



Ty Nant Care Home



53 Brook Street, Tonypandy, CF40 1RE



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www.silvercrestcare.co.uk

The inspection visit took place on 28/05/2026

Service Information:

Operated by:	Newcore Healthcare LTD
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	33
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Ty Nant is a care home in Williamstown, providing care and support for up to 33 people, including those requiring residential or nursing care, with a focus on supporting people living with dementia.

People's well-being outcomes are good. The service promotes a strong, person-centred culture where individuals are well known by staff and supported to maintain their identity, relationships and independence. People appear relaxed, safe and emotionally secure, benefiting from kind, respectful interactions and meaningful engagement. Opportunities for activities and community involvement support inclusion and reduce isolation, while people's views are actively sought and used to shape the service.

Care and support are good, with people receiving responsive and effective care from staff who understand their needs well. Care planning is detailed and supports safe, consistent delivery. There are robust systems in place for safeguarding, medication management and infection prevention

and control, alongside effective partnership working with external professionals to support people's health needs.

The environment is good. It is safe, clean and homely, with well-maintained communal and outdoor spaces that promote both social interaction and independence.

Leadership and management are good. The service benefits from visible and approachable leadership, a positive staff culture and effective governance systems that support continuous improvement and good outcomes for people.

Findings:



Well-being

Good

People experience positive outcomes because the service promotes a strong person-centred ethos. Care staff know people well and use this knowledge to support meaningful relationships and positive interactions. Families confirmed that information about their relatives is used meaningfully, and care staff demonstrated a good understanding of people's backgrounds, preferences and life histories. This supports people to maintain a sense of identity and belonging. Conversations were tailored to individuals and often reflected past experiences or local connections. As a result, people are more engaged in day-to-day interactions and appear more confident in expressing their preferences and needs.

People appeared relaxed and content throughout the inspection and told us they “*felt safe*” living at the home. We observed care staff interacting in a calm, sensitive and reassuring way, adapting their approach when individuals were confused or unsettled. Staff consistently used kind and respectful language, promoting dignity and emotional well-being through positive, person-centred engagement. People were observed to seek reassurance and social interaction from staff, reflecting positive and trusting relationships. This contributes to a stable and emotionally supportive environment.

Care staff respect people's autonomy and support individual choice in day-to-day life. People were able to choose when to get up, had access to a range of meal options, and could decide whether to take part in activities. There are suitable opportunities for engagement, with a varied programme that reflects people's interests. Personalised initiatives, such as individual gardening spaces, support meaningful occupation and enhance well-being. Care staff also demonstrated awareness of individuals who may be less likely to engage in group activities and supported them through one-to-one interaction, ensuring they remain included.

People are supported to maintain relationships through open visiting arrangements and continued links with the wider community. The service has developed positive community connections, and families told us there are regular in-house events supported by external providers. This inclusive approach strengthens relationships and helps people remain connected to those important to them. People and their families are included in improving service delivery through regular meetings facilitated by the service. We heard how the service uses proactive approaches to engage with people, enabling them to share their views and experiences in a meaningful and creative way. This ensures feedback is gathered at a pace suitable for individuals and is not rushed, supporting inclusive and person-centred involvement.



Care & Support

Good

People receive consistently good quality care and support. Care staff understand people well and use this knowledge to deliver care in a dignified, respectful and responsive manner. We observed staff responding promptly to people's needs, providing reassurance and appropriate support. Families told us that staff go out of their way to engage positively with people, supporting meaningful interactions and ensuring their needs are met.

The environment is calm and well managed. Feedback from professionals was that the home *"is always calm and laughter is heard"*, reflecting a relaxed and welcoming atmosphere. This has a positive impact, particularly for people living with dementia, by reducing confusion and anxiety and promoting a sense of stability.

The service uses an electronic care planning system, which enables care staff to access personal plans and risk assessments promptly. The plans we reviewed were detailed and supported by relevant risk assessments, which guide the delivery of safe and effective care. Daily records demonstrate that care staff follow care plans in practice, helping to ensure people receive the right care at the right time.

Pre-admission assessments are thorough and support the service to determine whether people's needs can be met effectively. Families told us they are involved in the process, including sharing information and visiting the home. We heard from families how upon entering Ty Nant *"it felt right straight away"*, providing reassurance about the suitability of the service.

There is good evidence of strong links with other agencies, ensuring people receive appropriate and timely support for their health needs. We saw clear examples of effective collaborative working with healthcare and specialist services. A professional noted the service's *"clear communication and collaboration"* regarding its approach with other agencies.

