



### Ty Gwernen



Ty-gwernen, Sunnyview, Blackwood, NP12 0AL



01495226492

Date(s) of inspection visit(s):

26/06/2025

### Service Information:

|                                          |                                                                                                                   |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| Operated by:                             | Enable Care Services (South Wales) Ltd                                                                            |
| Care Type:                               | Care Home Service<br>Adults Without Nursing                                                                       |
| Provision for:                           | Care home for adults - with personal care, Provision for learning disability, Provision for mental health         |
| Registered places:                       | 7                                                                                                                 |
| 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 Gwernen is a small residential home in Caerphilly, providing support to people with a range of needs.

The service has been awarded ratings of 'Good' in all inspection themes because people receive good standards of care and support which help them achieve their personal outcomes. People live healthily and have control over their daily lives. They are protected from harm and abuse and are supported to cultivate healthy relationships. People live in a suitable environment which is well-maintained and supports them achieve well-being. The service provider has effective organisational arrangements, governance, and oversight to ensure a smoothly run service, which produces good outcomes for people. Staff are safely recruited and well-trained to ensure they have the abilities and right character to deliver safe and effective care. We note the service has significantly improved since previous inspections. Both non-compliances identified at the last inspection have been removed. We did not identify any additional non-compliances at this inspection.

## Findings:



### Well-being

Good

People live safely with control over their daily lives. They are involved in making decisions that affect them, and their voices are heard and respected. People take part in regular in-house meetings where they are asked for feedback about the service provided, including suggestions about future activities, meal options, and environmental changes. People's feedback from these meetings is consistently positive, and people's suggestions are taken into consideration and incorporated into future planning. At the time of the inspection, choice was consistently offered to people, including individual meal options when people did not want the option on the menu. We observed people engaging in light-hearted sing-a-longs and dancing in the living room. The atmosphere was lively and joyous, and people were consistently heard laughing and socialising with staff and other residents. Staff members took the time to communicate with people in a meaningful way and interactions were not rushed. We overheard staff regularly asking people if they were OK and if they wanted to do anything different to prevent them becoming bored. Activity records evidence regular community access, group events, and in-house entertainment.

Communication needs are suitably met to ensure people and staff understand each other. Robust communication and social dictionaries outline individual communication abilities and preferences, and staff are familiar with these. At the time of our inspection, staff naturally tailored their communication techniques depending on the individual they were engaging with, ensuring it was the most appropriate based on their needs and abilities. People's language preferences are met. The service provider is working towards anticipating the Welsh language needs of people. Whilst there are no current Welsh speakers at the service, the service provider would make effort to meet these needs of future admissions.

People are safeguarded from abuse and neglect and are informed about how to raise concerns in a way that suits their communication needs. People are encouraged to raise concerns and make complaints at regular keyworker and resident meetings, should they have them. How to make a complaint literature is displayed around the home, including easier to read formats for people with different reading abilities. People live in an environment where they feel safe and well supported. There are strong support systems in place to ensure risks are promptly identified and addressed and reported to the relevant authorities if needed. People are informed about their rights in a way suitable to them and have access to advocacy services. This transparent culture fosters empowerment and self-advocacy. People are encouraged to cultivate and maintain healthy relationships, including within their community. Staff help to facilitate important relationships between people and their loved ones who are welcomed to visit the service at any time.



## Care & Support

**Good**

People receive good quality care and support which helps them to achieve their personal outcomes. Care is designed in consultation with people and their loved ones, considering their wishes, aspirations, risks, and specialist needs. The manager has improved their knowledge on the importance of undertaking a thorough assessment of an individual before agreeing to provide a service to them. Because of this, the area for improvement relating to provider assessments identified at our previous inspection has been removed.

For people who wish to be involved, their personal plan is co-produced between them, their loved ones, and the service provider. Personal plans are comprehensive, robust, and strengths based. Plans consistently include people's preferences and routines and outline an in-depth social history, including past life and important relationships. Staff use this person-centred information to deliver tailored care and support. Personal plans are regularly reviewed and updated when needed to ensure they are accurate and reflect the person's current wishes and goals. People co-produce person-centred outcomes and goals to work towards to improve their quality of life and increase their independent living skills. People experience care and support that is dignified and respectful, and in a way that develops routine and structures for them in line with their needs and preferences. People's liberty is protected in line with legislation, and they are supported by skilled and competent staff to achieve their personal outcomes through the least restrictive ways possible.

