



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Bryn y Wawr



6 New Road, Llandeilo, SA19 6DB



01558822763

The inspection visits for this service took place between 12/08/2026 and 24/08/2026

Service Information:

Operated by:	Cygnnet Care Services Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	10
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

Excellent

Summary:

Bryn y Wawr is a residential Care Home providing care for 10 adults with Learning Disabilities, Mental Health needs and Autism. It is a charming older property set in large grounds in the centre of Llandeilo, a picturesque market town in the Towy Valley, Carmarthenshire.

The well-being outcomes for people are “Excellent” as people maintain and improve upon their physical, mental, and emotional health because of the exemplary support they receive from staff.

The care and support people receive is “Good” as people receive high-quality care and support from staff who know them well and place them at the heart of the service.

The environment in which people live is “Good” as people benefit greatly from a well maintained and safe home which is suitable to their individual needs.

The leadership and management of the service is “Excellent” as people have very high levels of confidence in the provider because leaders promote an exemplary positive culture that is supportive, inclusive and respectful.

Findings:



Well-being

Excellent

People maintain and improve their physical, mental and emotional health because care staff provide exemplary support. People and staff work together with a shared sense of purpose, which creates a strong sense of community within the home. The experienced operational management team promotes a sustained culture of openness and positivity. We saw people develop healthy, respectful relationships with each other and with the wider community. Relatives told us, *“The quality of care is excellent”* and *“It’s a fantastic service, we are always made to feel welcome”*.

People plan, co-produce and lead a wide range of activities of their choice, both in the service and in the wider community. People regularly attend volunteering opportunities in local shops. Several people also contribute to the Local Health Board’s Total Communication auditing team, which supports medical professionals to improve communication with people who have speech and language needs. We found these opportunities significantly enhanced people’s well-being.

People play an active role in decisions affecting them, and staff respect and act on their views. We saw people make daily decisions about the activities they want to do and the places they want to visit. On the day of the inspection, people planned with staff to watch the solar eclipse from a local mountain. Staff support people to understand information, including by arranging independent advocacy when needed. People also access highly tailored information that meets their communication needs.

Staff identify and address risks promptly through a strong support system. People are safe and protected from abuse and neglect as far as reasonably possible. Staff communicate, share and act on information at the right time, supported by an open culture. Care staff understand safeguarding and risk management procedures extremely well and receive highly effective training. We found comprehensive personal and environmental risk assessments in place.

People live in an environment that significantly enhances their quality of life. People told us and showed us they are extremely happy living at the service, which is at the heart of the Llandeilo community. People personalise their accommodation, take ownership of their living space and describe it as home. The provider maintains strong maintenance and health and safety systems. We saw good evidence of investment in the service and ongoing redecoration.



Care & Support

Good

People receive high-quality care and support from staff who know them well and place them at the heart of the service. People benefit from an experienced, caring and consistent management team that promotes a very positive culture. Care workers are well trained, professional and enthusiastic, and they know the people they support very well. We found staff turnover had recently reduced, which brought greater stability to the team. People told us, “*Staff are very kind and always there for us*” and “*they are family*”. We saw the provider gathered good information from professionals and representatives already involved in people’s care and support.

People’s preferences and individual needs are clear in consistently personalised plans. The provider could further improve personal plans by taking a more focused approach to tracking people’s goals and outcomes during quarterly review meetings.

The provider keeps people safe through a strong approach to safeguarding. Very good training, comprehensive policies and care workers’ knowledge support this. We saw detailed personal plans and individual risk assessments that protected people and staff. Care workers listen to people and record any concerns about safety. Managers follow up concerns, report them appropriately and investigate thoroughly when needed. Leaders identify and share lessons learnt to promote good practice. The provider protects people’s liberty in line with legislation. Comprehensive environmental checks and audits also help keep people safe.

Staff manage people’s medication safely. They store medication in a large, very well-organised medication room, which helps maintain its safety and effectiveness. Senior staff who administer medication are very well trained and knowledgeable about the medication they give. The deputy manager oversees medication practice by completing annual care staff competency checks and regular medication audits to maintain consistency and good standards. We found care staff reviewed medication regularly and in a timely way, involving people and relevant professionals where appropriate. We checked two people’s medication records and found them accurate and in good order.

