Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bryntirion

Bridgend

01656378041

The inspection visit took place on 29/09/2026

Service Information:

Operated by:	Orbis Education and Care Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with a learning disability
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:

Bryntirion is a care home for adults located in a residential area of Bridgend. People experience excellent well-being outcomes. They have meaningful choice and control over their daily lives, with highly effective approaches helping them communicate their wishes and preferences. People maintain meaningful relationships, enjoy fulfilling social opportunities and receive strong support to achieve positive health and well-being outcomes. Effective safeguarding arrangements promote people's safety.

People receive excellent care and support which is highly personalised to their individual needs, preferences and outcomes. Comprehensive care planning and knowledgeable care staff ensure people receive consistent support. People are encouraged to develop their independence and make progress towards outcomes that are important to them. Care is delivered using the least restrictive approaches and feedback about the quality of support is very positive.

People benefit from an excellent environment which is spotlessly clean, comfortable and homely. Personalised bedrooms and welcoming communal areas reflect people's individual needs and preferences. People have opportunities to spend time with others, pursue their interests and enjoy privacy when they choose. Robust health and safety, maintenance and management systems

ensure the environment remains safe and exceptionally well maintained.

Leadership and management are excellent and have a positive impact on people's experiences and outcomes. People benefit from a stable, well-supported and skilled care staff team. Senior management provide strong oversight, supported by highly effective governance, auditing and quality assurance arrangements. Care staff describe a positive team culture and excellent opportunities for learning and development.

Findings:

Well-being — Excellent

People have an excellent level of choice and control over their day-to-day lives. Care staff know people well and use highly effective approaches to understand their wishes and preferences. Daily discussions and monthly 'My Voice' sessions give people regular opportunities to express what matters to them. Records show people are asked about their home, bedrooms and how they are feeling. Care staff recognise and record different ways people communicate their views, including through gestures such as nodding, smiling and giving a thumbs up. Everyone has a key worker who supports their involvement. A social worker told us, *"Choices are always available from food to places to visit"*. An accessible guide to the service, which includes photographs, is available to support people when moving into the home. This demonstrates a strong commitment to helping people understand the service and have a meaningful voice in decisions about their lives.

People are supported exceptionally well to maintain relationships and enjoy fulfilling social lives. Everyone spends time with family in ways that reflect their individual circumstances and preferences. Records recognise the importance of people's friendships, relationships and connections with family and friends outside the home. People enjoy a wide range of experiences based on what they like to do. These include meals out, takeaway dinners and trips to the zoo, parks and shops. Some people choose to enjoy activities and trips together. This provides valuable opportunities for people to build relationships and enjoy shared experiences.

There are very strong arrangements to support people's health and well-being. Records show people are registered with health services and attend appointments as needed. Everyone has a hospital passport, and sufficient health information is available in the event of an emergency, including where families primarily support a person's health needs. Medication arrangements are well organised. Care staff confidently describe safe practices, and only care staff who have completed medication training administer medicines.

People benefit from highly effective arrangements to promote their safety. There have been no incidents requiring a safeguarding referral since the service opened. Incident records prompt care staff to consider safeguarding, and additional management oversight is in place for more complex incidents. All care staff have completed safeguarding adults training. Care staff confidently explain the action they would take if they had concerns and where they could access support.

The service is making positive progress towards providing the Welsh language Active Offer. While nobody currently living at the home speaks Welsh, some care staff speak Welsh, key documents are available bilingually, and the service celebrates Welsh cultural events such as St David's Day.

Care & Support — Excellent

People receive excellent, highly personalised care and support. The admissions process is robust, with clear consideration of people's individual needs, suitability for the service and compatibility with others living in the home. 'My First Week' records provide a thoughtful account of people's early experiences, giving families reassurance about how their loved one is settling in and being supported.

Personal plans, including positive behaviour support (PBS) plans, are comprehensive, individualised and regularly reviewed. They give care staff clear information about how each person wishes and needs to be supported and how to keep them safe. Regular multidisciplinary meetings ensure those involved in supporting people contribute to decisions about their care. Managers, senior care staff and care staff demonstrate an excellent understanding of people's individual needs and preferences. One care staff member told us, *"The person-centred care is evident throughout the home with care taken to ensure that preferred items are available, and the intricacies of preferences are understood by all staff."*

People are supported exceptionally well to achieve outcomes and develop their independence. Outcome trackers use photographs and other evidence to clearly demonstrate people's progress. Care staff use people's individual interests creatively to encourage participation in everyday activities and develop independence skills. A social worker told us, *"The independence skills of my young man have been increased already."*

Observations during the inspection demonstrate care is delivered consistently with people's plans, routines and preferences. Care staff communicate with people in ways described within their PBS plans and demonstrate detailed knowledge of individual routines. People appear comfortable with care staff and familiar with their routines. One care staff member describes the home as *"full of fun, with the individuals involved in all conversations. The enjoyment is clear through laughter and engagement."*

Daily records provide clear information about people's experiences, including what they eat, where they go and how they spend their time. Effective management oversight promotes accurate, person-centred recording by identifying gaps and opportunities to improve the quality of information

Documentation consistently promotes the least restrictive approach, and there is no use of physical intervention. Robust arrangements are also in place to consider and manage Deprivation of Liberty Safeguards (DoLS).

