



## Ty Cwm Ogwr Residential Home for Older People



Ty Cwm Ogwr, Dan-yr-heol, Bridgend, CF32 7HY



01656815054

The inspection visit took place on 28/01/2026

### Service Information:

Operated by:	Bridgend County Borough Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	28
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

## Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

## Summary:

Ty Cwm Ogwr is a residential home situated in Pantyrwel, Bridgend and provides care and support for up to 28 people.

The home has experienced a high level of staff sickness over the last 12 months, which has included the registered manager. The manager has now commenced maternity leave, and the provider has appointed a new manager to cover the role. The new manager has taken up post promptly and has provided continuity of leadership and oversight during this period of change. Despite staffing challenges, people living in the home receive good care and support. Staff promote people's wellbeing and respond to their needs in a kind, respectful, and person-centred way. There are reliable systems in place for safeguarding, medication management, and infection control. The home maintains a good standard of environment, which is clean, safe, and welcoming. Leadership and management is good, with clear systems in place to support staff and monitor the quality of care.

## Findings:



### Well-being

Good

People are treated with dignity and respect, and staff actively support them to identify their well-being outcomes and build on their individual strengths. The service provides a warm, homely atmosphere that helps people feel a strong sense of belonging. During our visit, people spoke positively about the support they receive at Ty Cwm Ogwr and told us they are encouraged and supported to make day-to-day decisions. People told us, *“We are very, very lucky to be here”*, *“they are wonderful here”* and *“I have good banter with them”*. We observed staff interacting with people in a warm, genuine, and caring manner, and people consistently described staff as kind and compassionate. One person said, *“they are extremely friendly and helpful”*.

The service encourages social interaction and activities. A singer visits the home periodically, alongside other external entertainers, which people enjoy. While there is currently no dedicated activity coordinator or structured internal activity programme, staff support activities on a more casual basis. Feedback from some people, relatives, and staff highlighted that increasing activity opportunities would further enhance people’s experiences and well-being. Others said, *“They keep us motivated”* and *“they do things”*.

Staff support people to maintain their physical and emotional well-being. A positive and person-centred culture within the staff team ensures people’s needs are met, as staff know what is important to them. Staff seek support promptly from health and social care professionals when required. People are encouraged and supported to maintain relationships with family and friends, and we saw friendships developing within the home, with people spending time together in communal lounges and dining rooms.

The service safeguards people from abuse and neglect. The building is secure, and visitors sign in and out, ensuring an accurate record of who is present at the service. Equipment such as call bell systems and sensor mats are available to support people to receive care at the right time. Care staff take effective action to protect people from harm. They understand safeguarding responsibilities, recognise potential concerns, and know how to report them. Staff feel confident that managers will respond appropriately to any concerns raised. People and their families consistently report they feel safe at Ty Cwm Ogwr.

People live in accommodation that supports their well-being. Bedrooms are comfortable, personalised, and supported by sufficient communal areas. The home is clean, well maintained, and has appropriate checks and servicing in place for utilities and equipment. Ongoing refurbishment demonstrates a commitment to continuous improvement. Throughout the inspection, we observed a relaxed and friendly atmosphere created by positive interactions between staff, people, and visitors.



## Care & Support

Good

People at Ty Cwm Ogwr experience a good standard of care and support. Care staff treat people with kindness, patience, and respect, and they consistently deliver care in a calm and reassuring manner. People and their families speak positively about their experiences and expressed confidence in the staff team. Comments included, “*Whatever I ask for they do for me*”, “*most are very, very good*”, “*they are wonderful*” and “*they are lovely, all of them*”. These views show that people feel valued, listened to, and secure in their home. Although some people reported limited opportunities for activities, overall feedback reflected positive experiences of care and support. The service offers a varied menu, and the home has achieved a food hygiene rating of five, which is ‘very good’. We observed a positive lunchtime experience where staff supported people in a respectful and unhurried manner, ensuring their dignity was maintained at all times.