The service provider uses strong, established links with local mental health, health and social care services, which helps people achieve excellent outcomes. We saw good evidence of staff working in partnership with internal and external health and social care professionals. Care staff place people’s health and well-being at the centre of personal planning. Personal plans provide clear information about people’s health needs and histories. Care staff actively promote health by supporting people to attend and participate in a wide range of health checks.



Environment

Good

People benefit greatly from living in a home which is suitable to their individual needs. The service is situated in the heart of the market town of Llandeilo. This gives people easy access to local shops and amenities as well as transport links to the wider County of Carmarthenshire. People access the town on a regular basis and told us they feel part of the local community. The service comprises of a large older building with plenty of character and charm, a self-contained flat and a two-bedroom cottage. There is plenty of pleasant and nicely decorated internal communal areas people enjoy using. We saw large lounge and dining areas and a kitchen which felt like the heart of the home. Some people told us they enjoy cooking and preparing meals supported by care staff.

People are proud of where they live with a number giving us a tour of the home. People were keen to show us their bedrooms which we saw are varied in size, personalised and appropriate for their individual needs. A few people had lived at the home for many years, telling us, *"I love living here"* and *"we are like one big family"*. Others not able to tell us verbally, were comfortable in their surroundings and clearly happy living at the service. The home also benefits from a large, enclosed extensive garden area. This is widely used and includes outdoor seating, a separate arts and crafts room and a gym. The weather at the time of the inspection was very warm and pleasant. People were seen having light refreshments on the shaded patio area.

The service provider ensures people are safe through regular servicing, maintenance checks and consistent health and safety protocols. We saw good security arrangements to protect people without compromising their rights, privacy, and dignity. A dedicated maintenance officer allocated to the service maintains good records relating to health and safety and risk management procedures. They maintain the service to a high standard and are also supported by regular audits completed by senior staff and the Responsible Individual (RI). We saw the maintenance officer undertakes regular checks of equipment and water temperatures. There are good fire safety systems in place, including regular maintenance checks and simulated fire evacuation tests. This is being further improved in addressing several actions identified by the Fire Service.



Leadership & Management

Excellent

People have high levels of confidence in the provider because leaders promote a strong, positive culture that is supportive, inclusive and respectful. We saw and felt a clear “can-do” approach across the service, led by the operational management team. The manager and deputy manager have worked at the service for many years and know people extremely well. Staff, people, relatives and visiting professionals know and trust them. We saw they act as visible role models and staff respect them. People told us, “*Managers are lovely*” and “*They really care about us*”. Relatives said, “*They are excellent*” and “*They have been so supportive and have taken so much worry away*”. People feel comfortable discussing any issues with care staff. Relatives told us they have great confidence in the management team and said leaders welcome their views openly and transparently.

The provider uses extensive quality monitoring systems to maintain high standards of care. We saw robust, well-embedded governance arrangements, including detailed quarterly and six-monthly reports completed by the Responsible Individual (RI). Staff, people and representatives know the RI well. Leaders involve commissioners, professionals, staff and people in quality assurance processes and use their feedback to drive continuous improvement. The operational management team supports this through a broad range of detailed audits, including audits of care delivery, health and safety, and infection control.

People achieve excellent well-being outcomes because the provider makes sure enough suitably qualified, supported and trained care staff deliver good quality care and support. Leaders recruit care workers with strong positive values and provide a thorough induction. We saw managers and the wider organisation place great importance on staff well-being. Dedicated organisational staff visit the service regularly and give care staff opportunities to raise worries or concerns so leaders can resolve issues early.

The organisation provides excellent training that reflects the needs of people living at the service. The operational management team gives care staff extensive support through daily communication, three-monthly supervision and regular team meetings. Care staff said, “*It’s a brilliant management team*” and “*We are very well trained*”. The provider invests heavily in leadership skills and career development, as shown by the career paths of both the manager and deputy manager. Both feel very well supported by the RI and the wider organisation.

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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