



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Bryn Illytdd (Care by Morris Ltd)



Bryn Illytd Residential Home, Heol Y Mynydd Pembrey, Burry Port, SA16 0AJ



01554832462

The inspection visits for this service took place between 15/06/2026 and 30/06/2026

Service Information:

Operated by:	Bryn illtyd care home Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	39
Main language(s):	Welsh and 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

Requires Improvement

Summary:

Bryn Illtyd is a care home for adults situated in the village of Pembrey, between the Carmarthenshire towns of Carmarthen and Llanelli. Bryn Illtyd is a well-established service set within private landscaped grounds in an elevated position, with panoramic views overlooking Carmarthen Bay and the Gower Peninsula.

The well-being people experience is good because people are provided with a safe, secure and welcoming environment where they enjoy living. People are supported to make choices about their daily lives, maintain important relationships and take part in activities they enjoy.

The care and support provided to people is good because people are treated with dignity and respect by staff who know them well. People and their relatives spoke positively about the support they receive and the caring approach of staff. Staff support people in a way that promotes their independence, dignity and well-being.

The environment where people live is good because people benefit from a warm, comfortable and homely environment that continues to improve. The provider invests in maintaining and enhancing the premises and ensures people have suitable furnishings and equipment to meet their needs and preferences.

Leadership and management require improvement because, while there is a clear commitment to improving the service, governance and quality assurance systems need to be strengthened to ensure consistent monitoring, review and planning. Governance systems do not yet provide sufficient oversight to demonstrate that all aspects of the service are monitored and reviewed effectively.

Findings:



Well-being

Good

People live in accommodation which meets their needs. They live in a warm, clean and welcoming environment where they are happy. People spoke positively about living at the home. One person told us, *"It's a lovely place to live."* Bedrooms are personalised with photographs, furnishings and possessions that are important to people, supporting identity, independence and a sense of belonging.

People are supported to make choices about their daily lives, including around food, routines and how they spend their time. We saw evidence that people participate in activities they enjoy. People maintain active and meaningful lives. Photographs showed people enjoying a wide range of social opportunities and community activities.

People maintain important relationships with family and friends. Visitors are welcomed into the home and relatives told us they can visit whenever they wish. One person told us, *"My relatives pop in most days,"* whilst another said, *"I love seeing my friends."* These positive relationships help people remain connected to those who are important to them and contribute to their emotional well-being.

People feel safe living at the home. Relatives spoke positively about the care provided and the approach of staff. A relative described staff as *"very caring"* and explained their family member had become more settled and engaged since moving into the home. We found a professional, responsive and caring staff team who know people well. Staff demonstrate a good understanding of safeguarding responsibilities and how to report concerns.

There were some impacts on people's ability to consistently achieve outcomes important to them due to environmental limitations. The lift being out of service restricted access to some areas, including the downstairs dining room. As a result, some residents spent increased time in smaller upstairs communal areas. Staff worked to minimise disruption and support people to maintain their routines wherever possible. Overall, people experience positive outcomes and enjoy living at Bryn Illtyd.



Care & Support

Good

People are treated with dignity and respect by staff who know them well. Staff support people to identify their well-being outcomes and encourage them to use and build on their strengths. Personal plans are centred on the individual, and we found evidence of people and their relatives being involved in developing and reviewing plans. The management team was continuing to strengthen this area at the time of inspection.

We found a committed team of staff who are caring, responsive and professional. The atmosphere within the home was calm and relaxed, with many positive interactions observed throughout the inspection. Staff spoke kindly and patiently, demonstrating a good understanding of people's needs and preferences. The home supports many people living with dementia and staff adapted their communication and approach appropriately to provide reassurance and support.

People and their relatives spoke positively about the care provided. Comments included *"staff are so kind"* and *"it's a lovely home, I'm very happy here."* We also received positive feedback from professionals. We were told, *"Staff have a good understanding of dementia and know how to support people well."* This reflected observations during the inspection, where staff demonstrated patience, reassurance and a good understanding of people's individual needs.

People are supported to maintain as much independence as possible. We saw people walking independently around the home, choosing where they spent their time and receiving support when needed with eating, personal care and mobility. Friends and relatives can visit freely and are made welcome. This helps people maintain important relationships and promotes emotional well-being.

People are safeguarded from abuse and neglect. Staff are familiar with safeguarding and whistleblowing procedures and know how to raise concerns. Appropriate risk assessments are in place to support people's safety whilst promoting independence. We also saw effective infection prevention and control arrangements and comprehensive health and safety procedures.

