Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Ty Newydd

186 Bassaleg Road, Newport, NP20 3PX

01633892519

https://accomplish-group.co.uk

The inspection visit took place on 04/08/2026

Service Information:

Operated by:	Accomplish Group Care Limited
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 is not promoting 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 Newydd is a small residential service in Newport. Peoples Wellbeing is good. People are supported to maintain their health, independence and quality of life through access to healthcare, meaningful activities and community involvement. Staff promote choice, communication and positive risk-taking, enabling people to develop skills and maintain relationships. People experienced positive outcomes and appeared relaxed, engaged and valued.

Care and support is good. People receive well-planned, person-centred care supported by effective assessment, care planning and multidisciplinary working. Robust pre-admission processes ensure needs can be met safely. Medication management is organised and monitored, healthcare needs are addressed promptly.

The environment is good. People live in a clean, comfortable and personalised home that promotes independence, participation and well-being. The environment reflects individuals' interests and

achievements, with access to meaningful activities, communal spaces and outdoor areas. Effective maintenance and security arrangements ensure the home remains safe, welcoming, well-maintained and supportive of people's rights.

Leadership and management at Ty Newydd demonstrate strong oversight, a positive culture and a commitment to continuous improvement. Robust governance systems, effective staff support, multidisciplinary working and responsive safeguarding practices promote safe, person-centred care. Managers act promptly on concerns and have identified and begun addressing areas for further development.

Findings:

Well-being — Good

People receive support to maintain and improve their health, independence and quality of life. Care staff help people access healthcare services, including GPs, dentists and annual health reviews. Records showed staff make timely referrals and work with healthcare professionals, including Speech and Language Therapy (SALT), to meet people's assessed needs.

People are supported to make choices about daily decisions. Staff discuss menu options with people each week and adapt meals to reflect individual preferences. Staff use photographs, written menus and personalised communication tools to help people make informed choices. People also take part in preparing meals and cooking activities, which supports independence and develops daily living skills.

Care staff promote independence and positive risk-taking. People use mobility aids appropriate to their needs and staff encourage them to remain as independent as possible. Care and support plans identify individual risks and guide staff to support people safely while avoiding unnecessary restrictions. People take part in everyday tasks, including cooking, laundry and shopping, and regularly access their local community.

People engage in a range of meaningful activities based on their interests and preferences. People participated in baking, gardening, colouring and community outings. People visit local cafés, museums and other attractions and take part in themed events at the service. Staff also support people to reconnect with family members and maintain relationships that are important to them.

Care staff place a strong emphasis on communication and involvement. They use communication methods tailored to individual needs, including visual resources and electronic aids, to help people express their views and make choices. Records from meetings show people discuss activities, family contact and other matters affecting their daily lives.

People experienced positive outcomes. Care staff described improvements in independence, emotional well-being and community participation. People have greater opportunities to make choices about their daily lives and healthcare needs. The manager recognises the need to increase people's involvement in personal planning and recording outcomes to further strengthen person-centred practice.

During the inspection, people appeared relaxed, comfortable and engaged in their surroundings. We observed warm and respectful interactions between people and staff. Staff knew people well and understood their individual needs, preferences and communication styles. This helps promote people's well-being and quality of life.

Care & Support — Good

People receive care and support from a service that has effective systems in place to assess needs, plan care and access specialist advice when required. Records reviewed and discussions with management demonstrated a structured pre-admission process designed to ensure individuals' needs can be met safely and effectively before placement. A relative said "*The staff at Ty-Newydd be that past and present have consistently shown nothing but love, care and dignity. They made [X] a home that [X] simply loved living in and did everything in their power to include [X] and cater to* [X] own personal needs and requirements."

The provider undertakes comprehensive pre-admission assessments by gathering information from referring agencies, reviewing care plans and assessing capacity where appropriate. Prospective individuals are visited and assessed by suitably experienced staff, with oversight from the provider's clinical team when required. Management described how referrals are considered alongside the needs of existing residents to ensure compatibility and minimise potential risks associated with inappropriate placements. The service has access to a range of professionals, including registered nurses, mental health professionals, psychiatrists, local authority staff and other specialists, to support assessment and care planning processes.

People's personal plans are person-centred, strengths-based and provide clear guidance for staff on how individuals should be supported. Plans consistently reflect people's preferences, routines and beliefs, helping staff to meet their assessed needs effectively. Personal plans continue to develop as managers obtain more detailed information about people's backgrounds, culture and life history. Plans are maintained electronically, and information gathered during the assessment process is transferred to the electronic care management system to promote continuity of care and ensure staff have access to up-to-date information. Care staff record individuals' daily experiences within the electronic daily notes system, providing an overview of activities undertaken, meals enjoyed and other aspects of their day-to-day well-being.

