



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty Newydd



38 Pen-y-lan Road, Cardiff, CF24 3PF



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

Date(s) of inspection visit(s):

23/05/2025

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:	5
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and cultural needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

People's well-being and experiences have significantly improved. People feel listened to, fully in control of their lives, and supported at the earliest opportunity to reduce risks to their well-being. We found that good care and support is delivered because people receive person-centred care that allows them to do what matters to them and re-engage in community life with increased opportunities for activities and meaningful engagement from staff. People told us there are enough staff to provide the right care and support at the right time. The environment is good, with access to various communal facilities and personalised bedrooms, giving people ownership of their home and ensuring close oversight of health and safety compliance. We found a highly effective leadership and management team who are skilled, have close oversight of emerging concerns and issues, and take quick action for people. A new manager has joined, who is beginning to implement creative and innovative approaches. Once sustained and developed, the service provider can achieve excellent outcomes for people.

Findings:



Well-being

Good

People are supported to maintain their physical, mental, and emotional well-being by care staff who assist them in attending medical appointments and engaging in activities that promote happiness and health. People achieve their desired well-being outcomes because the provider prioritises their experiences and has increased proactive support for mental health recovery. Since the last inspection, we have observed significant improvements in one person's well-being due to meaningful engagement with care staff. People are having positive experiences and commend the increased social and community opportunities, feeling respected, valued, and supported. One person said the service “*exceeds their expectations.*” Recently, people have felt truly heard and have had positive experiences engaging in activities they enjoy. They eagerly anticipate what the future holds. The improvements we observed have significantly impacted their lives.

People are encouraged to foster safe and healthy relationships. The service maintains consistent care staff to build strong relationships, enhancing people's well-being and sense of security. Many commend care staff, describing the new manager as caring, kind, and respectful. Some feel empowered by the manager, who has quickly developed trusting relationships. One person felt highly motivated by the new manager in planning “*a good year ahead with lots of adventures.*” The promotion of Welsh language and culture is integrated through bilingual documentation. A Welsh-speaking staff member is available if needed, including a Welsh speaking Manager.

People have control over their lives, are listened to and they are well-informed about their rights and how to raise concerns. They are actively involved in their care, ensuring their views and preferences are considered and respected. Personal plans highlight proactive support to keep people safe and promote independence. People contribute to review meetings, enabling informed choices and necessary changes to care. The service listens to and accommodates their requirements and requests. Advocacy is now used, and regular consultations ensure individuals' opinions are collected and they are involved in decisions. People described the new manager as responsive and someone who “*takes quick action*”. The provider responded promptly and effectively to a concern raised by an individual since the last inspection, making the person feel fully listened to and heard.

People are safe and protected from abuse and neglect. Staff receive safeguarding training to understand and identify concerns of abuse and know how to report them. The right approach is used to ensure people are supported at the earliest opportunity to reduce self-neglect and harm. The service collaborates with other agencies to share key information and to work together.



Care & Support

Good

People receive high-quality care and support to achieve their personal outcomes. A variety of activities and celebrations take place within the service, allowing people to choose how they spend their time. Individuals are supported to access their local community, engage in activities of interest, and develop daily living skills. The service has access to a car, enabling care staff to support people in living a meaningful life and fully integrating into community life, despite any physical barriers that may prevent them from travelling longer distances.

People receive the right care and support at the right time and are supported by consistent and competent staff through the least restrictive means. Care is undertaken to ensure early warning signs of people's health declining are not missed, and individuals receive the correct care and support at the earliest opportunity. There has been an increase in proactive care and support strategies used by staff to reduce the need for reactive interventions. Consequently, there has been a reduction in incidents for people, and their well-being has improved. There are enough staff available, and the rota system is flexible to accommodate meeting people's support needs and activity plans. People told us they have plenty of opportunities for meaningful activities, as staff availability and engagement are good.

People's personal plans are strength-based and outline how staff should support them through proactive interventions. We reviewed care records that are detailed, personalised, individually tailored, and clear to follow. These records are created in collaboration with individuals and relevant professionals to ensure that support staff have key information and guidance on how best to assist people. Care records, created to the standard we observed at the service, promote skilled approaches from staff and enable individuals to receive a tailored service.

