



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty Ffynu



Abergavenny



01873853802



www.priorygroup.com

Date(s) of inspection visit(s):

04/06/2025

Service Information:

Operated by:	PARKCARE HOMES (NO.2) 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:	4
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 Ffynu is a small service for people with mental health needs. It aims to provide an environment where people can feel safe and flourish by giving them opportunities to reach their full potential by providing nurturing, structured and supportive care. People speak very highly of the service, where they feel comfortable and settled. People benefit from an experienced management team with a strong ethos of promoting an environment which helps them on their recovery journey. The staff team are well trained, kind and committed. There are effective quality assurance systems in place which provide the Responsible Individual (RI) with good oversight of the service.

People's wellbeing is rated as excellent as they are supported to have as much control as possible over their day to day lives. The service provider promotes people's independence and choice through positive risk assessment which we saw throughout the inspection.

People are treated as individuals and their care and support meets their needs and preferences.

They are always treated with kindness, empathy, and compassion. We rate peoples care and support as excellent.

People live in homely accommodation that has suitable facilities to meet their needs. The provider demonstrates a commitment to ensuring the premises and any equipment is maintained and serviced to a high standard. We rate the environment as excellent.

People have confidence in the service provider because managers ensure a strong positive culture which is supportive, inclusive, and respectful. We rate the leadership and management as excellent.

Findings:



Well-being

Excellent

People are encouraged to have as much control as possible over their lives. They participate in the running of the service by positive risk taking which supports development of their life skills. Staff support people to shop, prepare and cook meals in addition to attending to daily living chores and routines. People are actively involved in making decisions that affect them, ensuring their voices are respected and acted upon via regular meetings, care plan reviews and satisfaction surveys. People are encouraged to pursue their chosen hobbies, interests and practice their faiths. One person told us they are *“happy living at Ty Ffynu, settled, have freedom and get on well with others who live at the service.”*

The service provides people with an environment where they feel safe and protected. The statement of purpose (SoP) describes this is achieved through *“the provision of a stable living environment and laying the foundations of a trusting relationship with the staff team.”* People told us they can discuss any concerns they have with staff. Safeguarding is a regular discussion item during service users’ monthly meetings. Staff are robustly recruited, trained, and registered with Social Care Wales, the workforce regulator. Organisational policies are up to date and comply with local safeguarding legislation.

People develop positive relationships with others. People are complimentary of the staff who support them. Staff are familiar and know individuals well. The keyworker system promotes engagement between a designated staff member and an individual which builds trusting relationships. One person said, *“Staff are friendly and always around to help and talk with.”* People plan and co-produce activity plans setting out routines and visits to the community to meet up with friends. Staff support people to maintain relationships with family. Designated talk time with staff supports people with their emotional health and wellbeing.

The accommodation supports people’s wellbeing. Ty Ffynu is a domestic property which is close to the local amenities and is safe, clean, and maintained to a good standard. It affords individuals both private and communal space to spend time alone or meet socially to eat meals together or join in activities. A garden offers people the opportunity to sit out with family and friends during warmer weather.



Care & Support

Excellent

People receive the quality of care and support they need to achieve their personal outcomes. Staff complete a comprehensive pre-assessment with people before agreeing to provide a service. The service gathers detailed information, noting preferences, well-being outcomes, routines, and beliefs. This includes information from professionals already involved in the persons care and support. Transition arrangements including introductory visits are planned in line with an individual's needs and preferences.

People's personal plans are strengths based and outline how staff should support them to achieve their wellbeing outcomes. Plans consistently include people's wishes, preferences, and routines. People are encouraged to contribute to regular reviews of their personal plans. Individuals are encouraged to achieve personal goals, develop skills and independence. The service meets its aim which is to provide a person-centred approach for people by providing continuity of care.

Staff promote healthy lifestyle choices for individuals. People's wellbeing and safety is considered by identifying and managing potential risks. Staff work in partnership with other healthcare workers to support people living at the service to be healthy, active and maintain their wellbeing. They use strong and established links with mental health services which result in good outcomes for people. Staff interact with people in a kind, compassionate and respectful way. There are good medication management systems in place. Staff receive training to ensure they have the necessary skills to administer medication safely to people. Routine medication audits take place which assess the storage and administration of medicines. Robust systems ensure medication errors are appropriately managed. Oversight and review systems for service supplies are in place.



Environment

Excellent

The environment is comfortable, clean, and decorated to a good standard. There is sufficient space for individuals to spend time together or alone according to choice. People told us they liked their rooms which are sufficient in size and are personalised with their belongings. People are encouraged to help with decorating or furnishing the premises to make it homely and promote a sense of belonging.

There are safe and effective systems in place to maintain and manage the accommodation to consistently meet people's needs. Regular servicing, maintenance, and immediate repairs of facilities ensures the safety and well-being of people using the service. Fire equipment is checked, and alarms and lighting are tested regularly. Water systems are checked for temperature regulation and legionella. Every individual living at the home has a personal emergency evacuation plan specific to their support needs and staff undertake routine fire drills. External contractors are used when required to test services such as gas and electricity. The service displays a rating of five by the Food Standards Agency, which is 'very good.'



Leadership & Management

Excellent

People are supported to achieve their outcomes because there are effective governance arrangements in place which ensure the smooth running of the service. The provider uses comprehensive audits of all aspects of the service to monitor practices. They complete detailed analysis of findings and take action as a result to maintain high standards of care quality resulting in positive outcomes for people. The service providers oversight and governance foster a positive and compassionate culture at the service. Managers confidently steer the service through challenges as when needed. Leaders are visible role models who guide the strategic direction of the service. Staff have confidence in managers who run the service.

People are supported by staff with necessary expertise, skills, and training to meet their needs. People achieve their outcomes because the provider has a strong commitment to ensuring staff are suitably trained and in sufficient numbers to support them. All care staff hold a recognised care qualification; staff turnover is low which secures consistency. Staff feel well trained and supported which enables them to provide effective and safe support. Staff supervisions are being revised so in future, one to one session will be with a manager. The service provider actively promotes staff wellbeing. There are effective selection and vetting processes for hiring staff which ensure staff are trustworthy. Relevant checks are undertaken to ensure staff's fitness to work with people. Staff are motivated in their roles and work well as a team. *"Staff work together as a team to ensure residents live their best lives."*

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.*