



Ty Gobaith



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<https://accomplish-group.co.uk>

The inspection visit took place on 17/12/2025

Service Information:

Operated by:	Accomplish group 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:	6
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

Good



Environment

Good



Leadership & Management

Good

Summary:

Ty Gobaith is a residential care home in Tonypany, providing care and support for up to six people with mental health or learning disability needs.

People experience excellent well-being outcomes; they are supported to maintain their health and well-being, are treated with dignity and respect and feel listened to. People have autonomy over their daily routines and enjoy a broad range of activities. The care and support delivered to people is good. Care staff are knowledgeable about people's lives and their routines and preferences. They have enough information to provide people with the right care at the right time. There are robust systems in place for safeguarding, medication management, and infection control. The physical environment is good, being safe and designed to support the needs of people who live there. The leadership and management at the service is good and the manager has good oversight. Care staff enjoy working for the people they support and feel positive about the team. The Responsible Individual (RI) carries out regulatory duties and evaluates the quality of care delivered.

Findings:



Well-being

Excellent

People are treated with dignity and respect. They have choice over their day to day lives and we saw regular keyworker meetings taking place where people are listened to and have influence over the care they receive. A 'You said, we did' board is used to show how feedback from the people in the home is listened to and acted upon. People can choose daily activities both at the home and in the community and we saw evidence of many of them having chosen to go on holiday. There is a good rapport between care staff and the people who live at the home, and we observed kindness and patience. One person described the care workers as *"caring and they take time to listen to me"* when they are not feeling at their best. Feedback from professionals was very positive with close communication with the management team being noted and that *"care staff go above and beyond to ensure the individuals have the support they need"*.

There are systems in place to help protect people from abuse and harm. The service identifies potential risks to people or care staff and how to manage these. Care staff know their safeguarding responsibilities and how to report issues if they are concerned for a person's well-being. Care staff and family members feel confident the manager will respond to any issues raised. People have access to an 'easy read' version of the complaints procedure. The Responsible Individual (RI) seeks out feedback from people and care staff during their quarterly quality of care checks to ensure any concerns are managed promptly and efficiently.

People are supported to maintain and sustain existing relationships with important people in their lives. One person told us how they are supported to enjoy tea each week with their relative and another going on holiday with theirs. The service is located with easy access to the local community and, where appropriate, care staff promote people going out independently. People are supported to manage their own finances and make choices about how they spend their money. Care staff provide guidance when needed but respect people's decisions, which helps maintain dignity and choice.

The home includes adaptations that make it accessible to everyone, supporting independence and mobility. Bedrooms are comfortable and personalised, which helps people feel at home. One person told us they researched and chose calming colours for their room, showing how the service encourages choice and individuality. Communal areas are homely and well-decorated, offering space for people to spend time together or enjoy privacy. We observed people relaxed and comfortable in their surroundings, and they told us they like living at the home. The environment is clean, well-maintained, and contributes to people's sense of safety and well-being.



Care & Support

Good

People receive consistently good quality care. Plans are person centred and outline how care staff should support people to achieve their wellbeing outcomes. People's plans document the life history of the person as well as their current needs and how they would like to be cared for. Care staff receive a good level of training to help them meet the needs of the people they are looking after. The staff team is stable, experienced and have good knowledge of the people they support. Care plans and risk assessments are regularly reviewed and people are encouraged to contribute to this process. We saw people being treated in a respectful and kind manner. Care staff build positive relationships with the people who live in the home and one person who was initially struggled with the move to the home commented *"I have accidentally ended up in the best place for me"*.

Care staff complete daily recordings via a new online care management system, which are accurate and give a detailed account of care and support provided. Care documentation is reviewed monthly, with updates implemented if needed. Records show the manager deals promptly and appropriately with incidents affecting people's well-being. People are protected if they lack mental capacity to make decisions on their care and support via Deprivation of Liberty Safeguards (DoLS) authorisations.

People's medication is safely managed, with people receiving their medication as prescribed. There was evidence of good storage practices and robust practices including Management oversight by having regular medication audits. Care staff receive relevant training and follow the service's medication policies and procedures. Information recorded on people's personal plans show they have good access to health care professionals when needed.

People's risk of infection is minimised by the service provider promoting good hygiene practices. The home has received the highest rating from the Food Standards Agency of level 5 (very good). We observed there was sufficient equipment and access to personal protective equipment (PPE) in the home. Care staff receive training and they ensure that communal areas are kept to a clean and hygienic standard and support the people in the home to maintain their private spaces.



Environment

Good

Ty Gobaith is a large, renovated house on a residential street, close to local amenities. There are bedrooms on the first and ground floors, with communal lounge, dining area and kitchen on the basement floor. People's bedrooms are a good size, and they have been decorated as requested by each individual. The communal areas are decorated in a warm and homely way. There is a stairlift from basement to ground floor to assist people who are unable to manage the stairs. The manager has requested further adaptations to the home, such as changing all ensuite bathrooms to wet rooms, to enable people to be able to remain living in Ty Gobaith should their physical capabilities change. The environment supports people's wellbeing, and we saw they were comfortable and proud to show us where they live.

The environment is secure and well maintained. Care staff greet visitors on arrival, and they sign in and out in a visitors' book. We saw evidence of an ongoing schedule of servicing of facilities and utilities, with appropriate regular safety checks completed. Fire alarms and emergency lighting are regularly tested. The service provider has an in-house maintenance team, to whom the manager can raise any maintenance issues and they are responded to promptly. Potentially hazardous items, such as medication and Control of Substances Hazardous to Health (COSHH) materials are stored securely. The environment is clean and tidy, with care staff completing domestic and laundry tasks with and for people living in Ty Gobaith, depending on their level of independence.



Leadership & Management

Good

People are supported by a small, consistent staff team. Suitable numbers of care staff are available day and night to be able to support people in the way they need. The service does not use agency staff, instead covering sickness or absence with care staff from a sister service. This promotes continuity of care for people and maintains the familiarity between people and care staff.

Care staff are up to date with both mandatory training and training specific to the needs of the people they support. The manager holds regular supervisions with care staff; one to one meetings where any personal or professional issues or requests can be discussed. Care staff told us: *"[manager] is amazing, she's so good with us", "we all try and help each other, we work well together"*. All care staff are working with a current Disclosure and Barring Certificate (DBS) and are registered with Social Care Wales (SCW), the workforce regulator, as required. The service promotes staff wellbeing. Care staff have access to an employee benefits app, from which they can be signposted to support services, such as mental health support, and practical benefits such as eye test vouchers and discounts for health and social care workers. Care staff are recognised by service provider awards, and positive stories of good practice highlighted across all the services.

There are effective quality monitoring systems in place at Ty Gobaith to maintain a good standard of care. The manager has oversight of all aspects of care provided in the home. The responsible individual (RI) visits the home quarterly and seeks feedback from care staff and people living in the home. This is combined with environmental and care audits to create a biannual quality of care report, outlining things the service does well, and any areas of further development required. Policies and procedures are written and reviewed at service provider level, so all sister services work from the same set of guidelines to underpin good practice. Care staff can access these independently should they require.

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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