



## Pen y Bryn Residential Home



Pen Y Bryn Residential Home, Fron Deg, Top Hill, Bagillt, CH6 6HU



01352711243



[www.penybryncare.co.uk](http://www.penybryncare.co.uk)

The inspection visit took place on 02/12/2025

### Service Information:

Operated by:	Pen y Bryn Emi Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	30
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:

Pen y Bryn Residential Home is in a quiet residential area surrounded by fields and countryside. It provides care and support for older adults living with dementia.

People have good well-being outcomes and receive good care and support in the home. This is because care staff know people well and deliver a kind, person-centred, and positive service that supports their health and well-being needs through strengths-based care planning and good access to professional advice and support.

People live in a good environment which is clean and well maintained. The home has the appropriate equipment and resources to meet people's needs.

Whilst training for ancillary staff is an area for improvement, overall, the home supports good outcomes for people because of the good leadership and management oversight and governance in place.

## Findings:



### Well-being

Good

People living in Pen y Bryn benefit from a person-centred service that fosters autonomy and meaningful engagement. The provider encourages people to bring furniture and personal items into the home with them, promoting ownership and comfort in their rooms. People's communication needs are assessed pre-admission and highlighted in care plans. Some staff members in the home, including care staff, speak Welsh. The service is working towards offering the Welsh language to anyone who would like to receive the service in Welsh and to those who enjoy celebrating Welsh culture.

People are encouraged to maintain interests and hobbies through planned and impromptu activities that positively support their emotional and mental well-being. A designated member of staff coordinates and plans activities in the home which are delivered by them and care staff on duty. Records show activities are tailored to people's interests, with a good variety offered, including arts, crafts, music, exercise, reminiscence, and one-to-one sessions for those people who prefer them. Staff actively encourage people to spend time with residents they get on well with, arranging activities and helping them find common interests to build these relationships.

During mealtimes people sit with friends and acquaintances they have made in a sociable and relaxed atmosphere. Visitors are welcome in the home and during our visit we saw plans underway for the home's Christmas party involving families, residents, and staff. There are events held throughout the year where families are encouraged to participate. A dog that has attended the service since it was a puppy is brought in for visits, allowing residents who enjoy animals or once owned pets to spend time with him.

The home's approach to well-being is strengths-based, with care plans reflecting people's preferences and needs. Care staff have a strong understanding of the people they support and are aware of their responsibility to keep everyone safe. The provider consistently gathers feedback and responds promptly to suggestions and concerns raised by relatives and professionals. Care staff and the RI regularly chat with residents and their families and hold structured meetings to discuss the quality of care and support. Records of this feedback demonstrate that residents are happy living in the service, and the provider listens and acts on their views. People told the provider "*It's nice I have a nice room with all my belongings there*" and reported that staff are attentive, kind and support them as they wish to be supported.



## Care & Support

Good

People have good outcomes living in Pen y Bryn because the care and support delivered follows care plans that are strengths-based, personalised, and regularly reviewed to ensure they reflect people's current needs. Plans cover key areas of people's needs and risks including their preferred activities, end-of-life care preferences, and emotional well-being needs. Records show individualised risk assessment and mitigation of risks to support people to achieve their desired outcomes. Care staff demonstrate a good understanding of people's individual needs and preferences.

People have good outcomes because they and their relatives participate in care planning and reviews. Care staff are persistent but respectful when people decline care, reoffering support throughout the day and adapting approaches based on individual preferences and mood. For example, we observed during mealtimes that some people required repeated encouragement to feed themselves due to their dementia diagnosis, but care staff took turns to prompt and encourage individuals as they moved around supporting different people. We saw those individuals did start to feed themselves a little at a time as well as having physical support from staff to eat their meal. This approach demonstrates care staff know people well and understand the importance of maintaining people's independence and skills whilst supporting them to have good nutrition and well-being. We saw interactions between staff and residents was warm, friendly, well-paced and considerate. This is supported by records of a resident meeting in November 2025 where people told management "*Staff are great here. Im very fond of them all*" and people described staff as "*nice, kind and helpful.*" Staff reported that they "*enjoy working in the service and take pride in our work,*" which further reinforces the positive care and support observed during our visit to the home.

The service provider collaborates closely with dieticians, Speech and Language Therapists (SALT), GPs, district nurses, and other professionals to meet people's complex needs. Care staff are trained in relevant health areas, and records show referrals for support are timely and appropriate. Medication management is robust, with audits showing compliance with policies and accurate record keeping. Care staff arrange visits to general practitioners and medication reviews are efficiently arranged by care staff and thoroughly recorded.

