



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### Ty Afon



**Blackwood**



**01443820379**

**Date(s) of inspection visit(s):**

30/05/2025, 28/05/2025

## Service Information:

Operated by:	Riverwood Housing 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:	3
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

**Excellent**



Care & Support

**Excellent**



Environment

**Good**



Leadership & Management

**Good**

## Summary:

The service provides support to three people and is located in the Blackwood area of Gwent. The service supports people with learning disabilities, physical disabilities, and mental health issues. We rated the well-being and care and support at this service as excellent. This is because people are at the heart of this service and receive high quality personal centred care. People are being supported to work towards meaningful well-being goals. The environment is rated as good as it meets the needs of people at the service and has a homely feel to the service. Leadership and management is rated as good as there is good oversight of the running of the service, and appropriate systems in place to ensure care workers are supported.

## Findings:



### Well-being

**Excellent**

People's well-being is at the heart of this service. People have control over their daily lives as much as they are able. People choose where they wish to spend their time, and what they like to do each day. People are supported to engage with activities in the local community regularly and enjoy visiting local attractions. Larger community trips are organised seasonally.

People are supported to work towards their identified well-being goals. These are broken down into smaller milestones and progress towards these are recorded at each personal plan review. People are encouraged to progress towards their goals at their own pace and well-being goals are achieved in their own time. People are encouraged to be as independent as they can, and care workers encourage people to complete tasks they are able to as much as possible. People respond well to encouragement by care workers. During the inspection visits we observed positive interactions between people and care workers. People look to care workers for support if they are unsure and clearly find reassurance and comfort from the care workers supporting them. Care workers know people well, with many care workers working at the service for many years. Care workers understand people's individual communication styles, and support people to communicate their needs effectively. People are supported to maintain relationships with families and friends if they wish to. Contacts with families are organised when applicable. People's health is maintained by referrals made to external agencies when appropriate. We saw referrals to a General Practitioner (GP), learning disability nurse and podiatry. Because care workers know people so well, any changes to health or well-being is quickly identified and appropriate guidance from a specialist is sought.

There are thorough risk assessments in place to ensure people can participate in activities safely. These comprehensive risk assessments outline any possible risks and include what actions have been taken to minimise these risks. There is a detailed safeguarding policy in place within the service. All care workers have completed safeguarding training and there are procedures in place within the service to set out what care workers should do if they see a safeguarding incident. The accommodation meets the needs of people living there.



People's personal plans are very detailed. They identify what tasks, or parts of tasks people can complete for themselves, and how best care workers can provide meaningful support. Guidance is provided to care workers how to support people in a range of situations including morning and evening routines, or when in the community. This guidance includes bespoke information for each situation, identifying scenarios that people may find difficult, and how to support them during these times. Care workers encourage people to be as independent as they can be. This was observed during the inspection visits. All personal plans include guidance to care workers setting out when and how they should encourage, prompt, or actively support people. Personal plans set out when care workers should leave the task and return at a different time. Personal plans include a social history as well as people's likes, dislikes, and preferences. It is clear care workers know people well, and this knowledge is used to ensure people's voice is heard through the formation of their personal plans.

People are supported using individualised communication methods. For some people this includes objects of reference and daily planners. People are supported to be as independent as possible, and we observed people completing household tasks with and without prompts from care workers. People's personal plans are reviewed regularly. These are meaningful reviews which include people as much as they are able. A summary sheet at the beginning of personal plans outlines what, if any, changes have been made to people's plans which is an easy reference guide.

Care workers complete daily detailed recordings. These recordings include reflections of people's mood, well-being, and engagement with activities as well as other task related points like nutritional intake and personal care interventions. There is a detailed policy in place to ensure safe administration of medication. Observations during the inspection noted safe administration procedures of people's medication. There are effective recording and monitoring systems of 'as required' medication is administered. Detailed recordings capture how effective strategies used before administering medication are. If as required medication is administered, recordings continue to record in detail any effects of this. These practices promote the health and well-being of people at the service by ensuring thorough and accurate recording relating to their health and any required treatments.

There are appropriate supplies of Personal Protective Equipment (PPE) available in the service. Care workers were observed wearing and changing PPE at appropriate intervals throughout the inspection.



## Environment

**Good**

Ty Afon is homely, clean and clutter free. The home is maintained to a good standard, and there is homely décor throughout. There are communal spaces for people to access as they wish. This includes a lounge room, a dining room and kitchen area. The home boasts a large secure garden space. The garden space has a patio area with seating for people to use. The space is largely laid to lawn with trees towards the back. The garden is secured by a garden fence and is accessed via a locked gate to the side of the home. There is a swing for people to use in the garden.

People's bedrooms are personalised and decorated to individuals' preferences. People have personalised items including trinkets and photographs on display in their rooms. Communal areas are well maintained. The kitchen is clean, and the home boasts a Food Standards Agency rating of five, meaning people can be assured food hygiene practices are very good. The utility room is where laundry facilities are located. Cleaning products are safely stored. The communal bathroom is appropriate for people's needs at the home.

All required health and safety checks are completed. Any maintenance work required is organised quickly. We reviewed the records and saw all serviceable equipment is checked at regular intervals. There are appropriate fire safety procedures in place within the service. Fire drills take place, and everyone has a Personal Emergency Evacuation Plan (PEEP) in place to ensure their safety is protected in the event of a fire. The environment is suitable for all people living there.



There are robust recruitment processes in place to ensure suitable care workers are employed at the service. All required employment checks are completed including requesting suitable references and sight of required identification before care workers start their employment. Care workers undertake a robust induction which includes completing all mandatory training. All care workers complete refresher training when required to ensure their skills are up to date. There is good oversight of training and care workers are booked on to whatever training is required in a timely manner. Care workers are supported to complete formal qualifications related to their job role if they wish. All care workers are registered with Social Care Wales, the workforce regulator.

There is good oversight of the service by the Responsible Individual (RI). Audits and other checks are completed to ensure the service is delivered in line with the Statement of Purpose. The RI completes their required reporting duties. These reports set out an overview of the service, taking on board comments and feedback, and a thorough analysis of the service and sets out how it can improve. There are processes in place to oversee any complaints received by the service. There have been no complaints received since the last inspection. The service shares compliments received with care workers; however, the RI will consider ways they can record any compliments received in a more formalised way. Accidents and incidents are recorded, and notifications made to CIW when appropriate. Care workers attend regular team meetings. These have an agenda and provide updates related to the service. Care workers can share ideas and suggestions and discuss any topics they wish in team meetings. Supervision sessions take place regularly between managers and care workers. These sessions consider care workers well-being, and the records reviewed show appropriate actions were taken to support care workers when they experienced difficult times. Rota's reviewed show there are plenty of care workers available to meet the needs of the service, allowing for contingencies such as annual leave and absences.

Care workers told us they feel "*Well supported,*" by managers at the service. Care workers are proud of the support they provide to people at the service. There are many care workers who have worked at the service for several years.

## 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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