



## Inspection Report on

**Brynawel House Alcohol and Drug Rehabilitation Centre Ltd**

**Brynawel  
Llanharry Road  
Pontyclun  
CF72 9RN**

## **Date Inspection Completed**

31/07/2024

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# About Brynawel House Alcohol and Drug Rehabilitation Centre Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Brynawel House Alcohol and Drug Rehabilitation Centre Ltd
Registered places	21
Language of the service	English
Previous Care Inspectorate Wales inspection	23 February 2023
Does this service promote Welsh language and culture?	Working towards: The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

## Summary

Brynawel provides a tailored therapeutic rehabilitation programme, offering care and support to people who have detoxed from drugs or alcohol. A specialist programme is also available for people who have alcohol-related brain damage following their alcohol use. The service is renovating a property on their grounds to open a medically assisted detox unit.

The service employs a wide multidisciplinary team, both in house and contracted externally, including holistic therapists, occupational therapists, nurses, GPs, neuropsychologist and psychiatrist, and recovery workers. People who use the service have regular opportunities to give feedback and speak highly of their experience in the programme and the aftercare service Brynawel provide. People's progress is reviewed regularly throughout their stay. Staff show strong values, are competent, and well supported in their roles.

The manager and Responsible Individual (RI) have excellent oversight of the service. They are constantly proactive in gathering feedback and implementing ways to improve the service for both people accessing the service and the staff. The service is continually growing and developing, finding innovative ways to collaborate with other services and the community.

## Well-being

People are consulted with, feel respected and listened to about all aspects of their rehabilitation programme. There are necessary boundaries in place to provide people with structure and focus during their stay, which are explained fully and agreed with people on arrival. During our visit, we observed a weekly house meeting, where people can discuss any issues with their day to day living. They are asked for feedback during quality assurance visits and complete an exit questionnaire when they have finished the programme. We saw evidence of responses to this feedback to continually enhance and develop the quality of the service.

The highly skilled multidisciplinary team enables each individual to receive support in all aspects of their physical, emotional, social and financial needs. This gives them the best possible stability for returning to the community. Staff are skilled in their individual roles and are highly motivated to provide a tailored programme of support to each person during their stay. Therapeutic interventions include exercise schedules, activities and trips in the community, craft, writing, and gardening. There are polytunnels and gardens in the grounds of the service, which are used both for horticultural therapy and growing and harvesting fruit and vegetables. This produce is used in the main kitchen in Brynawel, for people's catered meals, and in cooking and baking that people do themselves as part of their rehabilitation, enhancing people's feeling of productivity and value. Volunteers, some of whom have previously accessed Brynawel services also now support the service. This provides valuable relatable support and guidance to those currently staying at the service. Since the last inspection, a community family support group has been established for families of anyone affected by substance misuse, not just those staying at Brynawel. This enables people to share their experiences, good and bad, in a safe and supportive environment facilitated by trained therapeutic staff.

The service has systems in place to protect people from risk of harm or abuse. Staff complete mandatory training, and a comprehensive safeguarding policy offers guidance should it be needed. Staff are skilled at observing signs of self-neglect, abuse or poor physical or mental health, and can seek advice from the appropriate professional within the team as necessary.

The service is working towards providing an active offer of the Welsh language. All staff have the opportunity to be enrolled on Welsh language courses, and there is a Welsh speaking member of staff who can offer translation for pre-assessment if the person wishes. All documents are also available bilingually on request.

## Care and Support

People are very happy with the support they receive at Brynawel, describing it as an “*excellent*” and “*life changing*” place. The service fosters a real sense of community between the people who have been part of the rehabilitation programme. There is an aftercare programme in place, which people who have completed their rehabilitation can continue to be part of for 12 months, providing a point of contact and ongoing support. For those who are coming to the end of their programme there is a separate house to support more independence and graded exposure to returning to the community. The service excels in providing a supported transition for people into their lives post-rehabilitation.