The service completes thorough assessments before people move into Ty Cwm Ogwr to ensure they can meet their needs safely and effectively. Personal plans and risk assessments require more regular and robust review to ensure they remain up to date and responsive to people’s changing needs. Reviews also need to more consistently involve people and, where appropriate, their relatives or advocates, to strengthen participation and shared decision-making. The registered manager has identified these issues and has taken action to improve oversight and strengthen review processes. Staff make timely referrals to health and social care professionals and act on advice provided, supporting positive health outcomes.

The service manages medicines safely and effectively. Staff store medicines securely and administer them in line with prescribers’ instructions. Medication administration records include all required information and staff complete them accurately at the time of administration. The service stores and records controlled drugs appropriately. Staff receive regular training to maintain their competence and confidence in administering medicines. Routine medication audits help ensure practice remains safe and support continuous improvement. Records show regular engagement with health and social care professionals, and a visiting health professional confirmed they had no concerns about the care provided.

The service manages infection prevention and control well. Staff use personal protective equipment appropriately and follow clear infection control guidance. The domestic team maintains high cleaning standards, laundry processes reduce the risk of infection, and the service disposes of clinical waste safely. These measures protect people, visitors, and staff and contribute to a safe and well-maintained environment.



## Environment

Good

The service supports people to make choices about how and where they spend their time. People are able to move freely between their bedrooms and communal areas according to their preferences. The dining areas are bright and airy, which encourages people to enjoy mealtimes together. One lounge has been turned into a sensory room; it has a very calming feel. This promotes independence and control over daily life. The chatter room enables families to spend time together privately and access refreshments. Bedrooms are an appropriate size and staff encourage people to personalise their rooms with belongings and items that matter to them. This personalisation helps people maintain their identity and feel at home.

The provider actively maintains the premises and equipment to a good standard, which supports people's safety and wellbeing. External contractors routinely service essential utilities, including the fire alarm system. The service also services specialist equipment, such as hoists and manual handling aids, in line with manufacturers' guidance. These arrangements ensure equipment remains safe, reliable, and available to meet people's needs.

The service maintains good standards of hygiene and cleanliness, which support people's health and comfort. Staff follow clear cleaning schedules to keep all areas clean and tidy. The kitchen has achieved a Food Standards Agency rating of five, demonstrating excellent food hygiene standards. The laundry facilities meet the needs of the size of the home. Staff store cleaning products safely and in line with COSHH requirements, reducing risks to people.

The service also maintains effective security arrangements to protect people. The building remains secure to prevent unauthorised access. Visitors report to staff on arrival and sign in and out of the premises. A further internal wall in the entrance foyer of the home is currently being built, this will have key coded doors. This is to improve safety measures, preventing people from exiting the home without supervision.



## Leadership & Management

Good

Care staff recruitment pre-employment checks are completed prior to employment commencing. The provider's Human Resources (HR) department confirm all staff have the regulatory required information. This includes Disclosure and Barring Service, and identity checks along with references to confirm applicants are suitable to work with people at risk. Care staff are registered with Social Care Wales (SCW) the work force regulator. New care staff receive an induction including shadowing more experienced staff and this was confirmed by care staff we spoke with. Care staff have the knowledge, competency and skills to provide the levels of care and support required to enable people to achieve their personal outcomes. The manager is planning to develop a new training matrix to evidence that all staff complete the required training within the required timescales.

The service is well-led, with organisational arrangements, governance and oversight in place to help the service run smoothly. Staff told us the current manager is approachable and making positive changes within the home. The manager understands legal requirements of caring for vulnerable people and liaises with the local authority safeguarding team when required. Applications are also made to the Deprivation of Liberty safeguards (DoLS) team, and a tracker is in place. The Responsible Individual regularly speaks to people and staff to help inform improvements. There are effective quality assurance measures in place. These include six-monthly quality of care reviews. The service has received numerous compliments about the quality-of-care staff provide. Management deal with complaints in line with the service's complaints policy.

The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the statement of purpose in a transparent way. A written guide is available for people in the service, containing practical information about the service, and the support provided. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. The manager has an 'open door' approach and is very approachable, staff told us they feel valued and respected. They also told us: "*It's transformed*" since the new manager, "*It's great working here, we work well as a team*" and "*It's like home from home*".

## 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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