



Press Release

16 September 2026

For Immediate Release

Llandeilo care service praised for 'exemplary support' following inspection

A Llandeilo care service has been praised for providing "exemplary support" and creating a strong sense of community for the people who call it home.

Bryn y Wawr, on New Road, has received two 'Excellent' and two 'Good' ratings following an inspection in August by Care Inspectorate Wales (CIW).

The Cygnet Social Care service was rated 'Excellent' for both Well-being and Leadership & Management, while Care & Support and Environment were rated 'Good'.

Bryn Y Wawr is a specialist residential service supporting up to ten adults with learning disabilities, autism and mental health needs.

Inspectors highlighted the positive relationships between residents and staff, the service's strong links with the Llandeilo community and the high levels of confidence families have in the care provided.

Relatives told inspectors: "The quality of care is excellent." Another family member said: "It's a fantastic service, and we are always made to feel welcome."

The report read: "People maintain and improve their physical, mental and emotional health because care staff provide exemplary support.

"People and staff work together with a shared sense of purpose, which creates a strong sense of community within the home.

"The experienced operational management team promotes a sustained culture of openness and positivity."

Inspectors found that residents plan, co-produce and lead a wide range of activities based on their individual interests, both at Bryn Y Wawr and in the wider community.

Residents regularly undertake volunteering opportunities in local shops, while several also contribute to the local health board's Total Communication auditing team. Through this work, they help medical professionals improve the way they communicate with people who have speech and language needs.

Inspectors said: "We found these opportunities significantly enhanced people's well-being."

The report also highlighted how residents are supported to make their own choices and play an active role in decisions affecting their lives. During the inspection, residents worked with staff to plan an outing to watch the solar eclipse from a local mountain.

Inspectors found that residents were “extremely happy” at Bryn Y Wawr and had been supported to personalise their accommodation and take ownership of their living spaces.

People supported by the service told inspectors: “Staff are very kind and always there for us.” Another resident described staff as “family”.

The report read: “People receive high-quality care and support from staff who know them well and place them at the heart of the service.

“Care workers are well trained, professional and enthusiastic, and they know the people they support very well.”

Bryn Y Wawr's location in the heart of Llandeilo was also praised for enabling residents to access shops, amenities and transport links and to feel part of the local community.

Inspectors described the service as a characterful and homely property with pleasant communal spaces, extensive gardens, an arts and crafts room and a gym.

Residents proudly gave inspectors tours of their home and bedrooms, telling them: “I love living here,” and: “We are like one big family.”

The report added: “Others not able to tell us verbally were comfortable in their surroundings and clearly happy living at the service.”

Leadership at Bryn Y Wawr was recognised as a particular strength. Inspectors found that residents, relatives, staff and visiting professionals know and trust the management team.

Residents said: “Managers are lovely,” and: “They really care about us.” Relatives told inspectors: “They are excellent,” and: “They have been so supportive and have taken so much worry away.”

The report read: “People have high levels of confidence in the provider because leaders promote a strong, positive culture that is supportive, inclusive and respectful.

“We saw and felt a clear ‘can-do’ approach across the service, led by the operational management team.”

Inspectors also praised the service's quality monitoring and governance arrangements, staff training, daily communication and investment in leadership and career development.

CIW identified no areas for improvement.

Bryn Y Wawr's Service Manager, Katie Roberts, said: “We are absolutely delighted with the outcome of this inspection and incredibly proud to have received Excellent ratings for both Well-being and Leadership & Management.

"The comments from the people we support and their families mean so much to us. Hearing Bryn Y Wawr described as a fantastic service, and our staff as kind and always there for people, is the greatest recognition our team could receive.

"Bryn Y Wawr is not simply a care service; it is people's home. Some of those we support have lived here for many years, and we work hard to create an environment where everyone feels safe, valued and part of one big family.

"This achievement belongs to our residents and our entire staff team. Their warmth, commitment and shared 'can-do' attitude have created the special community recognised by inspectors. We will continue building on this positive feedback and supporting every individual to lead a happy, meaningful and fulfilling life."