



Brynawel House Alcohol and Drug Rehabilitation Centre Ltd



Brynawel, Llanharry Road, Pontyclun, CF72 9RN



01443 226864



<http://www.brynawel.org/>

The inspection visit took place on 25/03/2026

Service Information:

Operated by:	Brynawel House Alcohol and Drug Rehabilitation Centre Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	24
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

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Brynawel is a rehabilitation service located in Pontyclun. The service supports people through a tailored therapeutic rehabilitation programme, offering care and support to people who have detoxed from drugs or alcohol. People at the service have access to a medically assisted detox within its newly renovated unit.

Well-being outcomes at Brynawel are very strong. People benefit from support provided by a highly skilled multidisciplinary team, including occupational therapists, nurses, recovery workers and psychiatrists. People are encouraged to give regular feedback, and they spoke very positively of their experience in the programme.

People receive high-quality care and support. Personal plans are accurate, detailed, and regularly reviewed with people to ensure they reach their independence goals.

The environment at Brynawel is brilliant. People benefit from access to extensive grounds, and the use of space is innovative. The staff team continues to review and develop the environment to

enhance people's experience of the service.

The Manager and Responsible Individual (RI) have excellent oversight of the service because they proactively seek feedback and implement improvements for people and staff. The service is continually growing and developing, finding new ways to collaborate with other providers and the community.

Findings:



Well-being

Excellent

People are consistently treated with dignity and respect and supported to identify their well-being outcomes. They are encouraged to recognise and build on their strengths. People we spoke with confirmed they are fully involved in developing their care plans and goals and are empowered to make informed choices about their health and how this is monitored and managed. For example, people told us they discuss with staff how they can safely build independence, including working towards unescorted leave. The service promotes positive risk-taking in a structured and supportive way.

Appropriate boundaries are in place to support people with structure during their stay. These are clearly explained and agreed with people on arrival. During our visit, we observed a weekly house meeting which provided people with opportunities to raise any issues relating to their day-to-day living and contribute to decision-making within the service.

People are asked for feedback during quality assurance visits and are invited to complete an exit questionnaire at the end of the programme. We saw evidence feedback is reviewed and acted upon, with people reporting very high levels of satisfaction. This demonstrates the service's strong commitment to continuous improvement and the ongoing development of quality of care. For example, the service is introducing literacy classes to support people where required, because this was identified as a reoccurring need.

People are comprehensively informed of their rights through admissions processes and the use of accessible and creative resources. We were shown an induction leaflet currently being developed to support people during their first week.

We received consistently positive feedback from people about the service, with particular emphasis on the impact of 1:1 therapy on their recovery and well-being. People described the therapy as "*life-changing*" and told us group therapy remains person-centred, ensuring individual needs and preferences are respected. The range of activities offered is meaningful and holistic, with people telling us they have accessed opportunities they would not have had previously.

The service recognises the important role of family and relationships in recovery and provides a family support group for anyone affected by substance misuse, not solely those whose relatives are

residing at Brynawel. Some staff and volunteers have lived experience of recovery, which provides people with relatable and meaningful peer support.

The service is actively working towards delivering a Welsh-language offer. Cultural needs are explored through assessment and met where required, demonstrating respect for each person's identity and background.



People receive high-quality care and support at Brynawel through comprehensive and effective assessments which consider whether the service can meet a person's needs. Detailed information is gathered from other professionals and organisations involved. People are actively consulted in their care planning and are encouraged to discuss their needs and wishes.

Personal plans we reviewed were person-centred and clearly identified outcomes and risks across all relevant areas. People participate in weekly review meetings, complete self-assessed well-being checks and engage in regular informal discussions with staff, ensuring they remain central to their support programmes.

The service promotes a strong sense of community. People have access to an aftercare programme following completion of the rehabilitation programme, providing ongoing support and continuity. During the inspection, we observed people approaching the end of their stay meeting with the aftercare team to discuss next steps. People told us they greatly value this continued support. A returners' group also operates weekly, offering current residents opportunities to learn from former residents' experiences.

People are supported to be as healthy as possible while maintaining maximum independence. Where appropriate, people are supported to gradually work towards self-administration of prescribed medication. The service has a robust risk assessment process and medication management policy in place, with the nursing team providing appropriate oversight to ensure medicines are managed safely and in line with individual risk assessments. People have access to weekly drop-in appointments with the nursing team, and medication reviews are arranged through the local GP surgery. Individuals spoke very positively about the food provided and told us they are part of menu planning.

