



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### Brocastle Manor Care Home



Brocastle House, Bridgend, CF35 5AU



01656679120



[www.hafod.org.uk](http://www.hafod.org.uk)

Date(s) of inspection visit(s): 01/07/2025, 03/07/2025

### Service Information:

Operated by:	Hafod Housing Association Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	80
Main language(s):	Welsh and 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:

Brocastle Manor Care Home offers nursing care and support in Ewenny, Bridgend. There are two communities, a general nursing and a dementia community.

People's wellbeing outcomes are good, their rights are promoted as nurses and care workers support them in the least restrictive way. People are supported to maintain their health and well-being and are treated with dignity and respect. They understand what is important to people and anticipate their needs and wishes well. The quality of care and support is good. People and their advocates are generally positive about the service, with personal plans providing clear, detailed guidance for care staff. There are reliable systems in place for safeguarding, medication management, and infection control. The physical environment is good, being safe and designed to support the needs of people who live there. Leadership and management is good and people benefit from a strong, caring and professional management team. They are visible and maintain good relationships with visiting health and social care professionals. The Responsible Individual (RI) visits the service regularly, has a strong working relationship with the management team, and has effective oversight of service provision.

## Findings:



### Well-being

Good

People are treated with dignity and respect, with people and their families providing mostly positive feedback about the service. People are involved in decisions around their care and support, with their wishes and preferences sought both day to day, and through consultations such as resident meetings and surveys. Personal plans are person-centred and reflect people's preferences and wishes. Where people have difficulties making their own decisions, the service works with families, and professionals where relevant, to ensure decisions are made in their best interests. Information can be made available in Welsh for people who want it. Friends and relatives can visit when they wish, receiving a warm welcome from staff. A weekly programme of activities is arranged and displayed for people to see. The service also arranges activities throughout the year to mark specific events and occasions. They have also enabled some people to undertake specific and meaningful events which hugely enhanced their well-being.

People are supported to stay as healthy as possible and get the right care at the right time. People's care and support needs are kept under regular review, with personal plans reviewed and adapted as needed. The service works with health and social care services, reporting and referring issues as they arise and have an effective working relationship with health professionals. Guidance from other professionals is acted upon promptly and informs personal plans. People are supported to receive their prescribed medication as directed. Appropriate infection control measures are used.

Systems are in place to help protect people. Nurses and care workers have completed safeguarding training and there is an up-to-date safeguarding policy on site for further guidance if needed. The service ensures staff are recruited safely and all relevant checks are completed before starting work. The service identifies potential risks to people, and they develop plans around how to manage these. The service provides a written guide, containing practical information about the service and care provided, and also provides information about the Local Authority's complaints process if needed. People and their families told us they feel people are safe.

People live in accommodation that supports their well-being. The environment has been adapted to meet the needs of the people living there. Bedrooms are comfortable and personalised, with sufficient communal areas available. The home is clean and well-maintained, with the correct checks and servicing in place for utilities and equipment. There is an ongoing refurbishment programme in place.



## Care & Support

Good

People receive a good standard of care at Brocastle Manor Care Home. We saw people are supported in a kind and patient manner, with care being calm and respectful. People and their families are complimentary about the service, telling us *"They are very good to him"*, *"I am very happy with the care she gets"*, *"Everything is ok at the moment"* and *"They are kind to me"*. The service carries out an assessment prior to a person moving to the home to ensure they can meet their needs appropriately. Personal plans are person centred, reflect individual needs and give the information needed to support people well. Where possible, people and/or their relatives are involved in developing their plan. Risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. Electronic daily recording and supplementary monitoring charts are completed, giving important information about people's progress and identify changes in care needs. Appropriate referrals are made to external health professionals, with the service acting on recommendations and direction given.

