



## Brynhyfryd Care Home



Brynhyfryd Care Home, Pendre, Builth Wells, LD2 3DG



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Date(s) of inspection visit(s): 26/08/2025

### Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	42
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

Brynhyfyd Care Home is situated in a residential area in Builth Wells. Accommodation with care and support is provided in Brynhyfyd residential home and the Glan Irfon reablement unit.

People experience good well-being outcomes, they are supported to maintain their health and well-being and are treated with dignity and respect. People staying in Glan Irfon are supported to remain as independent as possible. People receive good care and support which is person centred and meets their needs. Personal plans are individualised, detailed and reviewed regularly. People are safe living at Brynhyfyd Care Home. The overall environment is good. People live in a clean and safe environment which is suitable for their needs and promotes independence. Leadership and management at the service is good. The manager and deputy have good oversight of the day-to-day functions, supported by the Responsible Individual (RI) who reports on quality assurance and compliance.

## Findings:



### Well-being

Good

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. During our visit, we spoke with people who told us they are satisfied with the support they receive from Brynhyfryd Care Home and are supported with making day to day decisions. One person commented, "*The staff are very good, I can't fault it*". We also observed people being supported in a warm and genuine way and people told us the care staff are kind and caring. People are supported to achieve outcomes identified together with their key worker.

The service promotes people's physical and mental well-being. There is a homely atmosphere that gives people a sense of belonging. Care staff have a good understanding of people's needs. They encourage people to maintain a healthy, varied diet and act upon any health concerns. Safe medication systems ensure people consistently receive their prescribed medicines. Care staff have access to accurate, up to date guidance for meeting people's care and support needs. Records show people receive care in line with their personal plans.

People are protected from harm and neglect. Care staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people. Care staff receive training relevant to the needs of the people they support. This includes safeguarding, manual handling and medication. Care staff understand the Wales Safeguarding Procedures and would report any poor practice if seen. There are effective mechanisms in place to ensure people can voice their concerns. Risk assessments are present highlighting areas of concern, and people's rights to liberty are protected and safeguarded.

People live in accommodation that supports their well-being outcomes. The service is homely and welcoming with communal internal and outdoor spaces for people to spend their time. There are oversight tools in place to ensure the environment remains safe and in a good state of repair for people. Bedrooms are personalised and people have photos of their families and loved ones on display. There are multiple risk assessments and checks on many aspects within the service to ensure it continues to meet the needs of people living there.



## Care & Support

Good

People receive good quality care and support which meets their needs and is reflective of the information we saw in the electronic care records. Management assess people before they come to the service and include them in the process. Information from local authority assessments and healthcare professionals is considered as part of the admissions process. People or their representatives are asked to assist in creating care records, so information is detailed and person centred. As part of rehabilitation people can communicate what they do and do not want help with, any important routines they have and what they like and dislike. Information is detailed and includes people's language preferences, cultural and religious needs, life history and family involved. People experience support that is reflective of their needs as their records are reviewed on a regular basis and updated when their needs change. People experience positive health and well-being as they are supported to access support from external professionals for health issues and other services which support well-being such as physiotherapy and occupational therapy. Records show care staff identify when people may not be well, and they take action to ensure advice is sought in a timely way. A relative said, *"They have done a lot with him since he has been here, it's brilliant, I'm very happy with how he's been treated here"*. One person receiving care and support with rehabilitation said, *"I am very lucky to be here, I am so grateful"*.

Medication is stored, managed, and administered safely. Medicines are stored securely in the dedicated medication room and administered in line with the prescribers' instructions. Electronic medication administration record (MAR) charts contain all required information and are completed correctly with signatures when medication has been administered. Controlled drugs are also appropriately stored and recorded. We saw evidence care staff receive training on the administration of medication to ensure they remain sufficiently skilled. The completion of routine medication audits ensures practice remains safe and effective. Records show regular contact with health and social care professionals when needed.

People are supported with their dietary requirements. Menus are varied and nutritious, people are offered choice and told us, *"Very nice, I love my porridge in the morning"* and *"Food is good, good variety"*. The kitchen staff receive appropriate training and know people's dietary needs, such as those with alternative diets. We observed lunchtime was a pleasant experience and the food looked appetising. A tea trolley offered drink and snacks between mealtimes, and drinks were noted in lounges and dining areas throughout the home.



## Environment

Good

The environment is suited to people's needs and supports their well-being goals. There is a homely environment, which is comfortable, clean and maintained to a reasonable standard. Some areas are looking a little worn, but a redecoration programme is in place. There are numerous communal areas where people can interact with each other and take part in activities. We observed people in communal areas, they appeared to be relaxed and comfortable, suggesting they are happy with the environment. Laundry facilities are available, and cleaning products are stored safely. There are sufficient toilet and bathing facilities. People's rooms are a sufficient size and are personalised to their preference with items of importance, which helps create a homely feel. We saw people can choose where they spend their time and go from their rooms to communal areas as they wish. There is access to a sensory garden, supervision and security measures have recently been increased whilst people use it.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic, and food hygiene practices are very good. Cleaning was observed during our site visit which ensures the service remains clean and tidy. There is a plentiful supply of personal protective equipment (PPE) throughout the service including gloves, aprons and hand sanitiser. Staff have received training in this area and the manager carries out regular audits of the kitchen and home environment. The kitchen has been awarded a score of five by the Food Standards Agency, which implies very good food hygiene standards.

People are supported in a safe environment. The service provider ensures environmental risks to people's health and safety are actively identified and managed. Personal Emergency Evacuation Plans (PEEP's) are in place, describing how people will be evacuated in the event of an emergency or a fire. Care staff complete fire safety training and take part in fire drills to practice evacuation. The provider carries out weekly and monthly fire safety checks and ensure external contractors attend as required to service fire equipment and carry out routine maintenance.

Security arrangements are in place to protect people. The home is secure to prevent unauthorised access. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises.



## Leadership & Management

Good

Care staff have access to a programme of ongoing training and development and say they feel supported in their roles. There are robust recruitment processes in place to ensure suitable care staff are employed at the service. All required employment checks are completed including requesting suitable references and sight of required identification before care workers start their employment. Care staff undertake an induction which includes shadow shifts and complete mandatory training. Care staff complete refresher training when required to ensure their skills are up to date. Care staff are registered with Social Care Wales, the workforce regulator. They also attend team meetings, where information and suggestions are shared and discussed. Supervision sessions take place regularly between the manager and care staff. Annual appraisals are also completed evidencing a commitment to the ongoing professional development of staff. We were told by care staff that overall, they are happy in their roles, enjoy coming to work and feel supported by colleagues and management. Several staff did however feedback that morale can be low due to being short staffed at times. We saw evidence that regular agency staff are used when required. Recent recruitment has taken place and new care staff are due to start, following the correct checks.

The service is well led. A dedicated and experienced manager and team manager ensure people are at the heart of the smoothly run service. Management undertake a number of weekly and monthly audits of all aspects of the service to monitor practices. The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the statement of purpose in a transparent way. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. The manager has an 'open door' approach and is very approachable, care staff told us they feel valued and respected. They told us "*I love working here*", "*It's a nice working environment*".

The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service, and they are understood and implemented by care staff. Policies and procedures are reviewed regularly to ensure they align with current legislation and national guidance.

## 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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