



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty Cila



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



01792516360

The inspection visit took place on 11/02/2026

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 home for adults - with personal care
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

Good



Environment

Good



Leadership & Management

Requires Improvement

Summary:

People's wellbeing is prioritised throughout the service, with individuals supported to live as independently, safely and healthily as possible. People, staff and families reported that individuals have genuine choice and control over everyday decisions, reflected in care documentation and in the warm, respectful interactions observed during the inspection. Opportunities to develop independence, such as choosing meals, engaging in education are well embedded, although people and staff said that access to wider community activities could be strengthened. The environment is homely, accessible and well maintained, with communal spaces and personalised bedrooms that support comfort, identity and positive wellbeing. Care and support plans are person-centred, outcome-focused and informed by a strong range of information, though some require more frequent review to ensure alignment across documents. Staff know people well and are committed to delivering good care, but ongoing service pressures, staffing challenges and increased reliance on agency workers are affecting morale and limiting time available for meaningful engagement. Despite this, feedback from people and families remained overwhelmingly

positive. Leadership arrangements show commitment, with a knowledgeable manager and a visible Responsible Individual (RI) providing effective auditing and oversight, though improvements in training, supervision, appraisal and staff support are needed to ensure the service remains safe, consistent and sustainable.

Findings:



Well-being

Good

The importance of wellbeing for people at the service is evident as they are supported to live as healthily, safely and independently as possible, with positive risk management enabling them to maintain control over their lives. People, staff and family members told us individuals have genuine choice and control over day-to-day decisions, including what they eat and the activities they participate in. This was confirmed on the day of inspection through a review of care and support plans, people daily records and regular service user meetings which showed that personal preferences and choices are routinely captured and respected.

People are encouraged to develop and enhance their independence. Opportunities are in place for individuals to choose meals, engage in education, and take part in hobbies and activities that reflect their interests. Feedback from people, staff and families indicates that there is a variety of activities available to people. However, people, staff and family members also told us although there are meaningful activities available within Ty Cila, opportunities to access the wider community could be improved.

A good culture of promoting wellbeing was evident during the inspection. People told us they feel valued, listened to and respected by staff. Some individuals choose to write their own daily records, which supports them to take ownership of their lives with confidence. Safe and healthy relationships are promoted through warm, positive interactions between staff and individuals, which were clearly observed during the inspection.

People reside in accommodation that supports their wellbeing outcomes. The home has multiple communal areas, including a sensory room, which people can freely access, where appropriate. The service has made effective efforts to ensure these areas feel homely and welcoming without limiting people's independence and mobility. Individuals staying both short-term and long-term have opportunities to personalise their bedrooms, contributing to a sense of comfort and belonging.



Care & Support

Good

People have access to care and support that enables them to work towards and achieve their personal outcomes. A review of care and support documentation shows the service gathers a strong range of information from the person, their family members and relevant professionals. This supports staff to understand everyone's needs and how best to provide effective care. Personal plans reflect a good understanding of people's strengths, needs and preferences. They are person-centred and outcome-focused, with clear goals developed in consultation with the person and/or their family members. Personal plans also demonstrate consideration of risks and specialist needs, ensuring people are supported safely. While personal plans and risk assessments are thorough and detailed, some required more frequent reviewing to ensure consistency between documents and to keep information fully aligned and up to date.

The service has measures in place to ensure people are protected from harm and abuse. Feedback from individuals and family members indicates that people feel safe at Ty Cila and trust staff to provide good care. Safeguarding training is mostly up to date and staff told us they feel confident in recognising and reporting safeguarding concerns.

Conversations with staff and observations during the inspection showed staff know people well and are committed to delivering high-quality care. Staff demonstrated warmth, understanding and insight into individuals' needs. However, staff feedback indicated that an increased workload caused by staff shortages is creating increased stress and limiting the time they feel able to spend with people, leading to concerns about the potential impact on care quality if pressures persist. Despite these concerns, feedback from families and people using the service was overwhelmingly positive, describing staff as *'caring and very friendly,'* demonstrating the continued dedication of staff to providing good care even under challenging conditions.

