



Inspection Report on

Ty Bryn Residential Care Home

**Ty Bryn Residential Home
Old Lane Abersychan
Pontypool
NP4 7DG**

Date Inspection Completed

12/02/2025

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About Ty Bryn Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Amaranth care ltd
Registered places	30
Language of the service	English
Previous Care Inspectorate Wales inspection	23 November 23
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are given opportunities and support to approach their transition into a care service positively. They are treated with kindness and respect, and supported in their preferred ways to maintain wellbeing and achieve positive outcomes. A variety of regular activities, celebrations, and themed events further enhance their wellbeing and quality of life.

Residents live in a safe, clean, and comfortable environment tailored to their needs. The Responsible Individual (RI) has plans to update the decor in certain areas, aiming to achieve a consistent standard throughout the service for the benefit of people living there.

Strong leadership and management at the service foster a positive and supportive culture. Opportunities for training and development are readily available, and care workers express enjoyment in their roles, sharing that they are very happy working at the service.

Well-being

People have control over their daily lives and are provided with various choices and opportunities to enhance their wellbeing. They are treated with dignity, respect, and kindness. People are supported to maintain their appearance in accordance with their preferences, including opportunities for hairdressing, barbering appointments, and nail care services which one person shared they thoroughly enjoy.

During our visit, we observed people enjoying a selection of home-cooked main meals in the dining room. The meals looked appealing and provided a pleasant social opportunity for everyone to come together and share the experience. The head cook explained how the menu is thoughtfully planned and adapted to cater to individuals with specific dietary needs. We also noted that the daily menu was displayed in the dining room in an accessible format, featuring photographs of the available meal options. Additionally, we were reassured that alternative choices could be provided if someone preferred. The dining room was beautifully decorated for the season, and people proudly shared that they had recently collaborated with the activity coordinator to create the table centrepieces and bunting.

A variety of activities are planned throughout the week, with both residents and care staff praising the activities coordinator for her creativity and positive approach. We were shown videos highlighting people participating in boxercise sessions, as well as a New Year's Eve 'rave' party where individuals enjoyed music and movement accompanied by glow sticks and disco lights to upbeat tunes. People have access to two vehicles to access the community, which helps people meet their wellbeing outcomes.

People are free to welcome visitors at any time and the service can arrange for them to share a meal together. For those who prefer privacy, a small visitors' lounge is available, while a range of communal areas, including an outdoor patio and seating area, provides additional options for socialising and relaxation. Some areas of the service show inevitable signs of wear and tear. However, a full-time maintenance person diligently checks the environment and ensures any necessary repairs are promptly completed, creating an inviting and comfortable living space tailored to individuals' needs and personal outcomes. Each person also has their own room, which is clean, comfortable, and personalised according to their preferences, as well as being respected as their private space.

Care and Support

People are treated with dignity and respect, supported by care workers with whom they are familiar. During our visit, we observed adequate staffing levels to ensure there were no delays in providing care and support. We also noted sensitive and compassionate interactions between care staff and residents.

People's care plans are person-centred, up-to-date, and regularly reviewed. Personal outcomes are documented within care files and related documentation, clearly reflecting how care and support is tailored to achieve positive outcomes. Overall, the care documents provide sufficient detail to guide care workers in supporting people safely and in their preferred ways. The provider is using the upcoming transition to an electronic care planning system as an opportunity to thoroughly review all care documentation, streamlining records and adding further detail where necessary.

People are supported to maintain their health and wellbeing to the highest possible standard. Records confirm that referrals to health and social care professionals are made promptly, with their advice diligently followed. The service works collaboratively with professionals to offer comprehensive support to people. Trained and competent care workers support people in taking their prescribed medications, and are assisted by an electronic system designed to reduce the risk of medication errors. The RI is collaborating with the system provider to improve the process for recording 'as-required' medication. Shortly before our visit, a new medication room was set up in a cooler part of the service, which was well structured and organised. By the end of our visit, the service had reinstated its temperature monitoring system.

The service maintains up-to-date policies and procedures to guide staff in their roles, ensuring a consistent approach to service delivery and positive outcomes for people. For instance, whistle-blowing and safeguarding policies are in place. All care workers we spoke with demonstrated an understanding of their safeguarding responsibilities and expressed confidence that any issues reported to the management and leadership team would be handled promptly and appropriately.

Environment

The environment is accessible, welcoming, and designed to support positive outcomes for people. Recognising that transitioning into a care home can be challenging, the service has thoughtfully developed the entrance area, including a 'Welcome to Our Adventure' display. This display celebrates peoples' new journey, their achievements, and special moments since moving into the service.

During the inspection we saw staff from the house keeping team working throughout the service ensuring a high standard of hygiene, cleanliness and comfort. We also saw Infection Prevention and Control measures in place across the service.

Safety checks and maintenance of facilities ensures people live in a safe and comfortable environment that accommodates individuals with varying abilities. During our inspection, we saw an enhanced fire detection and alarm system being installed which the RI told us is more 'user friendly'.

There are several communal areas within the service, including both a large and small lounge, visitors' lounge, and dining room, to provide people with choices for where to spend their time. Part of the main lounge has a large sky light and patio doors which allows for a lot of natural light and views of the patio area, which people told us they enjoy using in the warmer months. Meals are prepared in the service's main kitchen, which has been awarded a five rating by the Food Standards Agency, indicating very good standards of food hygiene.

There are sufficient bathing and showering facilities available to people, affording choice to people, and some bedrooms have an ensuite showers and toilets. Those bedrooms without an ensuite all had a sink and vanity unit.

Some people chose to show us their rooms, all of which were clean, comfortable and personalised to the persons tastes and interests, offering a relaxing and enjoyable space. Where required, people have access to specialist beds and movement sensors to help minimise the risk of falls. We were assured that the appropriate procedures are followed to ensure these measures do not compromise a person's right to liberty.

Leadership and Management

There are effective governance systems in place that supports service provision and ensure positive outcomes for people. The service is run by two managers, who are further supported by a deputy manager. The RI, well-known to both residents and care staff, oversees the management of the service effectively and compassionately. The whole leadership and management team are dedicated to delivering high-quality care and fostering a positive, supportive workplace for care staff. Also, alongside their regular involvement at the service, the RI conducts formal regulatory visits every three months to monitor its performance. Additionally, the RI completes a comprehensive quality of care review every six months, which is used to identify areas for improvement and drive the development of the service. These efforts ensure that people consistently experience positive outcomes and a high standard of care.

Safe staff recruitment practices are in place, and the care staff we spoke with said their induction into the role was thorough and effective. Additional 'shadow shifts' were readily available, allowing new care staff to gain confidence before working independently.

Care staff shared that they are given opportunities to develop their skills and experiences. Mentoring is available to enable care workers to take on additional roles, alongside regular training and meaningful discussions during formal 1:1 supervision meetings. Many care staff expressed satisfaction with their work-life balance and appreciated the emphasis on their wellbeing. They shared comments such as, *"They are amazing at arranging my shifts around the days I am in university,"* and, *"I had excellent support during a difficult personal time; they truly went above and beyond to support me."*

During the inspection we saw staffing numbers which enabled peoples needs to be met without delay and in an unrushed manner. The rotas we saw also showed staffing numbers are consistently maintained, without the use of agency workers.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
15	<p>People's plans do not always clearly direct staff how to support them to meet their care and support needs. The plans do not consider their personal outcomes. Each persons plan should have sufficient information to direct care staff how to meet their care and support needs in accordance with their likes and preferences.</p>	Achieved

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