



### Taliesin Residential Home



Taliesin Residential Home, Bridge Street, Tonypandy, CF40 2TU



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[www.taliesinresidentialhome.co.uk](http://www.taliesinresidentialhome.co.uk)

Date(s) of inspection visit(s):

06/06/2025

### Service Information:

Operated by:	Taliesin Residential Home Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	18
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting 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:

Taliesin is a small residential care home in Tonypany, providing care and support to up to 18 adults, some of whom may have dementia care needs. The service is close to local amenities.

People have good wellbeing outcomes because the care workers at the service provide care in a friendly environment, offering activities for people to participate in should they wish. People's care and support outcomes are good because the manager is making progress on updating care documentation and improving processes for care workers to follow. People's wellbeing outcomes are supported by a good environment because there is an action plan in place for redecoration and facilities and utilities are well maintained. The leadership and management at the service is good because the manager has oversight of the training needs of the staff team, and is working with the Responsible Individual (RI) to monitor the quality of care being provided.

## Findings:



### Well-being

Good

People are offered choices throughout the day and have opportunities to engage in meaningful activities. We saw people's preferences about their daily routine and sleep are included in their care plans. Everyone is offered a choice of meals and drinks. There is an activities co-ordinator at the service, who encourages people to participate in a variety of in-house activities such as sing-a-longs, card bingo and craft. A Sunday service is also held for those who wish to engage. A couple of people access the community independently, which is risk assessed, and safety measures agreed with them. Care workers support people to go shopping or to the pub when staffing levels allow.

People are supported to maintain their physical and mental health, and emotional well-being. Community nurses come to the home every day to administer insulin and have a good relationship with care workers. GP advice or treatment plans are handed over between care workers each day. Some people receive input from the specialist dementia team when needed, and the dementia care plans they produce are included in people's care files. Medication is stored safely and administered as prescribed. The senior care worker has good communication with the pharmacy and is able to raise any issues or concerns regarding medication. There is a medication policy in place, and care workers complete medication training and observed competencies to maintain good practice.

People are safeguarded from abuse and neglect. Care workers have completed safeguarding training and there is an up to date safeguarding policy on site for further guidance if needed. The manager is aware of their responsibility to report any potential safeguarding issues. Risk assessments that have been completed identify potential risks to the individual and those around them. These risk assessments are in the process of being updated for everyone living in the service.

People live in accommodation which meets their needs. Most bedrooms are on ground floor level and so easily accessible from the communal area. There are bedrooms on a first floor level, for people mobile enough to use the stairs. The communal area has enough space for dining and a lounge area. There is an accessible outdoor space which is maintained and decorated nicely.



## Care & Support

Good

People experience care and support that is dignified and respectful, and they have meaningful interactions with staff, friends, family, and other people. We saw warm and friendly interactions between care workers and people receiving care. Visiting relatives told us: *"They spend a lot of time with them here, they treat them very well", "I think they do a good job here, I don't have any complaints"*. Residents' meetings are held regularly, and the activities co-ordinator asks residents for their feedback on the activities provided.

At the time of the last inspection, care workers did not have sufficient information in people's care plans to be able to provide them with the right care at the right time. At this inspection, we saw new care plans the manager and senior care worker had rewritten, which contained appropriate information and risk assessments. These have not yet been completed for everyone in the service, but the manager stated they would be completed as soon as possible. Care plan reviews are being completed monthly and updated with new information where necessary. Daily notes and supplementary charts are filled out, and any ongoing monitoring or appointments recorded in a handover book for care workers to be aware of.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. The service has a food hygiene rating of 4 (Good). Personal protective equipment (PPE) is used for close contact care. There are domestic and laundry staff who keep the environment clean and tidy. An infection control policy is in place for additional guidance if needed.



## **Environment**

**Good**

The service has most of the bedrooms on the ground floor, with the communal lounge and dining room. Bedrooms on the first floor level are only occupied by people who are able to safely use the stairs. There is an outdoor space that is safe, attractive, and accessible to all people. The service is secure to unauthorised visitors; staff greet all visitors on arrival and record them in the visitors' book. Some people are able to come and go from the service independently, which is agreed as part of their care management with safety measures in place.

Regular servicing, maintenance and immediate repairs of facilities ensures the safety and well-being of people using the service. There is a maintenance employee who works part time at the home to repair and replace fixtures and fittings, redecorate and complete health and safety checks regularly in the home. External contractors are also used for a rolling schedule of servicing and maintenance of facilities and utilities. There is an action plan in place for refurbishment in areas of the home that have wear and tear. A fire risk assessment outlines what action would need to be taken in event of a fire, and personal emergency evacuation profiles (PEEPs) detail what support each individual would need in an emergency.



## **Leadership & Management**

**Good**

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 have been recently reviewed and contained relevant information. These are made accessible to care workers, who confirm when they have read them.

Care workers are recruited and vetted to ensure they are suitable to work in their roles. The staff files we sampled contained all the required recruitment information. The manager advised she is reviewing all staff files to ensure information is organised and easy to access if needed. All staff are working with a current Disclosure and Barring Service (DBS) check. Staff training is monitored by the manager and senior carer in the service. Gaps in skills or lapsed training is identified and addressed in a timely way to ensure people are well cared for. Most care workers are up to date with mandatory training. The manager has arranged additional face to face training in areas specific to the needs of the people they support. The senior care worker feels this investment has improved staff morale. Staff have regular one-to-one supervision sessions with their line manager at least quarterly, and annual appraisals are being organised to look at staff development.

Since the last inspection, the manager has introduced monthly audits on aspects of care such as medication, infection control and care files. This has improved management oversight of day to day events in the home and can provide important information to the RI. We saw the RI has completed the required quarterly monitoring visits, gathering feedback from people living in the service and staff members. We saw a biannual quality report had also been completed and discussed some improvements that could be made to the analysis of the information gathered.

## 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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