



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty Coed Bungalow



Neath



01792326822

Date(s) of inspection visit(s): The inspection visits for this service took place between 29/08/2025 and 29/08/2025

Service Information:

Operated by:	National Autistic Society
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	2
Main language(s):	English
Promotion of Welsh language and culture:	The service 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 Coed Bungalow is a well-run specialist service that provides 24-hour individualised support for people. The service is based in the village of Longford, situated in the outskirts of the town of Neath. Ty Coed Bungalow comprises of two flats with an office and sleeping facility for staff in between, with well-maintained grounds. The manager supports two services with the same management team and core staff.

The well-being outcomes of people is good as they lead happy fulfilling lives supported by dedicated staff that know them very well. People develop and sustain positive relationships within their community and with the people they live with. People's health and wellbeing is promoted having regular access to the wider community through a range of opportunities and activities

Care and support is good as people are supported by skilled and competent staff to achieve their personal outcomes. Staff are well trained and can communicate with people in a range of ways tailored to them as individuals. People's planning information is strengths based and outlines how staff should support people.

The environment is good as people have access to safe, quality indoor and outdoor space which

impacts positively on their health and wellbeing. There is clear ongoing investment into the service.

The leadership and management are good as leaders are visible, informed and foster a culture of positivity and candour. There are effective quality assurance systems in place driving continuous improvement in the service.

Findings:



Well-being

Good

Staff offer extra help in daily decision-making with attentiveness and empathy and using people's preferred communication methods. There is an experienced and committed team that can communicate with people using different methods around their individual needs. Staff offer help in daily decision-making with attentiveness and empathy. Comprehensive communication plans ensure staff are fully aware on how best to engage with people and when. The service uses a "Total Communication" methodology with staff using pictorial aids and sign language adapted to individuals. We saw staff have a real affinity with people who were comfortable and happy in their presence.

People are supported to maintain their physical and mental health, and emotional well-being. People are well supported to engage in various activities fostering happiness and health. We saw people being introduced to activities at their own pace, enabling them to develop confidence with consistent and continuous support from staff. People are developing skills and confidence in going to local shops and out into the wider community. There are good activities to improve daily living skills as well both indoor and outdoor activities that improve health and wellbeing. We saw staff are flexible and adaptable around what people like to do. Individual diets are catered for and special events celebrated. There is a good emphasis on the importance of hydration and having healthy varied diets.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they always feel safe. There are thorough safeguarding procedures in place which staff understand. Risk assessments provide clarity, consistent guidance and information to staff. These adapt and are updated around the needs of people being supported, with staff having access to ongoing internal and external specialist support.

People live in accommodation which meets their needs and are supported to develop and sustain positive relationships within their community and with the people they know. People have regular access to the community through a wide range of opportunities and activities. Visiting family are always made to feel welcome. People have access to quality indoor and outdoor space which is used consistently and adapted to their particular needs. We found regular health and safety audits including fire safety, infection control and a range of environment checks keeping people safe.



Care & Support

Good

People are supported by highly skilled staff with an extensive understanding of their individual needs and preferences. Staff know people well and engage in regular training around the needs of the individuals they support. There is a proactive positive culture in the service, with a stable staff team, several staff have worked at the service for many years. We saw the team placed people at the heart of the service, evidencing this throughout all interactions and our discussions. Comments include *“we do all we can to meet their needs and make them happy”* and *“love seeing people out in the community, makes it worthwhile”*. We saw staff ensuring people have regular health checks, with personal plans in place around key areas such as oral care. We saw people have weekly activity planners based on their interests and likes/ dislikes. Care and support is provided in a way which promotes the development of routines and structures for people living at the service.

People's planning information is strength based and outlines how staff should support people. People with complex support needs have detailed assessments, any changes are monitored closely and documented. People's personal plans consistently include their preferences, routines, and beliefs. Plans have good historical information which is extremely helpful to new staff. Personal plans will benefit from making the goals and aspirations of people clearer and evidence who is involved in review meetings. The provider will shortly be introducing a bespoke electronic care management system and provided assurances these areas will be prioritised.

