



## Inspection Report on

**Bryngwy**

**Bryngwy  
Rhayader  
LD6 5BN**

## **Date Inspection Completed**

13/03/2025

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## About Bryngwy

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Boswell Healthcare Ltd
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Bryngwy has been under new ownership since December 2024. The Responsible Individual (RI) has a clear vision for the future of the service and staff spoken with during the inspection visit are very positive about the changes he is making. The acting manager is respected by staff and is well supported by the RI. Management systems are currently being reviewed, updated and improved.

People are happy living in Bryngwy and have the care and support they need. Care workers have a good understanding and respect people's individual needs and choices. Care records provide a sense of the individual; however, need to be more person centred to accurately reflect the persons current care needs and how care staff are to meet these.

The service offers people an environment which is welcoming and clean. Internal décor and furnishings help to support people to orientate independently. Improvements to the decoration and facilities are being considered and planned by the RI.

## Well-being

People have their choices and views recognised. People personalise their bedrooms, choose their meal preferences and get up and retire when it suits them. Their views about the service are actively sought by the RI through their Regulation 73 visits. The individual and /or their representative are involved in the planning and review of their care, however, this needs to be better documented.

People are safe from the risk of harm and abuse. Care workers are knowledgeable, trained and care about the individuals living in the service. They also have a good understanding of people's needs and how best to meet these. Care records provide information about the requirements and preferences of people; however, these need to be more detailed and kept updated to accurately reflect the persons current needs. The service liaises with health and social care professionals to make sure people remain as healthy as possible. People feel able to raise concerns about the service should they have the need to do so. There are recruitment, supervision and training procedures in place which are currently being reviewed and improved upon by the new owners. Care staff are clear on their responsibilities to protect people from harm and to report their concerns.

In the main the environment supports people to achieve their well-being goals The service is clean, welcoming and homely albeit dated in some areas. Improvements to the furniture, fixtures and internal decorations are being considered by the new RI. The communal gardens offer a safe place for people to relax, meet visitors and socialise.

## Care and Support

People's individual care and support needs are recognised and understood. Care workers are knowledgeable about people's personal histories and their specific care needs and daily preferences. Whilst care records we looked at provide a sense of the individual, these should be more person focussed and kept updated to ensure they reflect the persons current care needs. The involvement of the person and/or their representative in their care planning and reviews needs to be better recorded. Accompanying risk assessments are regularly reviewed. Health and medical professionals are involved in the care and support of people when required and this is documented in care records.

People and a family member speak positively about the care and support and living in the service. They told us, *"I'm happy in the home, I've not long moved in, no complaints so far", "I'm very happy here"* and *"The carers are caring, kind, compassionate and treat my mother as kindly as they would their own"*.

Care staff interacted very kindly and warm heartedly with people throughout the period of the inspection visit. People feel safe, one person told us they feel safe living in Bryngwy and are able to raise concerns if they need to, they said, *"I know I can speak to [Acting Manager] if I was unhappy about something"*. The relative we spoke with also feels confident that should they need to raise a concern it would be taken seriously and acted upon.

People are able to choose when to get up and retire and this is clearly recorded in people's care and support plans. There are always a range of meal options and bilingual information is readily available. People told us *"I'm looking forward to my lunch, the food is lovely here", "the food is very good, there are always choices, so I can have something different if I want"* and one person commented *"I enjoyed that, lovely!"* following their lunch.

## Environment

The risks to people's health and safety are minimised. All visitors including the RI are required to sign in and out of the service. There are a range of maintenance checks and audits undertaken. Testing and servicing of firefighting, moving and handling equipment are completed within the required timescales. There are restrictors in place on the first floor windows. Communal areas and emergency exits are uncluttered and free from hazards.

Substances harmful to health (COSHH) are generally stored safely, however, we noted the lock to the COSHH cupboard was broken. This was discussed with the manager and RI and a temporary safety measure was put in place until the lock could be replaced. Emergency alarms are accessible for people to use and are responded to in a timely manner. The service is clean with no malodours.

People are supported to achieve their personal outcomes because of the design of the building. Bedroom corridors are pleasantly decorated, with new signs on bedroom doors to help orientate people. Bedrooms are personalised according to people's choices and preferences with artwork, pictures, memorabilia and items of furniture. There are bilingual / pictorial signs, however, there are currently no Welsh speaking people living in the service. There are a number of communal spaces for people to choose where to meet and socialise with others living in the service, their family and friends. There is also an equipped hairdressing room, with a hairdresser visiting the service weekly.

Whilst communal bathrooms are clean, they could be made more welcoming and homely for people to use and enjoy a bath. Contrasting coloured seats and handrails in the communal toilets would better support people living with Dementia or people who have failing eyesight to use the facilities. These points have been discussed with the manager and RI, who told us they intend to take action.

Communal gardens with scenic views over the local countryside are available for people to use and offer a number of areas for people to sit and socialise when the weather permits.

## Leadership and Management

People can be assured appropriate governance arrangements are being put in place under the new owners. The RI visits the service regularly and is in frequent contact with people and staff. He has undertaken a Regulation 73 visit since taking over. CIW have received a copy of the first report, which demonstrates he speaks to people and staff as part of the visits to the service. Staff and people confirmed this with us. There are a range of monitoring tools and audits undertaken. Actions from the audits are acted upon and reviewed regularly.

Management systems require some attention and are currently being reviewed, updated and improved. More robust records around the recruitment, registration, training and the supervision of staff are being addressed. Whilst staff have an induction on commencing in the service, this should be in-line with the Social Care Wales framework.

Care workers show a good understanding about their responsibility to protect the people living in the service and to report any concerns. People are moved and handled safely, and their individual needs considered.

People are cared for by skilled, knowledgeable and valued staff team. Care workers have a good understanding of the people living in the service and are able to provide details about the individuals in their care and their particular needs or preferences. Care workers speak positively about the planned improvements in the training they receive. They also greatly appreciate the support from the acting manager and RI.

Care workers speak positively about working in Bryngwy and the changes and improvements being introduced by the new RI. They told us *"It's all change but I think for the better"*, *"I am confident we will be supported by the new directors. I'm positive about the future of Bryngwy"*, *"[RI] is lovely, we are very lucky he has taken over Bryngwy. [RI] speaks to residents, staff regularly. He's very friendly and approachable"* and *"things move on and sometimes for the better; I think it will be here"*.

## 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.



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