



Ty Seren



Ty Seren, Cefn Styllle Road, Gowerton, Swansea, SA4 3QS



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Date(s) of inspection visit(s): The inspection visits for this service took place between 02/09/2025 and 02/09/2025

Service Information:

Operated by:	Gower Lodge (Swansea) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	8
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:

Ty Seren provides care and support for adults with Learning Disabilities and complex needs. People experience good well-being outcomes and are treated with dignity and respect. Staff understand individuals well and support them to achieve personal goals and aspirations. People have choice and control over their daily lives, with access to meaningful leisure and independent activities. Health needs are effectively supported, and safeguarding arrangements are robust. The service does not provide a 'Welsh Active offer.'

Care and support is good, person-centred and enable people to achieve their outcomes. Assessments and personal plans are regularly reviewed, and behaviour support strategies are clearly defined. Medication is managed safely, and health concerns are addressed promptly.

The environment is good and is safe, clean, and supports independence. People benefit from access to communal and private spaces which reflect their preferences. An area for improvement identified at the last inspection have now been met, and health and safety checks are routinely

completed.

Leadership and management are good. Governance arrangements and quality assurance systems are robust and provide information on how to improve the delivery of the service. Care staff feel supported and valued and receive regular supervision. Vetting checks for permanent care staff ensure they are safe to work at the service. The service demonstrates a clear commitment to continuous development and delivering good quality care.

Findings:



Well-being

Good

People living at Ty Seren experience a good standard of well-being. Care staff treat individuals with dignity and respect, and there is a clear emphasis on supporting people to identify and work towards their personal outcomes. Care staff demonstrate a good understanding of the people they support, and interactions observed during the inspection were warm and respectful.

People's communication needs are well considered. Information is provided in easy-read formats which are tailored to individuals' levels of understanding and preferences. People are given clear guidance on how to raise concerns or make complaints, and information for advocacy services are available. During the inspection, care staff were observed using appropriate language and communication methods specific to each person, ensuring their voices were heard and respected. People are supported to have control over their day-to-day lives.

Activity planners are in place, provide choice, and reflect a range of meaningful activities tailored to individual preferences. Community activities such as swimming, beach walks, bowling and cinema visits are undertaken regularly and support people's emotional and physical well-being. People are involved in choosing their activities within the service and supported to engage in independent living skills such as cooking, gardening and cleaning tasks. Some people attend the providers internal learning centre and tailor sessions to promote their personal development.

Health needs are supported effectively. Records show regular attendance at health appointments, and care staff monitor health outcomes such as weight and diet. There is a balanced approach to nutrition, with evidence of healthy meals and snacks being offered.

People are encouraged to maintain relationships with those important to them. Family contact is facilitated regularly, and feedback from relatives was overwhelmingly positive, describing the service as "*brilliant*" and "*supportive*".

There are effective safeguarding mechanisms in place to ensure people are kept safe. Care staff have received appropriate training and demonstrate a good understanding of their responsibilities in recognising, reporting, and responding to safeguarding concerns.

The service does not provide a 'Welsh Active offer' and does not make a significant effort to promote the language from the records we reviewed.



Care & Support

Good

People receive good quality care and support which enables them to achieve their personal outcomes. Pre-admission assessments are completed and include compatibility checks to ensure the suitability of placements. Transition plans for people before moving into the service are extensive and person-centred. This proactive approach helps people settle into the service and begin engaging in meaningful activities. Provider assessments are kept under regular review and outlines how the provider will support people to achieve their well-being outcomes.

Personal plans are in place and regularly reviewed, with input from people, their families, and professionals. Personal plans are mostly well written and provide guidance to care staff on how best to support each person to achieve their goals and aspirations.

Behaviour support plans are in place and include clear strategies for managing behaviours that challenge. Care staff understand their responsibilities and are confident in implementing these plans. Where incidents occur, debriefs are completed, and lessons learned are used to inform future practice.

Risk assessments provide care staff with clear guidance on how to recognise and respond to identified risks for individuals. Mitigating measures are in place and promote positive risk-taking and enable people to engage in activities and routines which support their independence and well-being while maintaining safety.

