



## Brightside Manor



Brightside Manor, 637 Newport Road, Rumney, Cardiff, CF3 4FB



02920 408010



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

The inspection visit took place on 19/05/2026

## Service Information:

Operated by:	Avan Limited
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:	33
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

## Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

## Summary:

Brightside Manor is a care home located in a residential area of Cardiff. The service supports people living with dementia, learning disabilities, mental health conditions and associated needs.

People living at Brightside Manor experience good well-being outcomes. People are supported to have control over their lives by care staff who know them well. We found activities to be meaningful, providing people the opportunity to develop friendships in the home. The quality of care and support is good. People are referred promptly for appropriate medical treatment, and recommendations by other professionals are followed. People experience care and support which is dignified and respectful. The environment is good, safe, and supports people's well-being. Indoor and outdoor areas are pleasant, personalised and comfortable, reflecting people's preferences. Effective systems are in place to ensure regular maintenance, and servicing is completed in a timely manner. Leadership and management arrangements are good at Brightside Manor. Care

staff report feeling well supported and have access to meaningful training and supervision. The Responsible Individual (RI) completes regular visits and gathers feedback from people and care staff.

## Findings:



### Well-being

Good

People are treated with dignity and respect at Brightside Manor. Individuals have control over their lives and are aware of their rights and entitlements. The service facilitates monthly visits from an advocacy service, and people are encouraged to engage.

People are asked for feedback formally through resident meetings and informally on a day-to-day basis through conversations with staff. People and/or their representatives are asked to take part in person-centred reviews on a quarterly basis. The service has a complaints policy and Service User Guide in place for people. People are encouraged to raise any concerns they may have.

People told us staff are “Nice” and “Good.” Individuals said they have choice in the activities they take part in, and visitors are supported through in-house events arranged for family and friends. The service is supportive of community access; one person told us they can go out whenever they wish independently and people are encouraged to access the community with their representatives. The service promotes outdoor events in the garden during warmer months.

We observed people are supported to maintain relationships in person or over video call if necessary. People benefit from spending time with the people they live with and have developed friendships, preferring to spend time together in communal lounges. The service employs an activities co-ordinator, and we observed people enjoying activities offered, with high attendance on the day to an activity.

Feedback from relatives was very positive, with emphasis placed on the improvements in health and well-being they have seen in their family members since moving to the service. Relatives told us they “Trust” the service and feel “Reassured.” Relatives stated their loved ones are being well cared for, the service is “Great” and “All the staff are so lovely.” Professional feedback highlighted how well the service manages complex cases through effective communication between staff, with particular attention being paid to the nutrition and oral health care of people.

Communication needs are suitably met. Where possible the service is able to support people in their own language, with some staff able to speak additional languages. There are currently no Welsh speaking residents or staff at the service. The provider has an incentive scheme in place for staff to complete Welsh lessons, and the home encourages celebration of Welsh cultural events.



## Care & Support

Good

People at Brightside Manor receive consistently good quality care. The provider undertakes thorough assessments of people's needs and personal outcomes. For those with complex needs, care staff receive appropriate training and seek advice from relevant professionals, including the palliative care team. The service gathers detailed information from professionals and others involved in people's care, and where possible, feedback is sought from the individual.

Care and support observed was kind, respectful, and warm. Care staff demonstrated a good understanding of the people they support and their individual needs. Personal plans are strengths-based and provide clear guidance to staff on how to support people to achieve their well-being outcomes. The provider continues to review and develop plans to ensure they accurately reflect people's needs and preferences, working collaboratively with external agencies to implement improvements.

Meals provided are nutritious and specific to meet people's dietary, cultural, and religious needs. The service employs a full-time nutritionist, and individuals are supported to follow personalised meal plans where required. We saw evidence nutritional support has a positive impact on people's health and well-being. People told us they are happy with the food. The service holds a Food Hygiene Rating of '5', indicating very good standards of hygiene.

People are supported to access healthcare services as required. Care staff recognise signs of deteriorating health and take prompt action, which helps to ensure people remain safe and well. Safeguarding concerns are taken seriously, and the provider uses learning from incidents to drive improvements in the service.

