Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Ty Cysgu

Bridgend

01656 722769

The inspection visits for this service took place between 21/08/2026 and 27/08/2026

Service Information:

Operated by:	Ty Cysgu Limited
Care Type:	Care Home Service Adults Without Nursing
Registered places:	3
Main language(s):	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	Excellent
Care & Support	Excellent
Environment	Good
Leadership & Management	Good

Summary:

Ty Cysgu is a small respite service providing care and support for adults with a range of needs, including learning disabilities, physical disabilities, and mental health conditions.

People receive high quality, person-centred care and support that is tailored to their individual needs, preferences and personal outcomes. Staff know people well and support them to make choices, develop independent living skills and participate in meaningful activities. Personal plans are detailed, regularly reviewed and provide clear guidance to support consistent care.

The service benefits from effective leadership and management arrangements. Governance and quality assurance systems support the monitoring and development of the service. Staff are appropriately recruited, trained and supported, and speak positively about the culture within the service. The Responsible Individual (RI) maintains regular oversight and works closely with the management team to promote positive outcomes for people.

People stay in a clean, comfortable and well-maintained environment that supports their well-being and individual needs. An ongoing programme of maintenance and repair helps ensure the environment, facilities and equipment remain safe.

Findings:

Well-being — Excellent

Well-being outcomes are excellent. People are supported to feel safe, valued and actively involved in decisions about their care and support. Effective systems are in place to enable people to make meaningful choices about meals, drinks and activities. Care staff use person-centred communication approaches tailored to individual needs, ensuring people can express their preferences and make informed decisions. During the inspection, we observed a member of staff communicating effectively with a person using sign language. People are also given choice regarding their bedroom, with rooms prepared in accordance with their individual preferences prior to each stay. This demonstrates a strong commitment to delivering personalised, person-centred care.

People are supported to participate in a broad range of meaningful activities that promote social inclusion, engagement and well-being, including visits to music festivals and theme parks. The recent acquisition of a minibus has further enhanced opportunities for community access and participation. Care staff work closely with people and their families to identify individual interests and preferences, enabling people to make informed choices about how they spend their time. We observed the use of an Active Support approach to facilitate involvement in everyday tasks, including domestic activities, ensuring people are actively engaged and supported to maximise their independence and quality of life.

People are safeguarded from harm, abuse, and neglect. Recruitment practices are carried out in accordance with regulatory requirements, helping to ensure care staff are suitable to work with vulnerable people. Care staff receive training that is relevant to the needs of the people they support, including safeguarding training, enabling them to recognise and respond appropriately to concerns. Safeguarding arrangements are supported by a policy that reflects current legislation, and staff demonstrated an understanding of their responsibilities and the procedures for reporting concerns.

The environment at Ty Cysgu is well maintained and suited to meet both the individual and collective needs of the people who access the service. It provides resources that promote independence and support the development of life skills in line with people's personal goals and outcomes. There are effective health and safety arrangements, including regular monitoring and timely maintenance to help ensure the service remains safe, secure, and welcoming. Although we were unable to obtain direct verbal feedback from people using the service during the inspection due to communication difficulties, a relative told us that their family member greatly enjoys their stays at Ty Cysgu. They described the service as a *"home from home".*

Care & Support — Excellent

People experience high-quality care and are supported by highly skilled care staff. We observed many positive interactions between people and care staff throughout the inspection. Care staff communicated in a kind, patient and respectful manner and people appeared relaxed and comfortable in their presence. Care and support is carefully planned, responsive, and tailored to people's individual needs and preferences. Care staff demonstrate an excellent understanding of people's needs, and personal outcomes, providing support with compassion, consistency, and professionalism. The service works collaboratively with families and other professionals, fostering strong partnerships that contribute to positive outcomes and the delivery of high-quality, person-centred care.

The service has thorough arrangements for assessing and meeting people's care and support requirements. Comprehensive pre-admission assessments help ensure the service can meet people's needs before respite stays begin. Personal plans are detailed and person-centred. They provide care staff with clear guidance about people's health, communication methods, routines, interests, relationships and personal outcomes. Specialist guidance, including positive behaviour support plans and communication resources, support consistent care. Risk assessments identify known risks and provide clear guidance for care staff, including when supporting people who display behaviours that may challenge. Personal plans are reviewed regularly and updated when required with involvement from family members and relevant professionals.

