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Ty Llandaff Care Home



Conway Road, Cardiff, CF11 9NT



02920600100



www.tyllandaffcare.com

Date(s) of inspection visit(s):

01/07/2025, 03/07/2025, 07/07/2025

Service Information:

Operated by:	Ty Llandaff Care Home Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	70
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Ty Llandaff is a warm and inviting service that offers care and support to adults, including nursing care. The home is conveniently located in the suburb of Pontcanna, close to local amenities.

The service excels in well-being by fostering a supportive and inclusive atmosphere where individuals feel cherished, connected, and empowered to make significant choices about their lives. The service excels in providing highly personalised, compassionate, and dignified care, empowering individuals to make meaningful decisions and achieve positive outcomes. Their commitment to exceptional care is evident in the meticulously coordinated support for end-of-life planning and therapeutic discussions.

The environment is outstanding, characterised by its cleanliness, homeliness, and thoughtful design, ensuring safety and comfort while promoting social interaction and personalisation. The leadership and management team are exceptionally strong and effective, consistently demonstrating innovation and a commitment to surpassing expectations. With excellent high-level and well-structured governance systems in place, the management team gains valuable insights. The service invests in nurses and care staff, providing strong support and training. Champions and mentors guide staff in best practices and foster a positive culture.

Findings:



Well-being

Excellent

There is a strong commitment and passion to promoting the Welsh Active Offer. The service actively supports the Welsh language and culture with bilingual signage and information throughout the home. Welsh-speaking people enjoy socialising and reading Welsh books from the library. All cultures are celebrated through themed events. The diverse staff team embraces different cultures by dressing up, learning new languages, and sampling various foods. This approach not only raises understanding and appreciation of diversity but also enriches the lives of everyone in the home. A quality and diversity champion promotes an excellent culture, ensuring that everyone feels valued and included.

People engage in enriching activities that foster social connections and hobbies through community events. The activities coordinator arranges various events displayed in each community. The service uses a mini-bus and car to promote community links. School children visit regularly to communicate and read with people, while the Reverend meets spiritual and religious needs. The nearby church is also attended by people. Connections are vital to the service. A relative shared the importance of feeling included in their loved one's life, even when living away. They valued the service's efforts to promote connectivity through social media updates, video calls, and person-centred review meetings. Regular meetings ensure people's views are heard and used to improve the service. The service also consults with people through highly complementary surveys. Families consistently express how welcomed they feel in the home. One family member shared, "*The staff always welcome you with smiling faces,*" while another mentioned, "*They never leave me out and always offer me refreshments, which is important and helps me to feel comfortable.*" People and their relatives describe the leadership as highly efficient, approachable, and action-focused, instilling confidence to raise any concerns.

People live healthily and safely, with autonomy over their lives. Staff closely monitor their health and well-being through regular clinical meetings, providing valuable insights. The service maintains excellent links with external professionals, ensuring prompt referrals when changes occur. Medication is well managed, and records show people receive the right medication at the right time. People shared, "*I can do what I want, while staff respect my personal space,*" and "*The staff always ask my opinion to make a choice.*"

There is a strong emphasis on people experiencing enriched and rewarding lives. Nurses and care staff are dedicated to understanding each person as an individual and what matters to them.

People are given opportunities to achieve exceptional, personalised outcomes that are profoundly meaningful. They are empowered to make choices about their end-of-life plans, and the service delivers deeply personal experiences that are spiritual, dignified, and compassionate.

The home maintains high-quality facilities to help people achieve their personal goals. Continuous investment ensures ongoing improvement, with redecoration underway. Equipment and facilities enable safe and comfortable access, supporting independence. People feel safe and appreciate having their rooms personalised. Communal areas are effectively utilised, allowing people to socialise or spend time alone. The environment is clean, homely, and free from health and safety risks.



People receive dignified and respectful care, significantly enhancing their well-being. Staff numbers are regularly assessed to ensure they meet people's needs and can handle unplanned emergencies. The service consistently retains its nurses and staff, avoiding reliance on agency workers and proactively planning for vacancies. This consistency fosters strong, positive relationships with people, building trust and familiarity. A relative shared, *"The care staff are always available and attentive,"* while a person mentioned, *"I have had a highly favourable experience, and the care staff are exceptional. I always feel highly respected and safe here."* During the inspection, we observed people and staff laughing and chatting, with meaningful interactions contributing to a warm and supportive environment.

The service conducts highly effective assessments in consultation with individuals and their relatives before offering support. People reported being greeted with warmth and professionalism, feeling reassured that their views would be considered and respected. Care staff are well-versed in personal plans and understand individual preferences, ensuring needs and wishes are met. Individuals or their representatives actively participate in developing and updating these plans, detailing care preferences, views, and goals. We reviewed personal plans addressing both clinical and social needs. The service delivery culture is responsive, closely monitored, and driven by the management team. We observed numerous instances where individuals achieved personal outcomes, exceeding expectations due to the unwavering commitment and support of the care staff, significantly enhancing their independence, well-being, and self-worth.

People can trust the effective medication systems, ensuring they consistently receive their prescribed medications. The nurses and care staff undergo regular training, with their competencies continually assessed. Routine medication audits keep practices safe and effective. People have excellent access to healthcare and essential services. Relatives appreciate being kept informed of any changes, which they find highly important. Qualified nurses are always available, closely monitoring health and well-being, and making prompt referrals when necessary. Records show effective monitoring and oversight of nutrition, hydration, pressure area care, and medication. We observed clear recording systems on the provider's digital care records, ensuring timely care and support. The service maintains effective working relationships with external professionals and operates transparently, addressing any issues identified. The General Practitioner expressed their satisfaction with the service describing the care as caring and considerate. Oral healthcare champions are dedicated to maintaining high standards of oral health. Regular clinical meetings comprehensively review health and well-being, focusing on action.