People's liberty is protected in line with legislation. Best interest decisions are made appropriately, and where required, Deprivation of Liberty Safeguards (DoLS) applications are submitted.

People receive their medication in a person-centred way. Weekly medication audits are completed to promote consistency and safe practice. We reviewed the service's electronic medication administration records and found people receive their medication as prescribed.

The service employs domestic and laundry staff on a daily basis. We observed the environment to be clean and hygienic. Care staff demonstrate an understanding of their responsibilities in reducing the risk of infection and promoting the safety and well-being of people living at the service.



## Environment

Good

The environment at Brightside Manor is of a good standard and supports people's well-being. Individuals have access to a range of communal and quiet spaces, including a communal lounge, recreational lounge, cinema room, library, and quiet areas. People's bedrooms are personalised in line with their preferences, promoting comfort and a sense of belonging. The home is warm, well-lit, and welcoming. Each floor has a theme, and consideration has been given to décor and layout to support people living with dementia to orientate themselves and navigate the environment safely. People told us they are happy with their surroundings.

Some people live in a bungalow attached to the main service, where each bedroom has en-suite facilities. We observed this area to be well maintained, with additional facilities including a small staff room and kitchenette. Staff told us people choose to socialise in the main house during the day and return to the bungalow in the evening, reflecting flexibility and choice in how people use the environment.

People benefit from access to an outdoor area, including a gazebo, which is used for events during warmer months. The garden is accessible to people with mobility needs, supporting inclusion and independence.

Systems are in place to ensure the environment is safe and well maintained. Routine servicing, maintenance, and prompt repairs are undertaken. Domestic staff follow cleaning schedules, and we observed good standards of cleanliness throughout the home. A dedicated maintenance person carries out regular checks to ensure equipment and facilities remain in good working order.

We reviewed safety certificates relating to fire safety systems and utilities, including gas, electricity, and water; all documentation was current and compliant. Health and safety auditing systems are in place to support the provider in meeting regulatory requirements. A current fire risk assessment is in place, and regular fire drills are undertaken to ensure people and staff are familiar with evacuation procedures.

Access to the home is securely managed. Visitor identification is checked and recorded on arrival, ensuring only authorised individuals enter the building. These arrangements contribute to a safe, well-maintained environment which supports people's comfort, independence, and overall well-being.



## Leadership & Management

Good

Leadership and Management at Brightside Manor is good. People and staff have confidence in how the service is managed and in the leadership team. Care staff told us they feel supported by management and are provided with the training necessary to meet the needs of the people they support. Care staff described supervision as “*Helpful*” and said management is proactive in responding to issues raised. For example, the provider recognised the need for additional well-being support and now provides counselling for staff. Staff turnover is stable, which supports continuity of care for people using the service.

We found training is up to date and regular supervisions are taking place. Care staff are registered with Social Care Wales (the workforce regulator) and are recruited in line with regulations to ensure they are suitable to work with vulnerable people.

The Responsible Individual (RI) is visible within the service. Person-centred reviews are completed with people and/or their representatives, and these show positive feedback. The RI undertakes six-monthly quality of care reviews to evaluate the service’s performance. The service ensures timely notifications are submitted to relevant authorities following significant incidents, supporting prompt action to keep people safe.

There are effective quality monitoring systems in place, including medication audits. Visiting professionals, such as the community dental team and dietitians, also contribute to monitoring through their own audits. The manager is committed to further strengthening quality assurance systems and is in the process of developing care plan audits alongside existing monthly reviews.

Policies and procedures are appropriate to the needs of the people using the service and are regularly reviewed and updated. The provider responded promptly to feedback from this inspection by ensuring the medication policy reflects current best practice. The statement of purpose and service user guide accurately describe the service provided.

The leadership team is proactive in engaging with the wider sector and seeks opportunities which could benefit people using the service. For example, the service is involved in the Decaf Wales pilot, focused on reducing falls and improving hydration. The service also maintains strong working relationships with partner organisations and contributes to sharing best practice.

## 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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