Health promotion is actively encouraged, and people have highly detailed and personalised health passports, which summarise important information about their health, support needs and preferences to help ensure they receive appropriate care. People's medicines are managed safely. Staff receive appropriate training and medication management systems support people to receive their medicines as prescribed.

Effective infection prevention and control (IPC) arrangements are in place, supporting people's health, safety and well-being by reducing the risk of infection and promoting a clean, safe and hygienic environment. Staff receive appropriate IPC training, and personal protective equipment is readily available to support safe working practices.

Environment

Good

The environment is clean, comfortable, and suited to the needs of those accessing the service. Communal areas include a lounge and kitchen/dining area, both of which are suitably furnished, well maintained, and decorated to a good standard. During the inspection, we observed people using the communal areas who appeared relaxed, comfortable, and at ease within their surroundings. The service has a communal bathroom which was observed to be clean, hygienic, and well maintained. There is also a garden area at the rear of the property with seating available, providing opportunities for people to spend time outdoors. Staff informed us of plans to refurbish an outbuilding to create a sensory space, which will further enhance the facilities available to people using the service. As a respite service, rooms cannot be permanently personalised for individual occupants. However, people are encouraged and supported to personalise their bedrooms during their stay by bringing personal belongings. This helps to create a welcoming and homely environment that reflects individual preferences and promotes people's well-being.

There are effective systems in place to ensure the environment and its facilities are well maintained. Care staff follow established cleaning schedules, which helps to maintain high standards of cleanliness and hygiene throughout the service. The kitchen has been awarded a Food Hygiene Rating of five by the Food Standards Agency, indicating food safety and hygiene standards are very good. We reviewed relevant safety documentation and found up-to-date certification in place for utilities such as gas and electricity. Arrangements are also in place to ensure maintenance issues are identified, reported, and addressed in a timely manner. Fire safety arrangements are generally robust. There is a current fire risk assessment in place, regular fire drills are undertaken, and all people accessing the service have a Personal Emergency Evacuation Plan (PEEP) to support safe evacuation in the event of an emergency. However, we observed some fire doors were being wedged open on the day of the inspection. We discussed this with the management team, who acknowledged the issue and provided assurances that appropriate action would be taken to address it.

The service is protected from unauthorised access, with procedures in place to ensure all visitors sign in on arrival and sign out when leaving. People's personal and confidential information is stored securely and is only accessible to authorised personnel, helping to protect privacy and maintain confidentiality.

Leadership & Management — Good

People benefit from a service that is well led and effectively managed. The RI and management team are visible, approachable and actively involved in the operation of the service. There are established effective governance, oversight and quality assurance arrangements. Regular monitoring activities include quarterly visits undertaken by the RI, manager audits and six-monthly quality of care reviews. These processes consider key areas of service delivery including care planning, health and safety, staffing, training and service development. We found information is gathered through audits, observations and feedback to identify strengths and areas for improvement. quality of care reviews are detailed, they evidence reflection on service delivery and include clear action plans to support ongoing improvement. People and their representatives have opportunities to share their views about the service. Feedback questionnaires viewed demonstrated high levels of satisfaction, with relatives speaking positively about the quality of care and support provided.

Team meetings are held regularly and provide staff with opportunities to contribute to discussions about care practices, training, health and safety and service developments. This promotes an open culture where staff feel listened to and involved. Staff consistently described managers as supportive, approachable and responsive. One staff member told us, *"We are like a big family and all work well together."* Records relating to supervision and appraisal demonstrate care staff receive the recommended level of supervision from their line manager. However, we found some annual appraisals are overdue. We discussed this with the management who assured us they would address the matter.

Documents describing the service are available to view. The statement of purpose accurately reflects the service provided. The service user guide is accessible, easy to read and supported by photographs and images to help people understand the service and the support available. We told the provider some minor adjustments are required to the service user guide, so it contains all the required information. We were assured these adjustments would be made. Other documents we viewed during the inspection included a cross section of the services policies and procedures. We found some policies needed some adjustments to ensure they are up to date and reflective of current legislation. The management assured us they would address the matter.

People are supported by a stable and experienced staff team who are trained to meet their needs. Recruitment processes are robust. Personnel records contain all the required pre-employment checks, including references, employment histories and Disclosure and Barring Service checks. Staff receive a structured induction and have access to core and specialist training to support them in their roles. Although some refresher training around positive behaviour management is overdue, core training compliance is generally good. Staffing arrangements are determined by people's assessed needs. There were sufficient staffing levels on the day of the inspection and a review of the rota showed target staffing levels are consistently being met.

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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