People are protected from harm and abuse by a skilled staff team. All staff are up to date with safeguarding training and understand their whistleblowing responsibilities. We found a proactive and positive culture within the service. Relatives and professionals spoke very highly of Brynawel, highlighting the high standard of care, positive impact on recovery and the "*extremely impressive initiatives*" developed by staff to support people.

The service has identified an increase in referrals for neurodivergent individuals and has adapted its therapy model to better meet individual needs. A dedicated working group has been established,

and regular feedback is sought from people to inform ongoing development.



Environment

Excellent

People benefit from exceptional use of space throughout the service. The layout and design are thoughtfully planned to reflect people's needs, preferences and goals, with innovative approaches used to maximise independence wherever possible. People are allocated bedrooms based on their support needs and have the option where possible to step-down to develop their independence.

During the inspection, we noted recent renovations to the new detox unit have been completed. This provides individuals with improved access to dedicated facilities which support them as part of their recovery programme. People benefit from the use of an indoor/ outdoor gym, private garden pods where they can complete their therapy notes and they have access to on-site therapy animals. We observed people accessing communal areas and garden spaces freely throughout the day. People told us they were happy with their bedrooms, and their well-being is enhanced by the environment.

The buildings and grounds at Brynawel are maintained to a high standard. We found the environment to be clean and well-presented. The manager and Responsible Individual (RI) carry out regular oversight of the environment to identify any potential maintenance or health and safety issues. A maintenance team is available and responds promptly when concerns are raised. The service continues to review the environment in consultation with people to ensure it remains responsive to changing needs. For example, the management team told us they are actively exploring how the environment could be adapted to better support people with higher mobility needs, having identified an increasing demand for this. The RI is proactive in applying for grants to maintain the high standard of the estate. We were told a pottery kiln will soon be available for people following successful fundraising.

Utilities are routinely serviced and required fire safety checks are completed in line with regulations to ensure alarms, equipment and emergency lighting remain in good working order. Areas restricted to authorised personnel only, such as the main office and the medication room, are appropriately secured. Brynawel is in a gated community and there is use of CCTV in some areas, the service ensures these measures are implemented to protect people without infringing on their rights. People are informed about the use of CCTV, and its purpose is clearly explained as a safety measure. The service ensures monitoring is proportionate and respects people's privacy and dignity.



There is exceptional leadership and management at Brynawel. People and staff told us they have confidence in the leadership team. The Responsible Individual (RI) is highly visible within the service and works closely with the management team to maintain the high standard of support provided, while continually seeking opportunities for further development. For example, the RI attends best practice meetings, engages with health boards and universities on specialist topics such as Alcohol Related Brain Damage, and works with local government and other providers to address emerging issues. This ensures people at Brynawel benefit from the most up-to-date knowledge and approaches to care and support.

The service is proactive in engaging with the local community and supporting vulnerable people. For example, the service is developing 'bursary beds' to support people who may otherwise face barriers to accessing the programme. In addition, a local homelessness service is welcomed to use the allotments on a weekly basis, strengthening community links and inclusion.

The RI is skilled in identifying and securing funding streams and charitable grants, actively networking with supporters to become patrons of the service. Robust quality assurance systems are in place, with information analysed from a range of sources including feedback from people, staff, and incidents. Brynawel has a board of trustees who receive comprehensive quality reports and agree any required actions, providing effective oversight and accountability.

People achieve excellent outcomes because the provider is strongly committed to maintaining high levels of skilled and knowledgeable staff at all times. Individuals spoke very positively about staff, describing them as "*brilliant*," "*very supportive*," and "*easy to get on with*." People are also offered opportunities to participate in staff recruitment by sitting on interview panels, ensuring their views are heard. We observed a strong focus on staff development, with encouragement for progression, supporting continuity and consistency of care.

The service ensures all staff and volunteers have appropriate Disclosure and Barring Service (DBS) checks and all mandatory training remains up to date. A detailed induction programme is in place, and staff are appropriately registered with Social Care Wales. Staff receive regular supervision and annual appraisals. Staff told us they feel well supported, managers are approachable, and recent changes, such as adjustments to rotas and activity timetables, have been made in the best interests of people using the service.

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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