People are supported to maintain their physical, mental, and emotional well-being by engaging and participating in various activities that foster happiness and health. People are referred for appropriate care and treatment at the right time and recommendations for care by professionals are carried out as directed to ensure good health. People are assisted to attend routine health checks and staff are aware of their role in health promotion. People have access to a nutritious and balanced diet, and specialist diets are catered for. Medication management is robust and well-audited to ensure consistency of practice and good standards are maintained. People receive their medication as prescribed and partake in regular medication reviews.

People's risk of infection is minimised by the service provider promoting good hygiene practices, ensuring sufficient supplies are available to meet people's needs. Personal protective equipment (PPE) is readily available to use. There is an effective approach to assessing, managing, and preventing the risk of infection, with clear roles and responsibilities in line with current national guidance. Robust cleaning schedules evidence the service is appropriately cleaned and maintained.



## Environment

**Good**

People live in an accommodation that meets their needs. People's privacy and dignity are considered in the design and layout of the property. People's bedrooms are easily accessible and used by them as and when they want time to relax. Communal spaces are homely and offer space for people to socialise and take part in group activities and recreation. People benefit from a warm, comfortable, welcoming, and well-lit environment. Suitable furnishings and equipment meet people's needs and preferences. This includes specialist beds, hoists, and bathroom equipment. The provider ensures effective systems are in place to maintain and manage the accommodation and make required adjustments to meet people's needs. Some areas of the home require some additional redecoration, particularly bathroom areas; we will review this at our next inspection. Outdoor spaces are safe, attractive, and accessible to people. We understand people use the outdoor space frequently in the good weather to relax and socialise, and this improves their well-being. People can easily navigate the premises and have the freedom to mobilise around it as they please.

The service provider ensures the premises complies with current legislation and national guidance in relation to health and safety. Regular servicing, in-house checks, and maintenance of facilities ensure the safety and well-being of people using the service. Good fire safety is observed, and staff have good knowledge of their responsibilities in the event of an emergency. Fire alarms and equipment is regularly checked to ensure it is in working order. All people have a personal emergency evacuation plan (PEEP) that outlines their individual needs in the event of an emergency evacuation. The environment is safe and secure. Security arrangements are in place to protect people without compromising their rights and dignity. The service has received the highest score of five in its latest food hygiene inspection, demonstrating a commitment to high quality food hygiene practices.



## Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance, and oversight to ensure smooth operations and good quality care. The service has recently been taken over by a new provider and this change has been met with positivity by the leadership team, staff, and people. At the time of our inspection, the service was in the process of nominating a new responsible individual (RI). Their oversight and compliance with their regulatory duties will be reviewed at our next inspection. Because of this, the priority action notice relating to the oversight of the former RI identified at our last inspection has been removed.

The service provider's oversight and governance arrangements foster a positive and compassionate culture. There are effective quality monitoring systems including audits of care and support provided. Audit findings are used to drive continuous improvement which results in people having confidence in how the service is managed and in the leadership team. The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service, and they are understood and implemented by staff. The manager fosters a culture of candour and transparency and is truthful when errors occur. The manager is accountable for the actions, behaviours, and performance of staff. Staff members understand their duty of candour and their whistleblowing responsibilities. Staff receive training in how to report concerns, including those of a safeguarding nature. Staff are asked if they have any concerns in regular supervisions. People feel confident their concerns and complaints will be taken seriously, will be thoroughly investigated, and responded to promptly.

People are supported by staff with the necessary expertise, skills, and qualifications. People achieve their personal outcomes because the service provider ensures there are enough suitably trained and qualified staff on shift daily to deliver good quality care and support. In emergencies, the service provider is able to manage the crisis well because it has enough well-trained staff to cover required shifts. The service provider has strict selection and vetting processes for hiring staff to ensure all staff are qualified and trustworthy. Permanent staff undergo an induction and complete core training to ensure they have the knowledge to undertake their roles safely and effectively. This includes any specialist training required.

Staff feel supported in their roles and offered positive feedback about the service provider. Staff described the service as 'Lovely' and told us it feels like 'A second home'. Staff members appreciate the support and supervision they receive from the manager and feel confident in raising any concerns they may have openly with them. Staff think people live a very good quality life at Ty Gwernen and have no concerns about any aspect of the service provided.

## 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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