



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ysguborwen Care Home



Ysguborwen Care Home, Ysguborwen, Aberdare, CF44 0AX



01685872606



www.ysguborwen.cymru

The inspection visit took place on 05/11/2025

Service Information:

Operated by:	OSBORNE CARE HOMES 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
Registered places:	80
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

Good



Environment

Excellent



Leadership & Management

Excellent

Summary:

Ysguborwen Care Home provides care and support to up to 80 people, some of whom have nursing or dementia care needs. The home is in large grounds, but with transport links and amenities nearby.

People living at Ysguborwen experience excellent wellbeing outcomes because there is a dedicated activities team of staff, who prioritise inclusion, interaction and engagement. The service goes over and above to help people overcome language barriers and feel comfortable and familiar in their environment. The service maximises the space available to them to provide people with the best possible experience.

Care and support at the service is good because people receive care in a warm and friendly way. Documentation records people's needs and care staff note the care they have received throughout the day, with any anomalies that may require monitoring. Health professionals are consulted in a

timely manner. Investment in food choices and tailoring support to people's routines supports their nutrition.

People at Ysguborwen live in an excellent environment. The building has been extended and cleverly designed to offer a variety of different spaces for people to move between. The outside space is impressive, with a large pond and café built for people to enjoy 'trips' to.

The leadership and management at the service is excellent. The Responsible Individual (RI) and management teamwork with other organisations within the sector to develop research-based initiatives and training to improve the wellbeing of people and care staff in Ysguborwen and in the wider sector. The provider invests resources in the service to maintain the high standard of care.

Findings:



Well-being

Excellent

The service provider promotes the use of creative practices and tools. People experience excellent well-being because the promotion of language and culture. Some people living in Ysguborwen speak languages other than English. Management and care staff go great lengths to make people feel comfortable, settled and included in day-to-day life in the service. This includes sourcing Welsh language church services and culturally themed events, organising care staff who speak the same language as an individual to provide direct care, and using audible translation apps if needed.

People have enriching experiences delivered in new or creative ways. The service has developed community links and use community groups to enrich their schedule of activities and events. People's religion is respected and great effort made for people to practice their faith. The service has organised summer events in the home, and invited people living in local services, to widen social networks. The service is piloting the use of Virtual Reality headsets to give people immersive experiences. There are frequent opportunities for people to connect with family and friends. Ysguborwen has a warm, buzzing atmosphere where the many visitors are made to feel welcome and included.

The provider always prioritises people's well-being, ensuring that their accommodation not only meets their needs but also significantly enhances their quality of life. The service has cleverly designed an open plan communal area in the nursing community, providing people with options of where to spend their time. The dementia community has prioritised available space for communal dining, encouraging interaction and engagement at mealtimes. The outside space has been designed for people to safely and accessibly enjoy nature, and provides a 'getaway' from the service, even though it is still in the grounds.



Care & Support

Good

People experience care and support that is dignified and respectful, and they have meaningful interactions with staff, friends, family, and other people. We saw most interactions between care staff and people to be warm and friendly. Ysguborwen is part of a small, local community, and many people know care staff through local family or friend links. This means they can talk about shared history and local knowledge, improving familiarity.

People's personal plans outline how care staff should support people to achieve their well-being outcomes. People's plans consistently include their preferences, routines, and beliefs. Care staff and nurses consistently record daily care and support tasks, and monitoring and intervention for more complex aspects of care, such as wound care. We discussed with management how to further improve reviews of care plans and risk assessments to evidence professional judgement.

The service provider uses strong, established links with local mental health, health, and social care services. Timely referrals are made to external health professionals, such as speech and language therapists, tissue viability nurses, and specialist dementia workers, for additional support and guidance with care where needed. Nutrition and weight management has been enhanced using fortified meals, paying attention to modified diets, and providing a variety of alternatives. One person told us: *"food wise you can basically ask for anything you want, and they'll make it for you"*. Medication is stored safely and administered as prescribed. Staff showed good knowledge of medication with specific direction, for example 'as required' (PRN) and medication administered covertly.

Where allegations of abuse, or neglect are made, the service provider takes immediate action to ensure the safety of those receiving care, and makes appropriate referrals to relevant agencies, such as the local authority.



Environment

Excellent

Different areas are available for preferred activities, private space for family or alone time, all maintained to a very high standard. Space is maximised creatively, and equipment and technologies support high-quality, personalised care. The communal area in the nursing community is well designed to provide busier and quieter areas for people to choose to spend their time based on their mood, if they have visitors, or if there is an event in the service. The dementia community has designed their communal space to maximise the 'family' feel, and we observed the activity co-ordinators to work well within this.

Garden and outdoor areas exemplify excellence in design, providing outstanding spaces where people can safely and freely access nature. The provider's innovative and creative approach ensures that these spaces are tailored to meet the physical, sensory, and cognitive needs of people in person-centred ways. There is a purpose-built large pond area in the grounds of the service, with a summerhouse that is used as a café. There is also a polytunnel for gardening and chickens kept in the grounds. People are supported to this area, which is used frequently in the nice weather. The dementia community has a secure outside space, which is being redesigned so previously fenced walls will now be transparent, allowing the residents to be able to fully appreciate the view from the secure garden.

The provider demonstrates a very strong commitment to ensuring the premises and any equipment is maintained to a very high standard. We saw a comprehensive schedule of servicing and maintenance of facilities and utilities, with regular checks of fire equipment, emergency lighting and alarms. Maintenance issues are dealt with internally or contracted to external companies where required. Domestic and laundry teams work with care staff on infection prevention and control practices. The service is very clean, and we saw clean furniture, bedding and clothes when we visited. An infection control policy is in place to underpin good practice.



The Responsible Individual (RI) and management of the home have strong networks with other organisations in the care sector, sharing best practice and contributing to wider discussions about care. When opportunities arise in research or piloting new initiatives, the service are proactively engaging and giving feedback of their experiences.

The RI and management engage commissioners, professionals, staff, and people in quality assurance processes, valuing their feedback to drive continuous, highly effective and sustainable improvements. Feedback can be given in a variety of ways, and focus on staff wellbeing as well as the wellbeing, care and support for people living in the service. The RI compiles audit information and feedback into their quarterly monitoring reports and biannual quality of care reports.

People achieve excellent outcomes because the provider has a very strong commitment to ensuring high numbers of skilled and knowledgeable staff are always in the service. The service provider has effective processes in place to ensure decisions on staffing levels are well informed by evaluation of people's needs. Adaptations are made to staff shift patterns and rotas to maximise people's chosen routines and support those with communication needs. A small number of sponsored oversees staff have received comprehensive 'settling in' packages including practical information, support and advice. One to one supervision sessions and regular staff meetings enable opportunities to discuss issues with care staff and ensure good communication across the staff team.

Training for staff is both innovative and inclusive, developed with input from staff and the people they support. The provider has set up their own training company, creating accredited training courses which are developed with piloting and feedback from care staff internally before being rolled out across their company. External training courses, such as Teepa Snow dementia training, are sourced and attended by managers before being disseminated to care staff.

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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