Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Ty Cila

Ty-cila, Wimmerfield Avenue Killay, Swansea, SA2 7DA

01792516360

The inspection visits for this service took place between 30/09/2026 and 02/10/2026

Service Information:

Operated by:	City and County of Swansea Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people requiring short-breaks or respite care, Care and support for people with a learning disability, Care and support for people with a physical disability
Registered places:	12
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	Good
Care & Support	Requires Significant Improvement
Environment	Good
Leadership & Management	Good

Summary:

Ty Cila is a care home in Killay in Swansea which provides short breaks for adults with learning and physical disability needs.

Well-being is good because people are at the heart of the service and have opportunities to make choices, develop independence and influence how the service is run. People told us they feel safe, value the relationships they have with staff and enjoy meaningful experiences. The service promotes inclusion, participation and belonging, supporting people to achieve positive outcomes and enjoy their respite stays.

Care and support requires significant improvement because systems for care planning, risk management, reviews and recording do not consistently ensure people receive safe, up-to-date care that reflects their current needs. Safeguarding concerns, gaps in records and concerns about staffing consistency increase the risk of people experiencing inconsistent care and support, despite

staff demonstrating many positive and caring interactions.

Environment is good because people live in a clean and fully accessible spacious environment that supports their comfort, independence and well-being. The service provides a range of communal, private and outdoor spaces to meet different needs, and staff have created a personalised environment that reflects people's interests, identities and experiences. Robust health and safety arrangements help ensure the environment remains safe and well maintained.

Leadership and management is good because managers have created a culture where staff feel supported and involved in service development. Leaders have established systems to gather feedback, monitor the quality of the service and identify areas requiring improvement. They have recognised concerns and started implementing changes to address them, whilst continuing to support and develop the workforce through safe recruitment, supervision, appraisal and training.

Findings:

Well-being — Good

People enjoy living in the home and have control over their lives. Staff spoken with demonstrated a strong understanding of people's individuality and preferences and explained how they promote voice, choice and control. People told us they choose meals and activities during their stay. Residents' meetings give people regular opportunities to influence service development and contribute ideas about future plans. People participate in staff recruitment processes and, where able, write in their own daily records, demonstrating a commitment to co-production. We saw positive examples of risk management that support people to develop independence while maintaining safety. Outcome records show people achieve meaningful goals through developing daily living skills, participating in their communities, using assistive technology and sensory resources, and pursuing activities that build confidence and independence. A professional told us there is *"a real sense that the people who attend are at the heart of everything the service does."*

All people we spoke with told us they feel safe at Ty Cila. One person stated *"The staff make me feel safe, they're fantastic."* People spoke positively about the relationships they have with staff, with one person explaining, *"Staff know me, yes, they know when I'm a bit flat, they try and help me and encourage me to talk."* Compliments reflected the caring and personalised support people receive. The service had not received any complaints during the inspection period but has a robust complaints procedure.

Staff support people to maintain important relationships and remain connected to their families and communities. One relative told us, staff *"know the little things which mean so much to them",* reflecting the personalised approach taken by the service. Staff support people to participate in meaningful activities both within the service and the local community. Photographs throughout the home show people enjoying social activities, celebrations and shared experiences. The service promotes inclusive communication through Makaton, visual aids and digital technology, helping people express their views and wishes.

People live in accommodation that supports their well-being outcomes. Photographs, artwork and displays throughout the service celebrate people's lives and achievements. One person's artwork described feeling *"revitalised and content"* and experiencing a sense of *"freedom"* through attending Ty Cila, highlighting the positive difference respite makes to people's well-being. Adapted kitchen facilities help people develop and maintain daily living skills and independence. One relative told us, *"I love how they encourage him to be as independent as … can be'.* The provider promotes Welsh language and culture through some Welsh speaking staff, a resident Welsh champion, celebrations of Welsh events and a dedicated Welsh corner within the home.

Care & Support

Requires Significant Improvement

Most people and their relatives spoke positively about the care and support provided at Ty Cila. Relatives described staff as caring and attentive to people's individual needs and interests. One relative told us, *"They work with their interests depending on their moods. They're all lovely, jolly, happy people. It's about that warmth and openness."* Another relative explained, *"They absolutely love going there. They see it as a holiday".* Plans are personalised and use respectful, person-centred language promoting people's dignity, individuality and preferences. Throughout the inspection, we observed warm and positive interactions between staff and people using the service.

The provider has effective systems in place to monitor restrictions and Deprivation of Liberty Safeguards reviews. Medication management arrangements are generally well organised and supported by clear policies and auditing systems. Staff follow good infection prevention and control procedures and use personal protective equipment appropriately. Training records show high levels of compliance in key areas, including safeguarding and infection prevention and control. Staff spoken with demonstrated a good understanding of safeguarding procedures and were able to explain how they would recognise and report concerns.

However, our inspection identified significant concerns regarding care planning, risk management, reviews and record keeping. People's personal plans are not reviewed regularly, and records show limited evidence of people and their representatives being involved in reviews. Case tracking identified missing assessments, outdated risk assessments and care records which do not always reflect people's current needs, risks and support requirements. We found examples where care plans, risk assessments and professional guidance had not been followed, resulting in significant safeguarding concerns, including incidents with the potential for serious harm. People, relatives and staff raised concerns about staffing consistency and communication. One family member told us, *"You need regular staff. These are adults with complex needs, they deserve better. Too much sickness, not enough regular staff."* A member of staff highlighted that *"Communication and handovers could be more structured and consistent so that important information about health needs, behaviours, medication, appointments, incidents and changes to care is clearly passed between shifts."* The provider's quality assurance processes have identified concerns relating to staffing consistency, care planning and record keeping; however, we found limited evidence that improvements had been effectively embedded in practice. Outcomes for people require significant improvement because care planning, risk assessment, review arrangements and recording systems are not consistently effective in ensuring people receive safe, person-centred care that reflects their current needs and risks. We have therefore issued a Priority Action Notice. The provider must take immediate action to address this issue.

Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment to help achieve their well-being outcomes, while identifying, mitigating and reducing health and safety risks. Ty Cila is a spacious, purpose-built service that meets a wide range of people's needs. The home is clean and welcoming. The entrance area creates a welcoming first impression. Photographs showing staff on duty help people identify familiar faces, whilst the Welsh corner promotes language and cultural identity. A display tree featuring messages and contributions from people who use the service reflects the importance placed on relationships and belonging. Wide corridors support people who use specialist equipment to move around the service safely. People can choose to spend time in larger communal areas, quieter lounges or private spaces with visitors. One person told us, *"I would recommend this place, I've tried different places, I like it here there's a lot of room."* The service has a well-equipped sensory room with specialist equipment and an interactive magic table. Staff also use technology, including Alexa devices and digital resources, to promote people's independence, engagement and well-being. Throughout the home, photographs, artwork and displays celebrate people's lives, achievements and experiences. Bedrooms used by people who have had longer stays at the service are highly personalised, reflecting people's interests and preferences. The service also has a dedicated Swansea City themed bedroom. Secure outdoor areas, seating areas and raised planters provide additional space for people to relax, spend time outdoors and partake in gardening. People spoke positively about the quality of meals provided, with one person telling us, *"The food is very good, I can't praise it enough."* We found the kitchen was exceptionally clean, well-organised and well stocked. The service has a Food Hygiene Rating of 5, which is the highest possible score and has systems in place to identify allergies, dietary requirements and religious preferences.

The provider maintains effective arrangements to help ensure people live in a safe environment. We found suitable infection prevention and control measures in place, including readily available personal protective equipment, secure storage of cleaning products and well-managed laundry and waste arrangements. Staff complete regular health and safety checks, including checks of water systems, emergency pull cords, moving and handling equipment and specialist equipment used throughout the service. Records demonstrate that equipment and facilities received appropriate servicing and maintenance, including gas safety checks, electrical testing and legionella monitoring. Fire safety arrangements are robust. The provider completes regular fire drills, alarm testing, emergency lighting checks and reviews of Personal Emergency Evacuation Plans. Secure entry systems, visitor sign-in procedures and designated secure areas further promote people's safety whilst maintaining their privacy, dignity and independence. These arrangements provide assurance that people live in a safe, clean and well-maintained environment.

Leadership & Management — Good

Managers have taken positive steps to strengthen staff support, communication and engagement since the previous inspection. Staff described managers as approachable and supportive, particularly during difficult periods in their personal lives. One member of staff told us *"Definitely, I feel supported as a person and in my role. If ever there's a problem, the door is always open and I'm listened to."* Managers demonstrated a commitment to equality, diversity and inclusion by supporting staff with workplace adjustments and individual circumstances. Staff forums, regular team meetings, senior management visits and the *"You Said, We Did"* initiative provide opportunities for staff to raise concerns and contribute ideas. We found evidence that managers listen to feedback and implement changes in response, including increased staff involvement in placement planning, compatibility decisions and discussions about staffing allocations. Team meetings minutes viewed showed promotion of open and honest discussions, with actions identified to address concerns and improve outcomes for people.

The provider uses a range of quality assurance arrangements, including audits, Regulation 73 visits and Quality of Care Reviews. The Responsible Individual demonstrates a good understanding of the service's strengths and areas requiring improvement. Quality assurance processes have identified concerns relating to care planning, record keeping, staffing consistency and communication before this inspection, and managers responded by introducing action plans, enhanced monitoring arrangements and opportunities for staff to provide feedback. This demonstrates a responsive approach to service improvement and a willingness to address concerns when they arise. Whilst some improvements are not yet fully embedded, leaders have recognised areas requiring improvement and have started implementing systems and processes to address these concerns.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people’s care and support needs. The provider operates safe recruitment processes and completes the required pre-employment checks to ensure suitable staff are employed. Staff are registered with Social Care Wales where required and work within qualification requirements. Since the previous inspection, the provider has addressed the Area for Improvement relating to workforce development. Records show all staff who are not on long term sick have received an annual appraisal and receive supervision regularly, providing assurance that managers monitor staff performance and development. Training records demonstrate strong compliance across the workforce, with most staff completing mandatory and specialist training relevant to their roles, including safeguarding, medication management, epilepsy, manual handling and food hygiene. Managers also complete regular competency assessments in areas such as medication administration, manual handling and food safety. These arrangements provide assurance that staff have the knowledge and competence required to support people safely and effectively.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

CIW has no areas for improvement identified following this inspection.

Summary of areas for Priority Action	Date identified
People cannot be assured that care and support arrangements consistently protect, promote and maintain their safety and well-being. The provider's arrangements for planning, reviewing, recording and monitoring care and support have not been effective in ensuring people's needs and risks are appropriately identified and managed, or that staff consistently access, understand and follow accurate and up-to-date information to provide safe and consistent care and support.	30/09/26

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