



### Ty Nant



56 Francis Street, Thomastown Tonyrefail, Porth, CF39 8DS



02920523178



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

**Date(s) of inspection visit(s):**

21/05/2025, 23/05/2025, 28/05/2025

### 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:	13
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 Nant provides support and rehabilitation to male individuals over the age of 18 with physical and mental health needs. It is in a quiet location in Thomastown, Tonyrefail and comprises of four adjacent homes, with a good choice of amenities and the local towns within easy reach.

It provides good care and support in a warm and friendly environment, that promotes good wellbeing outcomes for people living at the service. Staff know people well and interact in a kind and caring manner. Care files detail how people like their needs met and are reviewed regularly. People carry out activities and daily living tasks independently or with the support of staff to ensure their physical and emotional well-being. The environment is good. The premises is safe and accessible and has suitable indoor and outdoor areas for people to use. Staff feel very well supported, happy, and confident in their roles. They receive regular supervision and a variety of training, and policies are in place to provide guidance. Robust Quality Assurance systems are in place with regular audits and good oversight by the management team and wider provider. The

Responsible Individual (RI) visits the service regularly and speaks to people and staff.

## Findings:



### Well-being

Good

People are supported to have as much control as possible over their day-to-day lives. The service carries out thorough pre-admission assessments to ensure it can meet people's needs, which are evident on people's care files. People and their representatives are involved in developing and reviewing their care plans and identifying personal goals/outcomes. People can choose how they spend their time. Monthly resident meetings and keyworker sessions give people the opportunity to discuss things within the home including re-decorating and refurbishment plans. There are also plans to set up groups, with residents taking more of a lead and focussing on things such as healthy diet.

Documentation such as a statement of purpose and written guide are available to people and provide information on the service, how to raise a complaint, and details of advocacy services. Details of how to make a complaint are also available on an information board in each house. The manager deals with any complaints and follows the provider's policies and procedures. People's communication needs are considered in pre-assessments and communication plans are evident on people's care files. Staff receive mandatory and core training appropriate to the needs of the people they support. The service is working towards anticipating, identifying, and meeting the Welsh language and cultural needs of people who use the service. The service has a Welsh speaking resident who uses some basic Welsh language with staff and some basic Welsh words were noted on the boards in the houses. A Welsh language policy is in place and Welsh awareness training is provided to staff. Documentation is also available in Welsh on request.

People are well supported to engage in and participate in various activities and are supported to maintain relationships with family and friends. People access the community independently or with support from staff and are encouraged to carry out daily living tasks such as cooking and cleaning. People told us about going shopping, going for walks, and trips to Porthcawl. We were told of others going to the darts, going on holidays, and one person moving from the communal houses to one of the flats. There are no restrictions on family and friends visiting and it was noted family visiting on the day of our inspection. We were also told of one person who independently uses public transport to visit family.

People are protected from abuse and neglect. Care staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people. Care staff receive training appropriate to the needs of the people they support, and staff we spoke to understand and follow the Wales Safeguarding Procedures. There are effective mechanisms in place to ensure people can voice their concerns. Risk assessments highlight any areas of concern, and people's rights to liberty are protected and safeguarded. There are measures in place to ensure medication is safely stored and

administered.

People live in accommodation that supports their well-being. Bedrooms are comfortable and personalised, with sufficient indoor and outdoor communal areas available for people to use. The home is clean and well-maintained, with the correct checks and servicing in place for utilities and equipment.



## Care & Support

Good

People receive consistently good quality care and support which helps them achieve their personal outcomes. A detailed assessment is completed prior to a person being admitted to the care home to ensure the service can meet their needs. A personal plan is developed with the person and if appropriate, their representatives. These are clear and concise, and highlight people's personal outcomes with the best ways of supporting people to achieve them. Risk assessments consider risks to people's health and wellbeing and ways for keeping people safe. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty. We saw personal plans and personal outcomes are reviewed regularly with people and those involved in their care to ensure information recorded remains relevant and meaningful.

People are supported by skilled staff who have a good understanding of their individual needs and preferences. There is a stable staff team with no need for agency staff over the past year which provides continuity of care to people. We saw care staff and the management team have very positive relationships with the people they support. It is clear they know the people they support well and are familiar with their needs and preferences. Positive feedback from people included "*I'm happy here*" "*Nice*" and "*Very good*". A relative described the staff as "*Lovely*" and of the manager "*Approachable*." People are supported with their dietary requirements and are encouraged to carry out tasks such as shopping and cooking with or without help. Information around nutrition and healthy eating is evident at the service. Staff also receive training around nutrition and food hygiene.