Medication is safely managed. The service has appropriate policies and procedures in place, and staff complete regular medication audits. Medication Administration Records (MARs) are completed accurately. Medicines are stored securely in locked cabinets, and daily temperature checks are undertaken to ensure safe storage conditions.

People's risk of infection is well managed. The provider promotes good hygiene practices and ensures sufficient supplies are available. The environment was clean, well-maintained and audited regularly to ensure safe standards of hygiene. The service holds adequate stock of Personal Protective Equipment (PPE) and maintains oversight of infection control arrangements.



Environment

Good

The environment at Ty Cila consistently promotes people's safety, comfort and wellbeing. The large, purpose-built building is welcoming, and it is evident that the provider has made thoughtful efforts to ensure the environment feels as homely as possible. Feedback from people and family members repeatedly described the environment as *"warm and friendly."*

There are several communal areas where people can choose to spend their time, and during the inspection we saw individuals making good use of these spaces to relax, socialise and engage in activities. Bedrooms are spacious, functional and adaptable; people are encouraged to personalise their rooms to reflect their preferences and support a sense of identity and comfort.

There is an accessible outdoor area with seating that people can use if they wish. Across the service, the environment was clean, well-presented and maintained in a way that supports dignity and promotes positive wellbeing.

People benefit from an environment that is equipped to support their individual needs, including those with physical disabilities. The home contains appropriate and well-maintained equipment that helps individuals achieve their care, support and wellbeing outcomes while also ensuring health and safety risks are identified, mitigated and reduced.

Overall, the service is well maintained, and the provider has ensured the building is in good repair. The service has robust arrangements for ensuring people's safety. A secure entry system and visitors' book are in place, supporting both security and fire safety requirements. The food hygiene rating currently has a rating of five and people and family members reported that the food provided is good. Mandatory health and safety checks are carried out routinely. We saw up-to-date certificates for gas safety, fire detection systems, fire extinguishers and electrical installations.



Leadership & Management

Requires Improvement

The provider does not have consistent or effective organisational arrangements to ensure staff are fully supported or trained to effectively do their job. Some staff feedback told us that people's day-to-day care needs are being met; however, they feel the quality of care could be improved if service pressures such as, reduced staffing levels and increasing agency use are addressed. Some staff told us that they feel pressured due to how busy their workload is resulting in, lowered morale and reduced capacity to provide the standard of care they wish to deliver. Staffing challenges and low staff morale are recognised by the management team. The manager was open and honest during the inspection about the ongoing pressures and the impact of staff shortages. Staff feel able to raise issues and concerns with the leadership team; however, some staff reported they do not always feel listened to, as changes do not routinely follow discussions.

Processes for supporting staff require strengthening. The training matrix contains gaps and does not demonstrate consistent compliance with mandatory training. Similarly, the appraisal and supervision matrix needs improvement. Some staff reported the supervision quality could be improved. Although, the service does ensure regular team meetings take place and staff feedback told us they are able to raise concerns and have an open discussion at these meetings. The manager demonstrated strong knowledge of the service and the people who use it, showing clear dedication and commitment to addressing gaps in staff support and helping the service reach its full potential. The RI is visible and is actively engaged, with effective auditing processes in place that contribute to continuous oversight and improvement of the service.

Due to the identified gaps in supervision, appraisal and training, staff development are areas that require further investment to improve confidence, competence and staff retention. Overall, leadership and management arrangements require improvement to ensure the service maintains safe and a sustainable good quality of care. Strengthening staffing arrangements, staff development and the quality of communication with the workforce will help ensure the service is better equipped to meet people's care and wellbeing needs now and in the future.

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.

Summary of Areas for Improvement	Date identified
Gaps in supervision, appraisal, and training compliance increase the risk that staff lack the support, oversight, and skills needed to deliver safe and effective care. Ongoing staffing pressures mean staff feel that their ability to deliver care and wellbeing outcomes to a high standard are being impacted, which could increase the risk of unmet needs and poorer outcomes for individuals in the future.	11/02/26

CIW has not issued any Priority action notices following this inspection.

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