Daily records provide good detail of people's daily routines, personal care needs and daily food diaries. Health needs are monitored effectively, with evidence of regular attendance at GP, dental, and specialist appointments. Care staff are responsive to emerging health concerns and liaise appropriately with healthcare professionals.

Medication is managed safely and in line with national guidance. Weekly audits are completed, and medication administration records are well maintained. Protocols are in place, and staff monitor the effects of medication. Care staff administering medication are appropriately trained, and systems are in place to ensure oversight and accountability.

Deprivation of Liberty Safeguards (DoLS) and safeguarding referrals are made in a timely manner. Assessments are undertaken to ensure people's rights are upheld and their liberty is protected.

Overall, Ty Seren provides a safe and supportive environment where people receive care which is tailored to their needs. The service demonstrates a strong commitment to delivering good quality care and support.



Environment

Good

People live in a home which supports their well-being and promotes independence. The premises at Ty Seren is generally well maintained, clean, and appropriately furnished. People have access to a variety of communal and private spaces, including two lounges, a communal kitchen, and individual self-contained flats. These areas are suitably decorated and reflect people's preferences, with personal items such as photographs, artwork, and themed décor evident in bedrooms and living spaces.

The service has made improvements since the last inspection, including the replacement of radiator covers, the removal of environmental hazards and window coverings have been introduced. A maintenance log is in place and clearly tracks outstanding, completed, and overdue tasks. This system ensures environmental issues are identified and addressed in a timely manner.

People benefit from access to a secure and well-kept outdoor area, which includes sensory equipment and space for outdoor activities. Some people have access to their own private outdoor area and outdoor furniture is available for people to spend time on nicer days.

Health and safety checks are routinely completed. Records show fire safety equipment is serviced annually, and weekly checks of fire doors, alarms, and emergency lighting are carried out. Fire drills are undertaken every six months. Other safety measures, such as window restrictors, COSHH storage, and water temperature checks, are in place and monitored regularly.

People's privacy and dignity are respected through the design and layout of the environment. Bedrooms are single occupancy, with en-suite facilities in most cases.

Overall, the environment at Ty Seren is safe, welcoming, and conducive to supporting people's well-being outcomes. The provider demonstrates a proactive approach to maintaining the premises and ensuring it remains a homely and supportive setting for the people who live there. An area for improvement identified at the last inspection for health and safety within the service has now been met.



Leadership & Management

Good

Leadership and management at Ty Seren are effective and contribute positively to the delivery of care and support. The service is overseen by a committed manager and Responsible Individual (RI), both of whom demonstrate a strong understanding of the needs of the people living at the service. Care staff spoke positively about the support they receive from management, describing the manager as approachable and responsive.

Governance arrangements are in place and support the smooth operation of the service. Monthly team meetings are held and provide opportunities for care staff to share feedback, discuss incidents, and contribute to service development. While meeting minutes could benefit from clearer action tracking, the discussions reflect a proactive approach to addressing emerging issues and promoting continuous improvement.

Quality assurance systems are embedded within the service. Internal audits are completed regularly, including health and safety, medication, and care planning. The most recent quality of care report identifies areas for development and include feedback from people, families, and professionals. The RI conducts regular visits and reviews documentation, with actions identified and followed up.

Personnel files reviewed during the inspection contained appropriate documentation, including references, identification, and DBS checks. Care staff are registered with Social Care Wales (SCW) and receive regular supervision and annual appraisals. Training compliance is high, and care staff are required to complete core and specialist training, including safeguarding, epilepsy, and autism. Care staff reported feeling valued and supported in their roles, and incentives such as recognition events are used to promote morale. Agency care staff are used when necessary, and efforts have been made to reduce reliance on temporary workers.

Notifications to CIW are made in a timely manner, and safeguarding referrals are appropriately managed. Policies and procedures are in place and reflect current legislation and guidance, including safeguarding, whistleblowing, and medication management.

Overall, Ty Seren benefits from strong leadership and effective management systems. The service demonstrates a clear commitment to continuous improvement, care staff development, and delivering care which supports positive outcomes for people.

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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