong organisational arrangements and reliable service delivery.

Leadership within the service is visible, approachable and committed to maintaining high standards. Systems are in place to monitor quality and safety, including the required RI visits (Regulation 73 visits), audits and review mechanisms, all contributing to a clear understanding of service performance. The provider promotes a culture of accountability, with staff encouraged to raise concerns and contribute to service development. Evidence showed that feedback mechanisms, including surveys and resident meetings, are actively used to shape practice. Staff spoke positively about the management of the service, with one stating, "We have established a good staff team who work well together with a strong leadership team." This reflects a cohesive and well-managed service where leadership supports both staff and people to achieve positive outcomes.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. There is a stable core staff team with a range of skills and experience, supported by ongoing training and development opportunities. Established staff demonstrated good compliance with mandatory training and showed competence in delivering care, while systems are in place to support new staff through induction and supervision. Staff spoke positively about the support they receive, with feedback including, *"Good manager with supportive staff"* and *"A lovely team supported by a great manager and RI."* These comments reflect a positive working environment where staff feel valued and supported to carry out their roles effectively. Staff work collaboratively, demonstrating strong teamwork and a shared commitment to delivering high-quality care. We saw some gaps in training completion for newer staff; however, the provider has recognised this and is taking steps to strengthen induction processes and monitoring systems. The combination of experienced staff, supportive leadership and a positive team culture ensure people receive care from staff who are competent and motivated.

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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