Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Ty Carreg

Ty Carreg, Barry, CF62 4JA

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The inspection visit took place on 02/09/2026

Service Information:

Operated by:	Orbis Education and Care Limited
Care Type:	Care Home Service Adults Without Nursing
Registered places:	12
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

People experience excellent well-being outcomes through highly personalised support which promotes independence, emotional well-being, meaningful relationships and participation in community life. People develop life skills, access educational opportunities and engage in activities aligned with their interests and aspirations. Family members provided highly positive feedback regarding the quality of support and progress achieved. Care staff know people well and support them to lead fulfilling lives.

Care and support people receive is excellent. Assessments, personal plans, behaviour support plans, risk assessments and health plans are comprehensive, regularly reviewed and focused on achieving positive outcomes. Care staff have clear guidance to provide consistent, person-centred support. Effective partnership working with health professionals, alongside regular health reviews and quarterly multi-disciplinary team meetings, ensures people's needs are monitored and responded to promptly. People are supported to increase independence, develop skills and achieve

personal goals.

People experience excellent environmental outcomes because they live in a safe, comfortable and highly personalised setting comprising self-contained flats and converted barns. Dedicated communal areas, a sensory room and activity room promote independence, well-being and engagement. The environment is well maintained, supports individual needs and provides excellent opportunities for personal development and community inclusion.

Leadership and management are excellent because the service benefits from strong, visible leadership and effective governance arrangements. Quality assurance systems drive continuous improvement and support high standards of care. Care staff reported feeling valued, supported and empowered, while professionals praised communication and partnership working. Managers have established a positive culture focused on achieving the best possible outcomes for people.

Findings:

Well-being — Excellent

People experience excellent well-being outcomes because they receive highly personalised support which enables them to live fulfilling lives, develop independence, maintain meaningful relationships and participate in opportunities aligned with their wishes, interests and aspirations. Care staff demonstrate a detailed understanding of individual needs, communication preferences and personal goals. Interactions observed during the inspection were consistently warm, respectful and responsive. People were treated with dignity and kindness, whilst choice and control were promoted throughout daily routines.

People receive excellent support to develop independent living skills and confidence. People attend an organisational education centre where they gain qualifications and develop practical life skills, including cooking, cleaning and household management. Positive outcomes were evident. One person now prepares meals and washes dishes independently, whilst another has developed confidence to access cafés and restaurants within the community. Care staff encourage people to make decisions about meals, activities, personal goals and future aspirations, promoting autonomy and self-determination.

Emotional well-being is strengthened through positive and consistent relationships with care staff who know people well and understand how to support them effectively. People appeared relaxed and comfortable within their home and confidently approached care staff for support and reassurance. Achievements are recognised and celebrated, helping people build confidence, self-esteem and a sense of accomplishment.

People maintain strong and meaningful relationships with family members and friends. Records evidenced regular visits, overnight stays, holidays and community outings with relatives. Many family members provided exceptionally positive feedback regarding support. One relative told us, *“The place has gone to another level since (Manager) has taken over. No concerns whatsoever*.” Another commented, *“Place is outstanding and it’s the best it’s been in the last 18 years.”* These comments reflected confidence in the service and the positive impact support has on people's lives.

People enjoy a wide range of meaningful activities personalised to their interests and aspirations, including swimming, cycling, horse riding, football, hiking, volunteering, holidays and community outings. Activities promote social inclusion, confidence, communication, independence, physical health and emotional well-being.

People are safeguarded through established systems and care staff who understand their responsibilities. Monitoring and oversight help ensure risks are identified and managed

appropriately whilst supporting people to maintain choice, control and independence.

Communication support is personalised to people's needs through social stories, easy-read documents, visual aids and specialist input from speech and language professionals. The service promotes Welsh language and culture through bilingual signage, Welsh words of the week, Welsh resources and accessible information. Although nobody currently chooses to receive support through Welsh, arrangements demonstrate a strong commitment to delivering the Welsh Active Offer.

Care & Support — Excellent

People receive excellent care and support because documentation, assessments and planning arrangements are highly personalised, regularly reviewed and focused on achieving meaningful outcomes. Records provide care staff with clear guidance to ensure support is delivered consistently and in line with people's individual needs, preferences and aspirations. Documentation demonstrates a strong understanding of each person's strengths, abilities and support requirements, enabling care staff to provide responsive and person-centred support.

The people's guide contains clear and accessible information about the service, helping people, relatives and professionals understand the support available. Information is provided in suitable formats to meet individual communication needs, supporting choice, participation and informed decision-making. Care staff encourage people to contribute to discussions about their care and future goals wherever possible.

Comprehensive assessments provide a detailed understanding of people's physical, emotional, behavioural and social needs. Assessments identify both strengths and support requirements, enabling care staff to promote independence whilst ensuring appropriate support is available. Records are regularly reviewed and updated to reflect changing needs and personal achievements.

Personal plans are detailed, outcome-focused and clearly identify goals which are important to people. Plans provide practical guidance for care staff and promote consistency in the delivery of support. Reviews demonstrated positive progress across several areas, including independence, communication, daily living skills and community involvement. Records clearly evidenced achievements and highlighted how support strategies were adapted to help people continue progressing towards their goals.

