



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty Brynteg



Brynteg, St. Lukes Road, Porth, CF39 9TR



01443682427



www.iriscaregroup.co.uk

The inspection visits for this service took place between 20/05/2026 and 21/05/2026

Service Information:

Operated by:	Ocean Community Services 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 promotes, 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 Brynteg provides care and support for people with a mental health diagnosis and those with a learning disability. The home accommodates up to six people.

People experience excellent well-being outcomes. Care staff support people while promoting independence. Activities are tailored to personal preferences, enabling people to develop skills, maintain social connections, and remain active within the community.

People receive an excellent standard of care and support. Staff demonstrate a strong understanding of needs and preferences, consistently delivering person-centred care. Personal plans are detailed, accurate, and regularly reviewed to ensure ongoing effectiveness.

Leadership and management arrangements are strong. Staff report feeling well supported and have access to ongoing training. Governance systems are effective, with regular Responsible Individual (RI) visits and quality of care reviews. Robust recruitment procedures ensure staff are suitable to work with vulnerable people.

The environment is of an excellent standard. Indoor and outdoor areas are well maintained, providing a pleasant setting. Systems are in place to ensure safety, and the home has been

adapted to meet people's needs.

Findings:



Well-being

Excellent

People are consistently treated with dignity and respect and are supported to make everyday choices. During the inspection, we observed care staff engaging positively with people, demonstrating warmth, kindness, patience, and respect. People are encouraged and enabled to make informed decisions about how they spend their time and the activities they wish to pursue. Each person has a detailed activity plan that reflects their hobbies, interests, and preferences, ensuring opportunities are highly personalised. For example, one person is supported to undertake a practical bicycle repair role within a structured workshop environment, while another participates in education, fitness, and social activities tailored to their preferences. This approach reflects a strong person-centred ethos and a clear focus on promoting independence, confidence, and the development of life skills.

People are safeguarded from harm, abuse, and neglect. Robust and secure recruitment processes are in place to ensure staff are suitable to work with vulnerable people. Staff receive training appropriately aligned with the needs of those they support, and those we spoke with demonstrated a clear understanding of their safeguarding responsibilities, including the procedures for reporting any concerns. Medication management systems are well established and safe, ensuring medicines are stored securely and administered in accordance with prescriber instructions. Risks to people's health and safety are effectively assessed and managed. In addition, specialist plans are in place outlining strategies to support people with more complex needs, ensuring care and support is delivered in a safe and consistent manner.

People are supported to have as much control as possible over their day-to-day lives. We reviewed documented evidence showing people are provided with meaningful opportunities to express their views about the service they receive. Monthly meetings between people and their key worker gives them the chance to discuss matters important to them and contribute to decisions about their care and daily routines. The service implements a structured "Building Better Lives" approach to support people in achieving personalised outcomes. Person-centred goals are set on a three-monthly basis, with progress closely monitored throughout. This enables people to clearly recognise and reflect on their achievements over time. When personal outcomes are met, people are awarded certificates, which promote a sense of achievement, motivation, and pride.

The environment effectively supports people's well-being. Robust systems are in place to maintain safety, including routine safety checks, regular equipment servicing, and prompt completion of repairs. Fire drills are conducted on a regular basis, and staff have access to clear and comprehensive emergency evacuation procedures to guide their response in the event of an incident. The home is well maintained and free from identifiable hazards, providing a safe and

secure setting for people. The environment is clean, comfortable, and suitably adapted to meet the assessed needs of those using the service.



People are supported by highly skilled staff who demonstrate a comprehensive understanding of each person's unique needs. Prior to admission, the service undertakes a thorough assessment to ensure it can meet the person's needs effectively, while also considering the potential impact on others living within the home. Care and support plans are detailed, person-centred, and clearly reflect individual needs, providing staff with the necessary guidance to deliver high-quality support. We observed people and, where appropriate, their relatives are actively involved in the development of these plans. Robust and comprehensive risk assessments are in place, enabling people to exercise choice and maintain independence, while ensuring their safety and well-being. Care documentation is reviewed in line with regulatory requirements, with people and their representatives actively involved in this process. People also benefit from regular multi-disciplinary team reviews, involving other professionals engaged in their care and support, ensuring a holistic and coordinated approach is maintained.

People with complex needs achieve positive outcomes due to the consistent implementation of specialist support strategies. For example, Positive Behaviour Support (PBS) plans are in place for people whose behaviour has been assessed as challenging. These plans clearly outline proactive and preventative approaches, enabling staff to provide effective support. In addition, people's liberty is safeguarded in accordance with relevant legislation. Where people lack the mental capacity to make decisions about their care arrangements, we observed that Deprivation of Liberty Safeguards (DoLS) authorisations are in place, ensuring any restrictions are lawful, necessary, and proportionate. Staff receive appropriate training, enabling them to understand their responsibilities and apply these principles in practice.