Personal plans provide guidance to help staff meet people's needs and sensory profiles support an understanding of individual preferences. While we found some good examples of person-centred information, details about people's life histories and personal outcomes were not always consistently recorded. The manager had already begun reviewing care planning documentation to further strengthen person-centred and outcome-focused practice. Overall, people receive caring and responsive support from staff who know them well.



Environment

Good

People benefit from a warm, comfortable and welcoming environment. The home is clean, tidy and well maintained, helping to promote people's comfort, health and well-being. Dedicated domestic, laundry and maintenance staff support the smooth running of the home and help ensure people live in a pleasant environment.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic. We found appropriate infection prevention and control arrangements in place. Food hygiene practices are good and the service has achieved a Food Standards Agency rating of five, indicating very good standards of food safety and hygiene. This provides assurance that people are protected as much as possible from risks associated with food preparation and storage.

The provider ensures people have suitable furnishings and equipment to meet their needs and preferences. This includes call systems, mobility equipment and moving and handling equipment. Bedrooms are personalised and support people's privacy, dignity and independence.

People and visitors consistently spoke positively about the environment. One person told us, *"I'm happy here,"* whilst another said, *"I couldn't manage at home, they really look after me."* Relatives told us, *"we can visit whenever we like"* and *"we are always made to feel welcome."*

There is clear evidence that the provider continues to invest in and improve the home. We saw high-quality refurbishment work completed in communal areas, with further improvements taking place at the time of inspection. Planned developments, including outdoor furniture and accessibility ramps, demonstrate a commitment to enhancing the environment for people.

Management demonstrates a commitment to improving the environment for people. There is an ongoing programme of redecoration and refurbishment, and we saw improvements completed to a high standard. This helps ensure people benefit from a comfortable, welcoming and well-maintained home.

At the time of inspection, the lift was out of service. We were informed it had previously been repaired but had subsequently broken down again. Staff implemented interim arrangements.; however, some people were unable to access the downstairs dining room and preferred bathing facilities. Increased use of smaller upstairs communal areas occasionally affected comfort and choice.

Overall, the environment is of a good standard and continues to improve. However, accessibility is not consistently achieved because people cannot always access all areas of the home.



Leadership & Management

Requires Improvement

Leaders demonstrate a clear commitment to improving the service. We saw evidence of ongoing investment in the environment, support for staff development and a willingness to reflect on areas where further improvements are needed. Managers are open and receptive. They demonstrate a good understanding of the service's strengths and areas requiring further development.

People and relatives spoke positively about the home and staff team. Relatives described staff as *"very caring"* and *"so kind"*, *"they always phone to let me know what's happening"*. We also received positive feedback from professionals. They told us managers and care staff's good understanding of people's care and support needs and effective communication.

There is evidence of positive changes being implemented within the service. The provider has invested in environmental improvements, additional staff learning opportunities and initiatives such as "Take 10" drop in sessions to support communication and practice development. The manager identified areas requiring improvement and had already begun strengthening care planning and governance arrangements.

However, outcomes for people require improvement because governance systems are not sufficiently robust to provide effective oversight and drive sustained improvement. We found no evidence of completed Regulation 73 Responsible Individual visit reports. This means there is limited assurance that the quality of the service is being formally reviewed and evaluated in line with regulatory requirements.

We also found limited evidence of structured quality monitoring systems and action plans with clear timescales. While issues such as the lift breakdown and maintenance concerns had been identified, there was no clear documented process demonstrating how these matters were being monitored, reviewed and progressed. Interim arrangements had been introduced but there was limited evidence they were being systematically evaluated to ensure they continued to meet people's needs.

The manager confirmed improvements to governance systems, care planning and quality assurance were underway. However, these systems were not yet fully embedded. Overall, leadership and management require improvement because governance systems do not provide robust oversight, monitoring and quality improvement.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The provider must ensure compliance with Regulation 73 by carrying out Responsible Individual visits and producing written reports that evaluate the quality of care and support provided, identify areas requiring improvement and set out actions with timescales for completion. At the time of inspection, there was no evidence of completed Regulation 73 reports. As a result, there was limited formal oversight of the service and insufficient assurance that identified issues were being systematically	15/06/26
People experienced reduced choice, comfort and independence because they were unable to access all areas of the home and bathing facilities in line with their preferences and needs. Increased use of smaller communal areas also limited people's choice about where they spent their time.	15/06/26

CIW has not issued any Priority action notices following this inspection.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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