Personal plans are person-centred and identify outcomes and risks in all areas of people’s physical, emotional, social and financial needs. Staff expertly provide tailored support to people’s individual vulnerabilities. Case notes are recorded by all members of staff; health, therapy and recovery workers. Review meetings are held frequently, along with self-assessed wellbeing checks, all of which shape the ongoing delivery of each individual’s support programme.

People are supported to be as healthy as they can be. The internally employed and externally contracted team of professionals means people have access to comprehensive multidisciplinary resources. Health assessments can be held during people’s stay and treatment plans or guidance implemented into their programme. People are supported to attend GP or hospital appointments if necessary. Brynawel is working in partnership with a local GP surgery to prescribe for medically assisted detoxes for those who meet low-risk criteria. Whilst staying at Brynawel, a qualified nurse oversees people’s medication, risk assesses and creates tailored pathways for people to progress administering their medication themselves in a controlled way before they leave the programme.

The service has infection control processes in place, which follow a comprehensive policy. On the day we visited, all the service’s buildings appeared clean and tidy. People are encouraged to keep their own bedrooms clean and do their own laundry, particularly in the step-down house. Personal Protective Equipment (PPE) is available, however hands on care is rarely required.

## Environment

The environment at Brynawel is constantly growing and developing to meet people's needs, preferences, and enhance their wellbeing during their stay. The use of space is responsive and innovative, and the staff team are always looking for ways to use the space in a way which will benefit people at the service the most. Since the last inspection, additional summerhouses have been built for a separate staff room, horticultural therapy room and there are plans for pods for people to have a quiet space to work through their therapy tasks. Additional polytunnels are also now in the grounds, as the amount of food being grown has increased. A previously vacant property next to the main building is being renovated to provide additional detox placements once finished. There are bedrooms, communal areas and space for recreation such as pool room. There is a communal dining area where people are encouraged to spend mealtimes together. There is plenty of accessible outside space.

The buildings and grounds at Brynawel are maintained to a high standard. The manager and RI regularly monitor the service for any potential maintenance or health and safety hazards. There is a maintenance team who are quickly responsive to issues. We saw people raise maintenance issues in the house or their bedrooms, and this be communicated straight away to the maintenance team for repair. Utilities are regularly serviced, and fire safety checks are completed to ensure fire alarms, equipment and lighting are fit for purpose. Areas of authorised use only, such as the main office and medication room are kept secure.

## Leadership and Management

There is exceptional leadership and management at Brynawel. The Responsible Individual (RI) is present and visible in the service and works closely with the management team to maintain the high standard of support being provided and continually look for ways to develop it further. The RI is skilled in identifying and applying for funding streams and charitable grants, and networks with people with an interest in the work Brynawel to become patrons for the service. There are detailed and robust quality assurance processes, including analysing information including feedback from people and staff, incidents that have occurred and staffing levels. Brynawel has a board of trustees, who are presented with a comprehensive quality report for consideration and agreement of any action points.

Staff are employed via a thorough recruitment and vetting process. Since the last inspection, the staff team at Brynawel has increased, however the recruitment process ensures all staff show the same value base and ethos of providing comprehensive, non-judgemental support. All staff members work with a current Disclosure and Barring (DBS) checks. Volunteers at the service also provide some required information and are subject to the same checks. Many volunteers are people who have been in the programme and returned to “*give back*” to the service; and some of these volunteers are now paid employees. They provide real life experience of being in the programme, plus inspiration for others for what they may be able to achieve in the future.

Management ensures all staff are suitably trained and supervised to maintain their professional standards in their roles. Comprehensive training matrices identify when both mandatory and service specific training is due. Additional learning, such as QCF qualifications or Welsh Language courses, are offered and staff are supported to complete them. Supervisions are held regularly by the most appropriate line manager for each staff member. This is an opportunity for one-to-one discussion regarding any aspects of people’s personal and professional development. We saw responses to staff feedback to improve staff wellbeing and job satisfaction. Since the last inspection there has been a staff room built to give the quiet, separate space staff members need to take a break during the working day.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A



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