People are assisted and supported to attend and participate in health checks and activities related to health promotion. The provider gathers detailed information from other professionals and organisations already involved in people's care. Support is provided to help individuals obtain the professional intervention they need. The provider is highly effective at collaborating with community professionals in a multi-agency approach. For people with complex needs, staff have specific training or seek advice from specialists.

People receive medication in a person-centred way and regular reviews of medication are completed, including audits to ensure consistency of practice and good standards are maintained. People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic.



Environment

Good

People live in an environment with access to appropriate and well-maintained facilities to help them to achieve their well-being outcomes. We found the home to be warm, comfortable, welcoming, and a well-lit environment with plenty of access to the outdoors. People can easily navigate the premises and access a variety of different communal areas in which to spend time alone, socialise or meet with visitors. The service includes people when making decisions about colour schemes and decorative items for the home. We saw artwork completed by one person displayed around the home and observed praise and encouragement from the manager for the individual to create more. It was evident how satisfying and rewarding this was for the individual. People can choose to what extent they personalise their bedrooms. We saw bedrooms which are decorated in a way which expresses people's personalities, interests and comfort needs. Smoking areas are available to people, and the well-maintained painted walled garden is a popular space. There is ample seating, and we saw people spending time in the garden, relaxing and enjoying the sunshine.

There is a maintenance and facilities team in place who maintains very good oversight of the home ensuring appropriate checks are actioned and completed. There are effectual systems in place for any issues to be reported and managed with close oversight and governance from senior management.

Risks to health and safety are identified, mitigated, and reduced. There is effective monitoring and auditing of the environment and maintenance of the home is good. We saw robust health and safety audits are complete and actions taken where needed. The service provider ensures the premises comply with current legislation and national guidance in relation to health and safety. We found cleaning regimes and standards of hygiene throughout the home to be good. Security arrangements are in place and are effective. Other risk areas in the home, such as the utility and medication room are not accessible to people without staff assistance, to ensure their safety and well-being.



Leadership & Management

Good

The service provider's oversight and governance arrangements foster a positive and compassionate culture. People receive support to achieve their outcomes due to effective organisational arrangements ensuring close oversight of issues and risks by clinicians and the senior management team. The manager, clinician and the Responsible Individual (RI), are visible and available to people and staff. The RI regularly visits to monitor the quality of care, ensuring robust and detailed quality-of-care reviews. Reports from these reviews evaluate the service's performance and identify areas for improvement. Robust policies and procedures are available to all staff. The statement of purpose and a service guide sufficiently describe the service.

The provider has resolved all areas of non-compliance identified at the previous inspection. There is a commitment to continuous learning, reflection, and service development within the organisation, supported by effective systems that promote responsive and skilled service provision. High-quality care is prioritised, with financial investments made to improve opportunities for people, such as providing a house car, a flexible staff rota system, and a rigorous new referral screening assessment to ensure any new admissions do not impact on the compatibility and stability of the home. People's needs and the harmony of the home are prioritised before accepting new referrals. Regular risk and governance meetings with senior management and director oversight monitor the service's performance and adapt corporate systems accordingly.

A new manager has joined who is working towards official registration with Social Care Wales (SCW). The manager has a 'can do' attitude and has been committed to ensuring people start to receive meaningful engagement and enabling approaches. We saw examples of skilled interactions from the manager which empowered a person they were supporting. The manager aims to develop and implement this approach for all individuals using the service, and to sustain and embed this culture of practice over time. Care staff feel valued, well supported and enjoy working for the company. We identified a positive culture within the staff team and a motivation to provide high-quality person-centred care. Management ensure practice is in line with people's assessed needs and risks. Assessing risk and when to act, whilst promoting people's self-management skills and independent quiet time, is kept under review.

Care staff are recruited safely, registered with SCW, and receive the necessary support and training to meet people's needs. Robust recruitment and vetting ensure staff are trustworthy and suitable. A comprehensive induction and training programme help staff understand the people they support. Shadowing experienced staff enhances their understanding. Regular supervision and appraisals provide ongoing support and professional development opportunities.

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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