



Ty Undeb



Ty Undeb, 74 Queen Victoria Road, Llanelli, SA15 2TH



02920494445



<https://nationalcaregroup.com/view/ty-undeb/>

Date(s) of inspection visit(s):

24/04/2025, 02/07/2025

Service Information:

Operated by:	Integra Community Living Options Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	7
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Ty Undeb is a residential care home in the town of Llanelli. Well-being is rated as excellent because people receive a service that is highly person centred, that creatively enables them to achieve and exceed their health and well-being outcomes. People have developed extremely valuable relationships with the familiar and knowledgeable staff. Care and support is rated as excellent because people receive exceptional care and support from a team of professional and empowering staff. Care workers are guided by highly informative individualised personal plans that enable them to meet people's needs. The environment is rated as good because people are comfortable and relaxed throughout the home. People are involved in any upgrades or decoration. Leadership and management is rated as good because the provider has effective oversight of the service. The strong leadership at the service has created a positive culture that ensures people receive excellent quality of care.

Findings:



Well-being

Excellent

People are treated with dignity and respect. They are supported to identify their health and well-being outcomes. The service promotes independence by encouraging people to use and build on their strengths. A care worker told us, *"We all want to see people succeed and be as independent as they can be and live a happy fulfilled life"*.

People have as much control as possible over their day-to-day lives and are supported to understand their rights. They are involved in coproducing information for themselves and their peers where possible. People are actively involved in decisions that affect them, ensuring their voices are respected and acted upon. They are supported to live well and achieve self-directed outcomes. People maintain and improve upon their physical, mental, and emotional health.

People are safeguarded from abuse and neglect. They are provided with a secure environment where they feel safe at all times. There are mechanisms in place to ensure that every voice is heard and respected. There are support systems to ensure any risks are promptly identified and addressed.

People enjoy fulfilling and rewarding lives, they have enriching experiences delivered in new and creative ways. This includes community events that promote social connections and activities that enhance personal well-being.

People co-produce and lead various enriching activities of their choice, where they are able. These well-designed programs encourage engagement, significantly enhancing people's sense of well-being. A person who lives at the service told us, *"It is very good here I get the help I need and the people are lovely"*.

People live in accommodation that supports them to achieve positive outcomes. The layout and decoration of the setting and quality of the furnishings and fixtures meets people's needs.



Care & Support

Excellent

People are very happy with the care and support they receive. We observed many caring and friendly interactions during the inspection. A person who lives at the service told us, *"Oh yes, it's great here they have helped me a lot. They listen to me and that's good you see"*.

People experience excellent care and support because the service gathers their opinions on their plans and their preferences for care and support are highly valued by the provider during reviews of their care.

People experience an exceptionally personalised and creative approach to evaluating, planning, and delivering high-quality care and support. The provider excels at empowering people to identify and achieve sustainable new health and well-being outcomes that may not have previously been considered.

People's well-being and safety is prioritised by the service because they identify and manage potential risks. People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. This is reflected in people's individual plans.

The service provider emphasises independence and choice through proactive risk management by all staff. People consistently achieve personal aspirations and highly positive outcomes because the provider uses evidence-based research and learning from reviews, to inform practice. Records in the service show staff work closely with people to involve them in understanding and administering their medicines where appropriate.

People are kept safe by an exceptionally strong approach to safeguarding. There is a proactive and positive culture of safety in the service, based on openness and honesty. The service provider continually seeks ways to improve safety through a culture of reflective practice and implements sustainable positive changes. This includes learning from internal and external reviews.



Environment

Good

People's views and needs are carefully considered when designing, decorating and maintaining the home. People are positive about their involvement in the recent re-decoration programme at the service.

People benefit from a warm, comfortable, welcoming environment with plenty of fresh air and natural light. The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. Communal spaces meet the needs of people, promoting their independence and provide opportunities for private meetings, activities, and recreation. Bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility.

Outdoor spaces are safe, attractive, and accessible. The creative use of space allows people to plant, grow and pick their own food, which has a positive impact on their well-being. People are often supported to access outdoor space in the wider community.

Safety is a key consideration during the upgrading of the home and the design of the building ensures people can easily navigate the premises and access necessary equipment. The service actively manages risks to people, staff are familiar with the strategies and apply them consistently. Regular servicing, maintenance and immediate repairs to equipment ensures the safety and well-being of people using the service.

Security arrangements are in place to protect people without compromising their rights, privacy, and dignity. This includes protecting personal property and providing appropriate access to and from the premises.



The provider oversees the quality of care through detailed and effective audit processes. Information gathered from both internal and external audits guides quality review reports and improvement plans.

The Responsible Individual (RI) is well known by everyone involved in the service and they visit regularly. Detailed feedback from people and staff is encouraged by them to support assessing the quality of the service and to inform them on any quality improvements. People know how they can provide feedback about their experiences of the service.

The manager has created an enabling culture at the service that supports people to live as well as possible and exceed their well-being outcomes. People have been actively supported to move out of the service into independent living. A care worker told us, *"I think it shows how good it is here for people when we have success stories of people becoming confident and independent enough that they are now living in their own place and thriving,*

People and care workers have confidence in the manager and can discuss any concerns they have with them. Care workers have regular one-on-one supervision sessions with their manager at least quarterly and an annual review to provide feedback and identify any training needs. Care workers told us the manager is accessible and extremely supportive. One said, *"it's great here we all work as a team supporting each other and working to each other's strengths. If you need any help or support, you get it no problem"*.

The service provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. The service has an effective induction that prepares new staff for the role. Care workers are positive about the professional development opportunities they receive.

Discussions with care workers, demonstrate a positive approach to protecting people and keeping them safe. Staff have good communication with their managers and are confident to report concerns if needed.

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.

Welsh Government © Crown copyright 2025.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*