Risk assessments and behavioural plans are detailed, proportionate and regularly reviewed. Risks are balanced against opportunities for choice, independence and personal development, ensuring people are able to participate in activities and experiences which enhance their quality of life.

Health needs are well managed through detailed health plans which provide clear information regarding medical conditions, treatment requirements and ongoing support needs. People are supported to attend routine and specialist healthcare appointments, and care staff work collaboratively with health professionals to ensure recommendations are implemented. Health records are well maintained and provide clear oversight of ongoing health and well-being needs.

Quarterly multidisciplinary team meetings provide valuable opportunities to review progress, evaluate outcomes and ensure support remains effective. Involvement from professionals, family members and advocates contributes to informed decision-making and person-centred planning.

Activity planners are highly individualised and outcome focused. The manager has introduced a community and in-house activity booklet which supports flexible activity planning and informed decision-making. The booklet details sensory considerations, intended outcomes and the skills supported through each activity, assisting care staff to select meaningful opportunities based on people's interests, needs and current presentation. This approach promotes engagement, skill development, emotional regulation and positive outcomes.

Environment — Excellent

People experience excellent outcomes because they live in an environment which is safe, comfortable, highly personalised and designed to promote independence, well-being and inclusion. The service is unique in its layout, comprising a mixture of self-contained flats and converted barn accommodation. This provides people with opportunities to experience varying levels of independence whilst benefiting from the support and security of a well-established service. The environment has been thoughtfully developed to meet individual needs and support people to live fulfilling lives.

The home is maintained to a very high standard and provides clean, spacious and well-presented accommodation. Communal areas are welcoming and furnished to create a warm and homely atmosphere. Many people have access to their own communal areas, enabling them to spend time with friends, participate in activities or enjoy quiet time according to their personal preferences. This supports choice, control and autonomy in daily living. Throughout the inspection, people appeared relaxed and comfortable within their surroundings and moved confidently around the home.

People's bedrooms and living spaces are highly personalised and reflect their individual personalities, interests and preferences. Bedrooms contained personal belongings, photographs, decorations and furnishings chosen by the people living there. These highly personalised environments promote a sense of ownership, identity and emotional security.

The design and layout of the service effectively promote independence. People are encouraged to participate in daily living activities including cooking, household tasks and managing aspects of their routines. The combination of flats and converted barns provides opportunities for people to develop practical skills within environments which reflect increasing levels of independence.

People benefit from a range of facilities which enhance their quality of life. The service includes a dedicated sensory room which provides a calm and relaxing environment for people who benefit from sensory stimulation or require a quieter space. People also have access to an activity room where they can participate in hobbies, creative activities and learning opportunities. These facilities contribute positively to emotional well-being, communication, engagement and personal development.

Health and safety arrangements are robust and contribute to a safe living environment. Routine maintenance checks, health and safety audits, fire safety monitoring and servicing of equipment help ensure the environment remains safe and suitable for people's needs.

Leadership & Management — Excellent

People benefit from exceptionally strong leadership and management arrangements which create a positive, aspirational and person-centred culture. The Responsible Individual (RI), manager and leadership team demonstrate a clear commitment to delivering high-quality care and ensuring people achieve the best possible outcomes. Managers have established high expectations across the service and promote a culture where people are valued, respected and supported to reach their full potential.

The manager is highly visible, approachable and well respected by people, relatives, care staff and professionals. Throughout the inspection, there was clear evidence of a positive and supportive culture where people's well-being remained at the centre of decision making. Management has driven significant improvements and created an environment where people thrive. Many family members consistently shared very positive feedback about the service and the positive changes they had experienced.

Governance and quality assurance systems are highly effective and provide strong oversight of the service. Regular audits, quality reviews, observations and monitoring activities are used to evaluate performance and drive continuous improvement. Actions identified through quality assurance processes are completed promptly and result in meaningful improvements for people living in the home. Managers actively seek feedback from people, relatives, care staff and professionals to ensure the service continues to develop and evolve.

Care staff spoke extremely positively about the leadership team and the support they receive. One member of care staff told us*, "This is the best management team I have worked with. They genuinely care about both the people we support and the staff."* Another stated, "*The manager is always available, approachable and willing to help. We feel valued and appreciated."* A further member of care staff commented, *"There has been a huge positive change within the home. Morale is high, communication is excellent and everyone works together."* Feedback demonstrated a highly motivated workforce with confidence in leadership and a strong commitment to delivering excellent care.

Recruitment, induction and workforce development arrangements are robust and support the delivery of high-quality care. Care staff receive regular supervision, annual appraisals and ongoing opportunities for professional development. Training records demonstrated excellent compliance across mandatory and specialist training.

An external professional provided exceptionally positive feedback regarding the quality of leadership and partnership working within the service. They told us, *'The management team are*

proactive, responsive and always focused on achieving the best outcomes for people.' and *'Communication is excellent and recommendations are implemented very quickly. The service consistently demonstrates a willingness to improve and learn*.'

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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