



Teulu Bach



Merthyr Tydfil



07734 105237

Date(s) of inspection visit(s):

17/06/2025

Service Information:

Operated by:	Ruth Parker
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability
Registered places:	4
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:

Teulu Bach provides accommodation for up to four people. The home is situated in the town of Merthyr Tydfil, providing good access to the community and the facilities it has to offer. The service specialises in providing care and support to people with learning disabilities.

People living at Teulu Bach benefit from a positive culture where they receive a good standard of person-centred care and support. People are supported to have control over their day to day lives and are able to plan and participate in activities of their choice. Care and support is delivered by a dedicated team of care workers who treat people with dignity and respect. Personal plans outline people's care and support needs and highlight any risks to their health and safety. People are supported with their health needs and have good access to health and social care professionals.

Care staff are recruited safely and have access to training and development opportunities to ensure

they have the skills needed to support people to meet their personal outcomes. The Responsible Individual (RI) takes a hands-on approach and has very good oversight of the service. The environment is clean and comfortable helping to support people's well-being.

Findings:



Well-being

Good

People benefit from frequent opportunities to connect with family and friends and can access the community. Family members of people living at the service said they can visit when they choose and there are excellent lines of communication. One person told us care staff support them to visit family members who live locally. Care staff support people to access the community. On the day of inspection, people were attending fitness classes in the community and working in a local supermarket. As well as accessing the local community, people are supported to go on holiday. One person told us about a recent holiday they had been on and how they enjoyed the food in the hotel they stayed in.

People live at a service where they are consulted about how they want to live their lives and are given choices about things which impact them. People have regular meetings with care staff where they get to set their personal goals. These goals are monitored and new ones set when they have been achieved. Regular resident meetings give people the opportunity to discuss general household matters with others and care staff. We saw people can choose what they want to eat and where they spend their time within the home, whether that be in one of the communal areas or the privacy of their own room.

Robust safeguarding measures ensure people are protected from abuse and neglect. Care staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people. Care staff receive safeguarding training and are aware of the procedure for reporting concerns. There is a safeguarding policy which is reflective of the most recent statutory guidance. People we spoke to said they would know who to speak to if there was a problem. Risks to people's health and safety are assessed and managed and there are systems in place ensuring medication is stored and administered safely.

People live in a home which supports their well-being. The provider ensures the accommodation is suited to people's needs and enhances their quality of life. The home is clean and comfortable throughout and is well-maintained. People have access to communal areas which are welcoming and homely. We saw people in communal areas; they looked relaxed and comfortable. People's rooms are personalised with their own possessions. There is a garden people can access when they choose to do so. The garden has a seating area and gardening equipment people can use for growing plants. People we spoke to told us they like living at the service.



People living at Teulu Bach receive a good standard of care and support. On the day of our inspection, we saw care staff interacting well with people, engaging them in meaningful conversations and providing appropriate care and support. Care staff appear to know the people they support very well and are familiar with their needs, preferences and routines. People we spoke to provided positive feedback. One person said, *“I like it here, the staff are nice”*. Another person commented, *“I’ve lived here a long time, I love it, it’s nice and quiet”*. We also received positive feedback from a relative of a person living at the home, they said, *“Its brilliant, the care provided is perfect, we couldn’t want for anything more. The staff and facilities are amazing”*.

Personal plans set out people’s care and support needs. We saw personal plans are created in conjunction with people and their representatives to ensure they are person centred. Personal plans we viewed contain practical information to guide care staff. They also contain risk assessments which help mitigate risks to people’s health and safety. We found some personal plans lacked detail around some aspects of care and support and potential risks. We discussed this with the RI who assured us they would address the matter. Care staff complete daily recordings documenting any care and support provided as well as other information such as people’s presentation. Personal plans are reviewed every three months to ensure they remain relevant as people’s needs evolve.

People are supported with their health needs. Personal plans detail people’s health needs and how they should be managed. Records show people have good access to health and social care professionals when needed. All medical correspondence is kept on file and there are written notes detailing appointments and advice given by medical professionals. Support is available for people with medication needs. We saw medication is securely stored and people receive their medication as directed. We found medication management systems need to be strengthened, including adjustments to the medication policy and making audits more robust. We discussed this with the RI who assured us they would address the matter.



Environment

Good

People live in an environment which is suited to their needs. People have access to a variety of communal spaces as well as the privacy of their own rooms. Communal areas are clean and comfortable, providing a space where people can interact with others and participate in activities. People's bedrooms are suitably furnished and are personalised to their preference with items important to them. We saw people can choose how they would like their bedroom decorated, helping them to feel comfortable in their surroundings. There is a garden to the rear of the building with seating available and facilities for growing plants. People can access this area when they choose to do so.

There is an ongoing programme of refurbishment in place. We saw a number of environmental improvements have been made since our last inspection, including the installation of new kitchen units and new fire doors. The RI told us there are plans in place to upgrade one of the shower rooms.

The service demonstrates a commitment to ensuring the environment and its facilities are suitably maintained. We saw there is routine servicing of utilities such as electricity and gas carried out by external contractors. There are effective fire procedures in place. Care staff facilitate regular fire drills and have fire safety training, so they know what to do in emergency situations. There is an up-to-date fire risk assessment, and all fire safety features are routinely checked by appropriately qualified trades people.

People are protected by good hygiene standards. There is an infection control policy and care staff receive infection control training. We saw care staff have access to a plentiful supply of personal protective equipment (PPE) they can use when supporting people with tasks such as personal care. Care staff complete cleaning duties to ensure all areas of the home are clean, tidy and well organised. We saw the service had recently been inspected by the Food Standards Agency who awarded a score of five. This implies very good standards in relation to food hygiene.



Leadership & Management

Good

People achieve positive outcomes because the provider has a strong commitment to ensuring enough skilled and knowledgeable care staff are always at the service. Care staff are recruited in line with regulation with all the required pre-employment checks being conducted. These include Disclosure and Barring Service (DBS) checks, identification checks and employment history checks. New staff receive a structured induction which includes shadow shifts. This was confirmed by care staff we spoke to, who spoke positively about their experiences of working in the home. We saw there are enough staff working at the service and target staffing levels are consistently met. Care staff we spoke to confirmed staffing levels are sufficient for the size of the service.

Care staff have access to a programme of ongoing training and development and say they feel supported in their roles. Records show care staff are trained to meet the needs of the people they support. Training is monitored by the management and care staff must complete regular refresher training when required. As well as training tailored to people's needs, care staff are encouraged to complete recognised qualifications in health and social care. Care staff receive the required levels of formal support. Three monthly supervision sessions and an annual appraisal allows care staff to discuss their work, any issues they may have, and development opportunities with their line manager. Care staff spoke positively about the support they receive saying, "*The management are amazing*" and "*The manager is lovely to work for, very supportive*".

The service's aims, values and delivery of support is set out in the statement of purpose. There is also a written guide for people living at the service containing practical information about the support provided. We spoke to the provider about updating the user guide, so it contains all the required information. We were assured this would be done.

The service is well led, with arrangements in place to help it run smoothly. The RI is a visible presence taking a hands-on approach. The RI regularly speaks to people and staff to help inform improvements. There are policies and procedures in place helping to underpin safe practice. We examined a cross section of the service's policies including safeguarding, medication and infection control. We found some policies need some minor adjustments to ensure they contain all relevant information. Every six months a quality-of-care review is completed to assess the service's performance and identify where improvements can be made. We spoke to the provider about implementing audits to help monitor practices and identify any areas of concern. The provider assured us they would address the matter.

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.

Welsh Government © Crown copyright 2025.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*