The service takes good measures to protect people from harm and abuse. All staff members have completed up to date safeguarding training, and there is a safeguarding policy in place at the service to underpin good practice. Both nurses and care workers understand what safeguarding means, can recognise potential concerns, and know how to report them. Incidents or accidents are recorded. Detailed risk assessments help support safe practices while allowing people to take positive risks. People spoken with told us they feel safe living in the home. The service takes measures to learn lessons and improve and develop its practice following any issues which have occurred. Deprivation of Liberty Safeguard (DoLS) applications are made where people lack mental capacity to make decisions about their care and accommodation.

Medication is stored, managed, and administered safely. Medicines are stored securely in the two dedicated medication rooms and administered in line with the prescribers' instructions. 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. The completion of routine medication audits ensures practice remains safe and effective. Records show regular contact with health and social care professionals when needed.

Infection control is well-managed, with appropriate measures in place to reduce risks. Staff have access to and use personal protective equipment appropriately. An infection control policy guides staff on how to manage outbreaks and protect people. The housekeeping team follow thorough cleaning routines, and laundry processes are designed to minimise infection risks. Clinical waste is disposed of safely and correctly.



## Environment

Good

The environment is clean, comfortable and suited to people's needs. There are communal areas which are well used. We saw people relaxing, eating and engaging with others. People were at ease with each other and staff and were relaxed and happy. Comments from people and relatives include *"Cleanliness is good"* and *"Overall it's a nice home"*. The garden has recently been refurbished with money raised from a staff cyclethon. The garden contains water features, raised beds, colourful ornaments and a range of flowers and vegetables are being grown. There are seating areas with shade, and we saw people utilising this space. Laundry facilities are suitable for the size of the home, and there is a plentiful supply of cleaning products which are stored in accordance with Control of Substances Hazardous to Health recommendations.

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. People have access to the specialist equipment they need, and these are serviced regularly to ensure they are in good working order. Bathrooms and toilets are equipped with frames and shower/bath chairs which are fully accessible. There are rails throughout the building, supporting those who can mobilise independently around the home. There are bilingual and pictorial signs in communal rooms to assist people's orientation around the home.

The service provider maintains the health and safety of the building, ensuring it is compliant with current legislation and national guidance. Gas, electrical and water checks are completed regularly, and we saw gas and electrical safety certification. A fire safety inspection has been completed by the fire service and the provider is implementing the recommendations which have been made. Fire safety equipment is checked to ensure it is in full working order. People have detailed Personal Emergency Evacuation Plans, so care staff have clear instructions in the event of an emergency evacuation. There is a system to report repairs and a programme of ongoing maintenance. The service has a food hygiene rating of five, which is the highest that can be achieved, and we found the service was clean and tidy throughout.



## **Leadership & Management**

**Good**

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. Training records show nurses and care staff have up to date training in core areas of care. Recruitment practices are robust. The human resource department confirmed all staff records include all legally required information, such as proof of identity, references, and Disclosure and Barring Service (DBS) checks to ensure they are fit to work with vulnerable people. Nurse pins are valid which evidences their suitability for practice. All care staff are registered with Social Care Wales, the workforce regulator. New staff complete an induction and probation period to ensure they meet expectations. Records show staff receive regular, effective one to one supervision as well as annual appraisals of their performance. The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service. We sampled some core policies, which are currently being reviewed, to ensure they contain relevant local guidance and information.

The service has good governance and oversight arrangements in place to support its day-to-day operations. A dedicated and experienced management team ensure people are at the heart of the service. The management team undertakes a number of weekly and monthly audits of all aspects of the service to monitor practices. The RI for the service visits regularly and provides a three-monthly report of their visits. They ensure they speak to people and staff for their views. The RI inspects the premises and reviews a selection of records during their visits to ensure a good quality service is being delivered. Any actions are recorded and will be followed up at the next visit. They also complete a quality of care report every six months. The Statement of Purpose and Guide to Service are clear, value based and echo the service being provided.

## 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.**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

**This report is also available in Welsh**

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