



Ty Nant Care Home



Tynant Nursing Home, Viaduct Road, Cymmer, Port Talbot, SA13 3NR



01639851852

The inspection visits for this service took place between 16/01/2026 and 22/01/2026

Service Information:

Operated by:	GLASSLIGHTS LIMITED
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 learning disability
Registered places:	61
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

Good



Environment

Good



Leadership & Management

Good

Summary:

People have excellent well-being in Ty Nant. They have a voice, are listened too and influence decisions within the service. There is a wide range of activities available for people to engage in. People have built positive and valued friendships with others and staff in the service. Feedback from people and relatives is overwhelmingly positive.

People receive good care and support in the service. Personal plans reflect the needs of people well and are up to date with their current needs. People and relatives told us they are aware of the content of personal plans and feel they reflect their needs well. Relatives told us communication in the service is very good and reliable and the care provided is '*top notch*'

The environment is well thought out. Bedrooms are personalised and homely. There is ongoing investment in the service with refurbishment works carried out as needed. Furniture and all areas of the service are in good state of repair. There are several communal areas for people to choose where to spend their time.

Leadership and management is good. Care staff are happy in their roles, supported and trained well. Many staff have been employed in the service for years. There is a dedicated manager in the service who is visible and approachable. Oversight tools are in place to support the smooth running of the service. The RI is accessible with scheduled visits due to take place imminently.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives. People and/or their representatives told us they contribute to the development of personal plans and communication of any changes or concerns is excellent. People's likes and dislikes and what matters to them is captured in a 'this is me' document within their care files. People told us *"the staff are marvellous up here"*, *"they turned my life around- for the better"*. Relatives also had similar positive praise *"Absolutely fantastic, family friendly home, from management to all staff involved with Ty Nant"*. People can make choices in all aspects of their day including where to spend their time, activities to participate in and what to eat. People are encouraged to provide feedback about the service routinely to drive improvements. Feedback from relatives included *"X is encouraged to make decisions over every activity of daily living"* and *"In my opinion this is the best care home around, Y is made to feel like one of the family, the carers and staff are outstanding"*.

People are safe and protected from abuse and neglect. The service has effective security measures in place to keep people safe. There is a sign in book for visitors to log their arrival and departure. External doors and those to internal stairwells are keypad coded to minimise the risk of harm to people. Multiple policies and procedures are in place to support the smooth running of the service. Staff are recruited safely and receive safeguarding training. Authorisation is sought to support people who lack the capacity to make their own decisions about aspects of their care and support and accommodation.

People are supported to cultivate safe and healthy relationships and have enhanced well-being through participating in meaningful activities. Multiple activities take place daily; activity timetables are on display on each floor. Local schools visit the service on special occasions and multiple entertainers visit on a regular basis as well as outings to the community. In house activities are facilitated by the dedicated activities team, these take place on different floors to ensure as many people as possible join in. The activity coordinators create monthly newsletters which are distributed to people and relatives, giving awareness of whats coming up in the next month. This includes celebrations, events, activities, important information and more. which keeps people in the loop with their community. Care workers mainly live locally and know the people they support very well. People praised staff saying they are "excellent", "good friends" and "so caring".

People live in accommodation that supports their well-being outcomes. The service is purpose built with all bedrooms having their own toilet and washing facilities. Each of the three floors have choices of communal areas for people to spend their time. The service is well-maintained, clean and homely. Good procedures and checks are in place to maintain the environment and ensure it continues to meet the needs of people.



Care & Support

Good

People experience good-quality care and support from a consistent staff team who know them well. People told us, *“the staff are friendly”* and *“it’s like a family”*. We saw evidence of effective multi-agency working; referrals are made promptly, and people are supported to attend health appointments, which contributes positively to their health and well-being. Personal plans are reviewed regularly to ensure needs are monitored and met. However, the plans are not consistently personalised, and further work is needed to ensure personal plans are aligned with each person’s preferences, aspirations, and outcomes. People are treated with dignity and respect, and relatives told us, *“The care and support received is brilliant”* and described Ty Nant as providing *“gold standard”* care.

The service ensures people are protected from harm and abuse. Assessment documents show people’s needs are clearly considered before they move into the service, helping to establish their needs can be met safely from the start. Robust and regularly reviewed risk plans, alongside individual monitoring tools, are in place to actively promote and maintain each person’s safety. Staff understand their safeguarding responsibilities and act in accordance with them, and they told us they feel confident that any concern they raise would be responded to appropriately. People’s liberty is protected in line with legislation. When Deprivation of Liberty Safeguards are applied, there is clear involvement from relevant professionals and people’s representatives, and the process is accurately reflected in people’s files. People told us they feel safe at this service.