People are supported by skilled, competent staff to achieve their personal outcomes through the least restrictive ways possible. Risk assessments provide clarity and consistent guidance and information to staff. This ensures risks are minimised to both people and staff. Personal plans and risk assessments evidence people's independence is promoted, any barriers are reduced enabling people to lead fulfilled lives. Plans are adapted and provide consistent guidance to staff if the needs of people changed. Staff have access to regular ongoing internal specialist support and training based on the individual support needs of people. Staff also continue to access external specialist support if needed. We saw people's liberty is protected in line with current legislation (Deprivation of Liberty Safeguards). This was evidenced in clear, accessible documentation and staff interactions.

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. People receive medication in a person-centred way adapted to their preferences; this is clearly referenced in documentation. Medication is consistently stored as required to ensure its efficacy and safety. Staff have good knowledge of people's medication, having regular training and competency checks by trained senior staff.



Environment

Good

Ty Coed bungalow is an individualised home with people having access to good communal and private space in which to spend time alone, socialise or entertain visitors. People living at the service have lived there for some time and are comfortable with staff who support them. The service is a well-established part of the local community. People have easy access to local amenities. People are developing skills and confidence in going to local shops and out into the wider community. The service is situated in Longford Court, the National Autistic Society's community which houses several similar homes. This enables people to have good space and opportunities to socialise with other people in a safe well-supported environment. It also allows staff to support other services when needed, utilising each other's knowledge, skills, and resources.

People have access to quality indoor and outdoor space which is used consistently. The flats are adapted to the individuals, are pleasant, nicely decorated providing people with ample space. People have good lounge/ dining areas and a kitchen in which their independence is encouraged. Bedrooms reflect the interests and personalities of the individuals. Each flat has a small accessible private garden area to support the health and wellbeing of people. The garden is pleasant, secure and well used. We saw people were happy and enjoyed coming and going between the garden and the inside areas of the home. We saw people appear comfortable in their surroundings

The service provider ensures the premises comply with current legislation and national guidance in relation to health and safety, fire safety and environmental health. The service provider actively predicts and manages risks to people, considering it a shared responsibility for all staff. We saw comprehensive risk management plans in place around the individual needs of people. This ensures risks to both people and staff are minimised. We found regular health and safety audits including fire safety, infection control and a range of environment checks. These are being completed by senior staff and forms part of the three and six-monthly quality assurance reports completed by the Responsible Individual. We saw certifications for all utilities such as gas, water and electricity. The provider continues to invest in the service and access to a maintenance team who regularly maintain the service.



Leadership & Management

Good

There are effective quality monitoring systems including audits of care and support, visits to the service by leaders, and feedback from people, staff, and visiting professionals. This information is used to drive continuous improvements in the service. We saw detailed action and service improvement plans with focus placed on achieving compliance and maintaining a consistently good environment for people to live in. We saw the RI audits are detailed, evidencing regular visits to the service resulting in comprehensive bi-annual quality of care reports. These would further improve with more focus on the outcomes achieved by people living in the service. We saw a range of quality assurance audits being completed by senior operational staff, in areas such as health and safety and the delivery of care and support.

Staff are well supported by the service provider through effective recruitment, induction and continuous training and ongoing operational management support. We saw consistently good employment and recruitment checks within staff files; this is monitored and managed by the central human resource team. We saw consistently good evidence that all new staff have a comprehensive induction which is signed off by the manager. We saw staff have consistent supervision and annual appraisal meetings. There is additionally good access to training based on the needs of people living at the service. The interim manager supports two services with a core staff across both. They continue to maintain strong and consistent daily communication and regular team meetings. Both services use the in-house relief and agency staff supporting any shortfalls when required.

The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service, and they are understood and implemented by staff. Leaders are accountable for the actions, behaviours, and performance of their staff. There are clear and appropriate corporate policies in place for staff to follow. Staff are very familiar with key policies and procedures such as safeguarding, whistleblowing, complaints and Deprivation of Liberty Safeguards (DoLs). Staff consistently demonstrated this understanding throughout the inspection.

Leaders foster a culture of candour by being transparent and sharing information with relevant parties where appropriate. There is a thorough and comprehensive Statement of Purpose (SoP) accurately describing the service provided. There is also a Guide to Service which requires a review. There is an open management team that communicates well sharing information with both internal and external stakeholders. A relative said *"We certainly would recommend 'Ty Coed Bungalow' to anyone who was lucky enough to get a place there"*. There is a clear recording of any complaints and an appropriate complaints policy and process in place. Accidents and incidents are recorded in detail with any remedial actions.

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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