The service demonstrates a good understanding of Deprivation of Liberty Safeguards (DoLS). Applications are made appropriately, and there is evidence that any conditions attached to authorisations are followed in practice. Care staff are aware of restrictions and support people in the least restrictive way, helping to ensure care is delivered lawfully and proportionately. Medication management systems are safe and well organised. There are clear processes for the ordering, storage, administration and disposal of medicines, with controlled drugs managed in line with legal requirements. These arrangements help ensure people receive their medicines safely and as prescribed.

An infection prevention and control policy underpins staff practice, including the management of outbreaks. Personal Protective Equipment (PPE) is readily available and used appropriately. A dedicated domestic team ensures cleaning schedules are followed, the home is free from

malodour, and laundry systems are well organised.



Environment

Good

People live in a safe, welcoming and homely environment that meets their needs and supports their wellbeing. The home is arranged across three floors, with bedrooms located on the second and third floors. Bedrooms are appropriately sized, personalised to reflect people's preferences and can accommodate any required equipment.

Communal areas are well designed and provide opportunities for both social interaction and private space. Lounge and dining areas are bright, airy and comfortable. The environment has a homely feel and does not appear clinical or institutional, which supports people to feel relaxed and at ease in their surroundings. Bathrooms and toilets contain appropriate specialist equipment, which promotes people's safety, dignity and independence. A lift provides reliable access to all floors, enabling people with mobility needs to move around the home safely and independently.

People can safely access outdoor space. The garden is secure, well maintained and suitable for use. It provides opportunities for engagement and meaningful activities that support people's wellbeing. During the inspection, we observed people enjoying time in this space, which helped them reconnect with interests and activities they had previously valued.

Good standards of cleanliness and hygiene are maintained throughout the home. Housekeeping, laundry and kitchen areas are clean, organised and well maintained. The service has achieved a Food Standards Agency rating of 5, which reflects high standards of food hygiene. The service takes a proactive approach to maintaining the environment. Repairs are completed promptly, and there is an ongoing programme of refurbishment. At the time of inspection, redecoration work in the entrance and foyer was improving the first impression of the home. Damage caused by a recent leak had been addressed quickly, which reduced disruption and helped maintain a safe and comfortable environment for people.

Arrangements are in place to keep people safe within the environment. Health and safety systems are well managed, with routine checks and monitoring supporting ongoing improvement. Maintenance staff complete servicing, repairs and environmental checks in line with agreed schedules, and external contractors carry out specialist work where required. Fire safety systems are robust. Regular checks take place and care staff receive appropriate training to ensure people can be supported safely in the event of a fire. Infection prevention and control is managed effectively, with a good supply of PPE available. Secure access arrangements, including controlled entry and visitor sign-in procedures, help protect people and promote their safety.



Leadership & Management

Good

The service benefits from effective leadership and management, with well-established governance arrangements that support the delivery of safe, high-quality care. The manager is visible within the service and promotes a positive and open culture. They demonstrate a reflective approach, which supports ongoing improvement and helps ensure good outcomes for people living at the service. Feedback from care staff, families and professionals was positive. They consistently described the manager as “*approachable*” and told us they “*feel confident*” in their leadership. The manager maintains an open-door approach, which supports good communication and ensures people feel listened to and valued.

The provider follows safe recruitment and induction processes. Care staff are appropriately vetted and receive structured support when they begin their roles. Training is comprehensive, and compliance levels are good. Care staff told us training prepares them well to carry out their responsibilities. Care staff and nurses maintain the required professional registrations, including Social Care Wales and the Nursing and Midwifery Council, which supports safe and competent practice. Supervision and appraisal processes are in place and are used to support development and address any practice issues in a timely way.

The service promotes a positive staff culture. A staff recognition programme is in place, which acknowledges good practice and teamwork and supports staff wellbeing. Regular team meetings are held, giving care staff opportunities to contribute to the development of the service. Care staff told us they feel “*supported*” and “*valued*” and that they have opportunities for learning and development.

Governance arrangements are effective and support the oversight of the service. The provider completes regular audits and quality assurance processes to monitor performance and identify areas for improvement. There is good communication across the service, which supports a clear understanding of performance and ensures any issues are addressed. This supports a planned and proactive approach to the running of the service.

The Responsible Individual (RI) visits the service in line with regulatory requirements and completes reports to support oversight. The RI also completes six-monthly quality of care reviews, which help ensure standards are maintained and that people’s views inform service development.

The service has clear policies and procedures in place, which provide care staff with appropriate guidance. Complaints processes are established, and people and their families know how to raise concerns or provide feedback. Families told us communication with the management team is good and that they feel well informed. These arrangements support an open culture and promote people’s safety, wellbeing and confidence in the service.

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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