People’s medication is safely managed at the service as there are strong systems in place. Medications are stored appropriately and safely. Medication is administered by care staff and nursing staff who receive medication training and regular competency checks. Audits are in place to minimise risk, check stock levels and ensure any issues are detected and resolved quickly. There are good procedures in place for ordering, disposal and prevention of stockpiling of medication.

People are protected as much as possible from the risks of infection. Oversight and monitoring of this was demonstrated in the monthly infection control audits. We saw the premises are clean and hygienic and food hygiene practises are good. We saw sufficient supplies of personal protective equipment (PPE) available in the service and observed staff utilising these.



Environment

Good

People live in a well-presented environment with appropriate and well-maintained facilities and equipment. There are three floors in the service, all are accessible via lifts which are well maintained and all working well during the inspection. People have access to several communal areas on each floor, including a large lounge, smaller lounge/music room, dining areas and kitchenettes. The service's main kitchen is on the ground floor. There is also a hair salon in the service which many people enjoy a visit to when the resident hairdresser is in. There is a patio area along the front of the building for people to enjoy some fresh air in warmer weather and the manager told us there was lots of summer furniture and benches available for people, which are currently in storage for the winter. Bedrooms are distributed over all three and those seen are homely, personalised and clean. The laundry room is organised, with equipment seen in good working order. Chemicals and substances hazardous to health are stored securely under the appropriate guidelines when not in use. The most recent visit to the service from Environmental Health awarded the kitchen a 5 (very good) rating for food hygiene (February 2025). There are good procedures in place to maintain the cleanliness of the kitchen and good stocks and variation of food is available.

There are good procedures in place to identify and minimise risks to health and safety in the service. The service is very clean with a dedicated team of domestic and laundry staff who work tirelessly to maintain this and minimise the risk of infection. There is also a maintenance team in the service who maintain and repair issues with furniture, fixtures and fitting as they arise. We saw checks are in place to ensure the environment is safe for people. The fire risk assessment had been reviewed within the last twelve months and has been completed by an external fire safety company, the fire brigade has also visited the service to check for fire safety, with any actions raised being addressed. Personal emergency evacuation plans (PEEP's) are in place for people. Multiple Certificates are in place to confirm servicing requirements of utilities and equipment are up to date. Since the last inspection we noted an increasing number of bespoke chairs in the service that have been donated. Whilst these are expensive and very useful to have there seems to be too many of them cluttering up some of the smaller lounges. This was discussed with the RI and alternatives for storage will be looked at.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and good-quality care. The visible manager and clinical lead in the service are held in high regard and described as “*approachable*” and “*supportive*” by the care team. Routine audits are carried out by the manager which include care plan audits, staff file audits including DBS check dates and training oversight, infection control, health and safety and more. The manager also oversees logs of any accident, incidents, compliments and complaints, and follows these up effectively. At the last inspection, the RI visits were being conducted virtually and over the phone, however these are now scheduled to take place routinely so the RI can have firsthand oversight and face to face feedback from people and the care team. We saw previous and recent feedback obtained through completed surveys from people and relatives, which is analysed and summarised into the bi-annual quality of care review.

The Provider has multiple policies and procedures in place which are reviewed routinely and include links to up-to-date legislation. Care staff are aware of these policies and procedures and understand the importance of them when carrying out their roles. The statement of purpose reflects the service well.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. Several personnel files were viewed and the information required to determine suitability for employment in the caring field is robust. This includes previous employment and character checks, up to date Disclosure and Barring checks, (DBS) and identification checks. Care workers are supported to register with Social Care Wales, the workforce regulator. The training matrix was viewed; high levels of training has been completed across the staff team, particularly in the mandatory areas including food safety, manual handling and infection control. Additional training is also offered more specifically to job roles such as senior care staff and nurses.

Feedback from staff was overwhelmingly positive, all said they feel supported in their roles. Comments included: “*The support we get is great*”, “*I would recommend this service due to supportive teamwork, effective leadership, and strong commitment to residents’ safety, dignity, and wellbeing.*” We saw Supervision and Appraisal charts displaying quarterly and annual dates as required, however evidence of these taking place is not always visible in personnel files. We discussed this with the service manager and RI and are assured that this will be addressed, with copies of supervision records retained by the service going forward. As this is not having an impact on the well-being of people this will be followed up at the next inspection.

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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