The service earned a Gold Plus Snack Award for nutritious snack options and completed enhanced nutrition training. These achievements have reduced reliance on prescribed supplements and improved nutrition and hydration, enhancing overall health and well-being. People describe the food as varied and appetising, accommodating different dietary requirements with alternatives always available. The home maintains a 5-star food hygiene rating, and the menu is readily available in a pictorial format to promote choice for those with memory impairments.

People are safeguarded from harm and abuse. Effective safeguarding and whistle-blowing procedures are in place, and all staff are trained to report concerns promptly. During the inspection, we found very few complaints or safeguarding concerns, due to the responsive culture and good communication systems within the service. The manager is transparent and ensures that safeguarding procedures are followed, with lessons learned from any incidents. The service follows Deprivation of Liberty Safeguards procedures to ensure any restrictions people face are lawful.

Care staff implement highly effective hygienic practices, effectively managing cross-infection risks. They are well-trained in maintaining infection control and follow robust cleaning regimes. The home remains clean and fresh throughout. Care staff consistently use available personal protective equipment (PPE). They appropriately dispose of clinical waste to minimise the spread of infection. People report that their personal bedrooms are regularly cleaned, and relatives told us they consistently observe good use of PPE and cleanliness in the home. As a result, the home maintains a high standard of hygiene and safety people.



Environment

Excellent

Ty Llandaff is a modern, purpose-built home near Llandaff village and Pontcanna's amenities, with excellent access to public transport. The home has strong ties with Conway Methodist Church, catering to people's spiritual needs. It is maintained to the highest standards, offering a light, airy, and comfortable environment. Fully accessible, it features communal and private areas for socialising or solitude. The entrance seating area includes refreshments, and within the home, there is a hairdressing/beauty room, a cinema room, a library, and social spaces for family and friends' gatherings. People are encouraged to personalise their bedrooms, creating a truly unique living space. The home has resourcefully created a small outdoor area with new seating and colourful flower beds, providing a serene and inviting space for relaxation and social interaction. Adapted bathrooms ensure comfort and safety. As a result, Ty Llandaff offers an excellent, inclusive, and enjoyable living environment for all. A relative shared, *"The home feels like a place of warmth, compassion, and professionalism."* A person told us, *"Although I was initially reluctant to live in a residential home, I now find it lovely and would not live anywhere else."*

The service provider actively maintains the environment and mitigates health and safety risks. Robust procedures ensure all equipment and facilities are regularly serviced. A dedicated maintenance team keeps the environment hazard-free and conducts audits to maintain compliance. We observed a range of equipment, including specialist chairs and telecare monitoring devices, used to manage risks. The ongoing refurbishment programme focuses on redecorating and replacing flooring. The service is secure, protecting people from unknown visitors by requiring them to sign the visitors' book and check identification. Care staff, trained in fire safety and health protocols, conduct regular fire drills to ensure appropriate emergency responses. Personal emergency evacuation plans (PEEPS) guide staff on supporting people during emergencies. We saw appropriate storage and control of substances hazardous to health (COSHH), kept in a designated locked area and risk assessed. These measures ensure a safe, comfortable, and reassuring environment for everyone.



Leadership & Management

Excellent

People feel confident and secure knowing that the leadership are highly effective in ensuring the safety, well-being, and quality of life. The manager and deputy manager are highly motivated and committed to confidently steering the service through change and improvement. We consistently received overwhelming and highly positive feedback about the leadership in the home from people, their relatives and care staff. They described the management as “*exceptional, brilliant, professional and action focused.*” We observed the management team, and the nurses present on each floor who were visible, easily accessible, and responsive. They work in unity with the management to ensure the safety, well-being, and quality of life of those they support.

Ty Llandaff provides exceptional governance and oversight. The Responsible Individual (RI) regularly visits to gather feedback and monitor service quality, producing comprehensive reports. They dedicate several days to thoroughly evaluate service quality and safety, capturing people's experiences. Innovative auditing tools closely monitor care and support, identifying trends for prompt action and continuous learning. The service has received both internal and external awards for its outstanding quality, which are celebrated at the service

The leadership and management team actively foster a culture of openness and transparency, where feedback is not only welcomed but actively encouraged. They employ innovative ideas to amplify people's voices and rights, ensuring everyone feels heard and valued. The ‘*You said, We did*’ system exemplifies this commitment, showing how generating ideas can directly drive service improvements. Regular resident and relative meetings, surveys, and review meetings ensure people are heard and can make informed choices. People feel confident raising concerns, knowing their input is valued and will be addressed in a spirit of partnership. Advocacy is actively promoted and can be arranged as needed. This positive culture ensures everyone feels supported and empowered.

Training for staff is both innovative and inclusive, ensuring they feel well-trained and supported to provide effective and safe care. The comprehensive induction allows new staff to shadow experienced colleagues, which they greatly value. Some care staff have received advanced training in areas like moving and handling, palliative care, oral care, and equality and diversity, becoming champions who guide and embed good practices within the home. Additionally, the provider supports staff in pursuing external qualifications. Regular supervisions and appraisals offer guidance and support. There is robust vetting, and recruitment checks before care staff commence work to ensure the protection of people from harm. All care staff and nurses are registered with the

workforce regulator for health and social care settings. All care staff we spoke with expressed a strong sense of value and recognition for their efforts, and they highly commended the service provider for incentives that rewarded their dedication and hard work.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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