The service is proactive in making safeguarding referrals to keep people safe from potential harm, abuse, or neglect. Professionals told us the provider is transparent with sharing information and timely in reporting issues. Records indicate people receive suitable support during periods of heightened behaviours that may present challenges to staff or other residents. The manager regularly audits these records for quality assurance purposes, and further analysis of behaviour patterns may enhance existing personalised behaviour management strategies.



## Environment

Good

People are well supported by the environment they live in at Pen y Bryn because the provider ensures it is clean and well-maintained, with accessible facilities to meet people's needs. The accommodation is over three floors, accessible by a lift and stair lift. The home is surrounded by gardens and has pleasant views from communal areas. Ongoing improvements to the decoration and layout are currently underway, but these are being sensitively managed to ensure minimal disruption to people. There is a range of equipment to support people with mobility and transfers, including profiling beds, hoists, stand aids, specialist chairs, and wheelchairs. All bedrooms are single occupancy and decorated to a good standard, with the facilities and furniture people need. Each room has a modern call bell system and door and floor sensors to alert staff and reduce risks for people.

The RI has positively introduced technology to improve and develop the service delivered. There are electronic systems in place to support staff recording daily care, accessing care plans, and updating staff on changes in people's needs in a timely way. Technology is also used to take minutes of care review discussions with families and residents with their permission, ensuring all elements of the conversation are captured to inform and personalise plans.

The environment supports independence and well-being. The communal areas are freely accessible to people and include two lounges, one of which is a smaller, quieter lounge for people who prefer it. There is also a conservatory with far ranging views of the nearby estuary, a dedicated hairdresser room, and a sensory room. Gardens are also accessible with support from staff, with accessible pathways and seating areas and people are encouraged to participate in gardening and outdoor activities.

Health and safety compliance is good, with fire safety actions being addressed and records kept of completed and ongoing improvements. Equipment is regularly serviced and checked in line with relevant legislation for health and safety in the home. Cleaning schedules are comprehensive, with daily and deep cleaning routines followed by domestic staff who confirm they have plentiful supplies in the home to support good hygiene and laundry processes.



## Leadership & Management

Good

Leadership and management at Pen y Bryn demonstrate strong governance, quality assurance, and a culture of learning and improvement. The Rland management team are reflective, proactive, and open to feedback. We found clear, consistent evidence of effective governance, quality assurance, responsiveness, and a culture of learning and improvement. The RI visits the home at least once a week and consistently works to enhance and advance the service. At present, they are undergoing training to potentially implement Artificial Intelligence systems to assist night staff in accessing policies and procedures, complementing current out-of-hours and on-call measures in place. Records seen demonstrate the RI maintains a rigorous approach to oversight through both quarterly reviews of care and support delivered, as well as six-monthly Quality of Care review reports. The provider maintains comprehensive records that, in some areas, exceed statutory requirements, clearly demonstrating a commitment to high standards and effective governance. The team systematically addresses any issues identified during reviews, promptly resolving concerns as they arise. The quality of care review process actively engages staff, residents, families, and relevant professionals. By collaborating in this way, the provider considers everyone's perspectives, and this collective effort drives the ongoing improvement of care and support at Pen y Bryn.

Training, supervision, and appraisal records show processes for vetting, training and development of staff are in the main robust. We found supervision for staff is regular and records show meaningful and supportive discussions with staff, and clear action tracking. Appraisal records show a focus on individual staff progression and achieving targets for their role in the home. The RI is responsive to issues raised by staff, and management set clear targets and have a strong focus on team development and quality improvement. However, records of oversight of staff training show that ancillary staff in the home have not completed all expected training required to keep people safe from harm and abuse. The strong safeguarding policies and procedures followed by care staff and management help to mitigate risks to people, but this is still an area for improvement. Following feedback on our inspection findings, the RI has confirmed that this is being addressed as a priority. Having reviewed all the evidence, on balance our findings are that outcomes for people are good overall, because leadership and management are effective, with strong governance and a commitment to quality improvement.

Staff well-being and culture are positive, and staff told us they felt confident in the RI and found him approachable and responsive. The management team consistently reviews actions from audits of the day-to-day running of the service and openly discusses challenges, addressing them with practical solutions.

## 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
People are at risk because the provider has not made sure ancillary staff receive the training needed to support their understanding of their responsibilities to keep people safe. This means ancillary staff may not act appropriately to protect people from harm.	02/12/25

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

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