People are supported to attend and participate in Health checks such as hospital and dental appointments, and Health Passports are developed, maintained and used consistently for people who require them. People are supported with their medication if required in accordance with national guidelines and service policy. Medication management procedures are robust and a new electronic system works well to minimise risks and errors. There is a medication policy aligned with best practice guidance and care staff receive training on the administration of medication to ensure they remain sufficiently skilled. Routine medication audits ensure practice remains safe and effective.



## Environment

**Good**

People benefit from a warm, comfortable and welcoming environment that suits people's needs. People's bedrooms are personalised, with two of the houses having en-suite facilities. One other house has communal bathroom/toilet facilities, and the flats have their own bathrooms. There are indoor and outdoor communal areas people can access including lounge areas, kitchen / dining, and laundry facilities. Each of the houses have their own individual garden with patio and lawn areas. There are flower beds and pots in some areas, that some people told us they help to maintain. There are also designated smoking areas. We saw people can choose where they spend their time and go from their rooms to communal areas as they wish. The service overall is nicely decorated and suitably furnished. There has been some re-decorating and refurbishment since our last inspection including painting and some new kitchen and lounge furniture. Further plans include painting and redecorating bathrooms and laundry rooms.

Regular servicing, maintenance and repairs of facilities ensure the safety and wellbeing of people using the service. We saw there is routine servicing of utilities such as electricity and gas carried out by external contractors. Specialist equipment such as a lift in one of the houses has recently been serviced. There is a fire risk assessment with regular fire safety checks carried out by staff, and servicing by suitably qualified trades people. Fire safety work identified during a recent inspection by the fire service and an internal health and safety audit have been promptly resolved. Laundry facilities are available for people to use with cleaning products stored in accordance with Control of Substances Hazardous to Health recommendations.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic. Cleaning was observed during our site visit and cleaning rotas encourage people living at the service to help keep the service clean and tidy. There are plentiful supplies of Personal Protective Equipment (PPE) throughout the service including gloves and hand sanitiser. Staff have received training in this area and the manager carries out regular audits of the environment.

Security arrangements are in place to protect people. The home is secure to prevent unauthorised access. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises. CCTV is also in operation at the service.



## Leadership & Management

Good

People achieve their personal outcomes because the service makes sure there are enough suitably qualified and trained staff to deliver quality care and support. Staff receive a mix of mandatory and core training relevant to the needs of the people they care for, and compliance with training is high. Staff we spoke to say the quality of the training they receive is good and gives them the skills and knowledge to carry out their jobs well.

Staff say they feel very well supported and valued describing the manager as “*Lovely*”, “*Approachable*”, “*Easy to speak to.*” They receive regular one to one supervision, an annual review to provide feedback and identify training needs, and attend regular team meetings. A stable staff cohort with no need for agency use and flexibility amongst those working for the service has improved team morale since our last inspection. This all helps support staff retention and continuity of care and support for people.

Strict selection and vetting processes ensure staff are qualified, trustworthy and suitably fit to work at the service. Staff recruitment files sampled contain all the regulatory required information including references from previous employers, full employment histories, and Disclosure and Barring Service (DBS) checks. We saw care staff complete a structured induction when they commence employment including training and shadowing other staff. Staff are registered with Social Care Wales (SCW) as appropriate, which is done to ensure they have the skills and qualifications needed for working in the care sector.

The provider’s oversight and governance arrangements foster a positive compassionate culture in the service. It is clear the management team know people and their families well. They engage commissioners, other professionals, staff, and people in quality assurance processes such as through satisfaction surveys and resident meetings, valuing their feedback to drive continuous improvement. We saw a number of audits are routinely completed such as Medication, Infection Control, and Health and Safety, with an electronic system quickly identifying any patterns and trends so measures can be put in place to address any issues. We saw records confirmed the RI visits the service regularly, speaks to people and staff, and has good oversight of service delivery. Quality of care reviews are completed every six months to assess the quality of the care and support provided at the service and identify areas where improvements can be made, with an ongoing Action Plan continuously reviewed. People and their families told us they feel confident raising any concerns with staff or the management team. The service also ensures timely notifications are sent to relevant authorities in the event of significant incidents. Service policies and procedures provide guidance to staff and ensure practice remains safe and effective. A sample we saw are aligned with statutory and best practice guidance, kept under review and updated when necessary.



## 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.

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