Feedback about the quality of care is exceptionally positive. Both social workers who provided feedback and all care staff who responded described the care and support provided to people as *"excellent"*.

Environment — Excellent

People live in an excellent environment which is exceptionally well maintained, spotlessly clean and presented as a comfortable family home. The environment is thoughtfully arranged around the individual needs and preferences of the people who live there. Bedrooms are personalised to reflect people's interests, preferences and sensory needs. Some contain many personal belongings reflecting what is important to the person, while others are deliberately less stimulating so people can safely enjoy time alone. This demonstrates a highly personalised approach to ensuring the environment works well for each person.

Communal areas are welcoming, comfortable and maintained to an excellent standard. The kitchen provides a high-quality, attractive space and is exceptionally clean, with a food standards hygiene rating of 5 which reflects "very good". Bathroom facilities are modern, clean and fit for purpose. The garden is well maintained and provides a choice of grassed and paved areas, outdoor seating and space for recreation. A social worker told us, "*The layout of the house is great, leaving spaces for people to have quiet time or to engage with others*." They describe the home as clean and tidy but "*not a show house, it's a home*" and say personal touches throughout demonstrate to people that this is "*their home not just a place to stay."*

The design and use of additional spaces help maintain the homely character of the main house. Care staff have separate space for personal belongings, information and private meetings when needed. Suitable utility space is available, and hazardous items are stored securely. There is also suitable parking at the front of the home.

People benefit from excellent arrangements to ensure their home remains safe and well maintained. A comprehensive site risk assessment and effective maintenance log are in place, with maintenance support readily available when required. Regular checks of fire safety equipment and fire drills take place. Personal emergency evacuation plans (PEEPs) are in place and are reviewed following fire drills where necessary.

There is highly effective management oversight of the environment. Monthly manager reports consider key areas of health and safety and the physical environment, supported by a compliance tracker. A comprehensive health and safety inspection identifies actions where required, with a clear action plan in place to support continued oversight and improvement.

Leadership & Management — Excellent

The service benefits from excellent leadership and management. It is very well organised, and records are clear, accessible and up to date. Senior managers maintain a strong presence within the service, and the responsible individual (RI) and regional manager are actively involved in its oversight. Arrangements are in place to appoint a new RI following the current RI's departure, with the provider taking timely action to minimise disruption to the oversight of the service.

People benefit from consistent care from a stable care staff team. Staffing levels are good, vacancies are minimal and there is very limited use of agency care staff. Robust safer recruitment arrangements ensure appropriate checks are completed before care staff begin working at the home. Managers complete an additional compliance check to provide assurance that all required information is in place. Disclosure and Barring Service (DBS) certificates are current and any information disclosed is appropriately considered through individual risk assessment.

Care staff are very well supported to develop their knowledge and skills. A comprehensive induction provides training and opportunities to shadow experienced care staff before new care staff assume their full responsibilities. This continues through a structured probationary period, regular supervision and completion of the All-Wales Induction Framework (AWIF). Supervision considers care staff well-being, practice, training and professional development. Training compliance is high and effective systems monitor completion. All care staff who provided feedback describe opportunities to learn and develop as "*excellent*" and said they feel "*very well supported*" in their roles. Care staff are appropriately registered with Social Care Wales the workforce regulator, or progressing towards registration and suitably qualified for their role.

There is a highly positive and supportive team culture. Regular team meetings are detailed, identify clear actions and ensure these are followed up. Feedback consistently identifies strong teamwork and supportive leadership. One care staff member told us, "*The support from the staff team and managers is amazing*," describing how they are made to feel welcome and part of the team.

Governance and quality assurance arrangements are highly effective and support the delivery of consistently high-quality care. Comprehensive auditing arrangements, including, a home improvement plan, medication audits, monthly manager audits and whole-service audits provide comprehensive oversight of the quality and safety of the service. Complaints and compliments are reviewed and used to inform learning and service development, with timely action taken where required. RI visits take place within required timescales and include meaningful engagement with people, care staff, the environment and records. Findings are translated into clear actions, which are monitored to completion.

The quality-of-care review provides a comprehensive evaluation of the service. It considers qualitative and quantitative information, patterns and trends, feedback and people's experiences,

and clearly links this information to outcomes for people.

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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