Medication management systems are well organised. Medication Administration Records (MARs) are completed appropriately, with medicines administered and recorded in line with requirements. Staff demonstrate a clear understanding of medication procedures, including administration, recording, stock control and the management of prescribed "when required" (PRN) medicines. Outcomes associated with PRN medication administration are documented, providing evidence of effectiveness and ongoing monitoring. Medication stock checks are completed regularly, and audits are undertaken to ensure medicines are accounted for appropriately.

People's healthcare needs are supported through timely access to relevant health professionals and specialist services when required. The service demonstrates a clear understanding of the importance of multidisciplinary working and described how external expertise is utilised to support

individuals with complex physical and mental health needs.

The home has adequate supplies of personal protective equipment (PPE), with systems in place to monitor stock levels and reorder supplies as required. This helps ensure staff can support people safely and maintain appropriate infection prevention and control practices.

Environment

Good

People live in a clean, comfortable and well-maintained home that supports their well-being, independence and quality of life. Staff create a homely environment that reflects people's interests, preferences and achievements.

The service display photographs of activities and achievements throughout the home, creating a personalised and welcoming atmosphere. Leaders have recently co-ordinated the redecoration of parts of the home, which has improved the appearance of the environment. The environment has been personalised with artwork, well-being goals and items that reflect people's interests. The service display themed decorations, football memorabilia and individual artwork throughout the home. There is suitable outdoor space for people to enjoy as well as regula access to community events and activities. Leaders plan further improvements to the outdoor environment, including purchasing additional seating and a sun umbrella. People can access and use the outdoor areas safely and independently.

People have opportunities to relax, socialise and take part in meaningful activities. There is a large communal lounge where people spend time together and participate in activities. A second lounge is available for activities and the service provider involved people in choosing its décor. People contributed to the environment by making bird boxes, which staff display around the home.

Care staff encourage people to take part in activities that reflect their interests and preferences. Activity boards advertise upcoming events, including cinema trips, bowling, beach visits, film nights and karaoke sessions. Care staff also support people to access community facilities and maintain links with their local area through visits to shops, cafés, leisure venues and places of interest.

Care staff support people to use the dining and kitchen areas independently. We observed people enjoying meals together in a relaxed environment, which promoted choice, social interaction and a sense of belonging.

Leaders maintain oversight of the premises. The internal system for recording repairs and maintenance is efficient and effective. Requests are recorded on an electronic system, and managers arrange repairs promptly when required. This helps ensure the home remains safe and well maintained.

Leaders implement security arrangements that help keep people safe while promoting their rights, privacy and independence. People are supported people to move freely within and outside the home in line with their assessed needs. Overall, people benefit from a well-maintained and personalised environment that promotes comfort, participation, independence and well-being.

Leadership & Management — Good

The service embraces a positive culture, with people's wellbeing, dignity and quality of life placed at the centre of care and support. Feedback from a relative described staff, both past and present, as consistently caring and respectful. They told us they had always felt their family member was safe, supported and treated with dignity. This reflected a culture in which staff develop meaningful relationships with people and provide compassionate support over many years.

Learning and improvement forms an important part of the service's governance arrangements. Incidents are reviewed, lessons learned are identified and health and safety matters are discussed through established governance processes. The service is transparent and responds promptly to concerns. During inspection we reviewed documentation which showed the management team act quickly if a concern is identified, following appropriate action in a timely manner. These actions demonstrate appropriate oversight and a clear commitment to safeguarding people and promoting their wellbeing.

A range of governance systems support effective oversight and service improvement. Staff told us they receive regular supervision, appraisal and training and spoke positively about the management teams support and communication. Records evidence regular staff meetings, effective monitoring of training compliance and timely action to address identified concerns. Management has also strengthened arrangements for monitoring supervision, appraisal and workforce development, ensuring staff receive the appropriate supervision and training for their role.

The leadership team have access to complex case panel meetings to support informed decision-making for people with more complex needs. Input from internal specialists, including physiotherapists, speech and language therapists, occupational therapists, nurses and substance misuse practitioners, inform care and support planning, health-related interventions and admission decisions where appropriate. This multidisciplinary approach helped ensure decisions reflected individual needs and specialist advice.

Effective oversight of recruitment, staffing arrangements and workforce competency is maintained. Recruitment records contain all required pre-employment checks, including references, Disclosure and Barring Service (DBS) checks, identity verification and evidence of Social Care Wales registration where required. Staffing levels are regularly monitored and remain consistent, providing good continuity of care 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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