People receive their medication as prescribed, in line with national guidance and the service's policy. Effective arrangements are in place for the safe storage, ordering, and administration of medication. Medication Administration Record (MAR) charts are accurately completed, containing all required information and appropriate signatures. At the time of inspection, no people were prescribed controlled drugs. However, staff receive relevant training, and clear guidance is included within the medication policy should this change. Arrangements for 'as required' (PRN) medication are clear and well managed. Staff are appropriately trained to maintain competence, and regular medication audits are completed to ensure practice remains safe, effective, and consistent with best practice.

People are protected through the implementation of high standard hygiene practices. Robust daily cleaning schedules are consistently maintained, ensuring all areas of the home are clean, tidy, and well organised. During the inspection, we observed staff had access to an ample supply of personal protective equipment (PPE). Substances hazardous to health (COSHH) are stored safely and securely in accordance with appropriate guidelines. The laundry facilities are well-equipped and fully meet the needs of people living in the home. Additionally, a comprehensive and up-to-date

infection control policy is in place, which is routinely reviewed and amended as required.



Environment

Excellent

Ty Brynteg is situated near the town of Porth in the Rhondda Valley. The home is conveniently located within walking distance of the town centre and provides easy access to a range of local amenities.

People are supported in a comfortable, safe, and well-maintained environment. During our visual inspection, the home was found to be clean, tidy, and suitably furnished throughout, with décor creating a welcoming and homely atmosphere. We did not identify any obvious hazards. People have access to a range of communal areas, including several lounges, kitchen, and bathroom facilities, in addition to their own bedrooms, and can use these spaces freely according to their preferences.

A large, well-maintained garden offers a variety of areas where people can relax or take part in activities. A vegetable plot has also been developed, enabling people to engage in gardening activities and contribute to its upkeep. A workshop has been developed within the grounds, enabling one person living at the service to engage in meaningful employment by servicing bicycles for a local charity.

The environment is well-maintained, safe, and secure. Effective auditing systems are in place to support the service in meeting its health and safety obligations. A dedicated maintenance team is available to carry out repairs promptly when identified. Up-to-date safety certification is maintained for utilities and fire safety equipment. A current fire risk assessment is in place, and regular fire drills are conducted to ensure that people and staff are familiar with evacuation procedures.

Access to the home is securely managed, with visitor identification verified on arrival and recorded in a visitor log to ensure only authorised people can enter the premises. All confidential information is stored securely and is accessible only to authorised personnel, in line with data protection requirements and best practice.



Leadership & Management

Excellent

Strong oversight and governance arrangements foster a positive culture and support the delivery of high-quality care. The Responsible Individual (RI) undertakes regular visits to the service, engaging with both people and staff to discuss service provision and ensure their views are actively sought and considered. A formal quality of care review is completed every six months to evaluate the service's performance and set out its strengths and areas for further improvement. In addition, the manager conducts internal quality audits to ensure the service continues to operate in line with regulatory requirements. Collectively, these processes promote continuous improvement and contribute to the effective delivery of the service.

People achieve excellent outcomes because of the provider's strong commitment to maintaining appropriate staffing levels with highly skilled and knowledgeable staff. Robust recruitment processes are in place to ensure staff are appointed safely, and they receive consistent support to enable the delivery of a high standard of care. We reviewed a sample of staff personnel files and found they contained all required recruitment documentation, including references and a current Disclosure and Barring Service (DBS) check to confirm suitability for working in care. Care staff are registered with Social Care Wales (SCW), the workforce regulator, ensuring they meet the required professional standards.

A dedicated and experienced manager ensures care staff are well supported in their roles. Staff are up to date with both comprehensive mandatory training and specialist training tailored to the needs of the people they support. Staff we spoke with reported feeling well supported by the manager, and records confirm they receive regular one-to-one supervision sessions and an annual appraisal. We saw documented evidence showing supervision sessions provide staff with the opportunity to reflect on their practice, identify areas for development, and enhance their professional skills. Alongside traditional formal support, care staff have access to an Employee Assistance Programme, which offers additional benefits including a confidential counselling service for those who may require support.

The service demonstrates a clear and well-defined vision and ethos. Its aims, values, and approach to delivering support are set out transparently within the Statement of Purpose. A written guide is available for people living at the service, providing practical information about the home and the support offered. Policies and procedures are closely aligned with statutory requirements and best practice guidance, ensuring consistency and promoting high standards of care delivery.

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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