

Bryn y Wawr Care Home
6 New Road
Llandeilo
SA19 6DB

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- ♥ The service provides individualised holistic support for people
- ♥ The home was decorated to a high standard and demonstrated individuality in peoples rooms
- ♥ People are encouraged to integrate with the local community of Llandeilo
- ♥ Peoples choices are promoted and respected
- ♥ People are supported in a caring and dignified manner
- ♥ Staff are people focussed and promote the wellbeing of people residing at the home
- ♥ Maintains a good standard of record keeping in peoples files
- ♥ The home promotes educational and training opportunities for people



People residing at Bryn Y Wawr are able to follow their own preferred routines in a safe and secure environment. Routines in the home were said to be individualised and flexible to the needs of the people. The home operates a key worker and co-worker system whereby people receive continuity in their care and support. People informed the inspector that they knew who their key worker and co-workers were and had built up therapeutic relationships with them. This relationship promoted emotional wellbeing and support for people residing at the home. Staff were observed assisting service users in the kitchen preparing food for the lunchtime meal in a positive and enabling manner. Staff were also observed supporting service users making jewellery and pottery.

During the course of the visit the inspector observed that there were sufficient numbers of staff available to provide care and support for people. Staff supported people in a calm and relaxed manner. People viewed their relationships with staff as positive and enabling. People informed the inspector that they viewed staff as extended members of their families and praised their kind and supportive natures.

People were enabled to be seen by health professional and this was documented in their care notes. This included visits to opticians, dentists and podiatrists. The home promoted healthy lifestyles and the usage of fresh fruit and vegetables.

People residing at the home felt empowered to raise any concerns and complaints with the staff. People using the service at the home informed the inspector that all of their concerns would be dealt with in a courteous and responsive way.

Activities and social integration plays a large role in the ethos of the home. People informed the inspector they go out to local clubs and social events and supporting evidence was viewed in a file case tracked. People have varied and fulfilled lives and are encouraged to attend local day centres and educational establishments.



This inspection focused on the experience of people using the service and their quality of life. The method was chosen because the service has a good track record. This enabled the inspector to spend their time speaking to people and observing their care and their relationships with staff. Where concerns were indicated there was more detailed examination of records.

The focus of the inspection was on people using the service, not compliance with standards. This will be checked at future inspections.