Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Ty Ross Care Home

Ty Ross Nursing Home, Ninian Street, Treherbert, Treorchy, CF42 5RD

01443778305

www.oakwoodcaregroup.co.uk

The inspection visits for this service took place between 25/08/2026 and 26/08/2026

Service Information:

Operated by:	Forest Gate Healthcare Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	38
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	Good
Care & Support	Good
Environment	Good
Leadership & Management	Requires Improvement

Summary:

Ty Ross is an established care home service in Treherbert providing residential care for adults, including people living with dementia. Following a change of provider at the end of May 2026, there has also been a change of Responsible Individual.

Well-being is good because people live safely, maintain their independence and take part in meaningful activities that support positive outcomes. People benefit from consistent care and support that promotes their health, well-being and quality of life.

Care and support are good. Staff know people well and understand their individual needs, preferences and routines. They work effectively with health and social care professionals to support positive outcomes for people, and stable staffing helps people develop trusting and supportive relationships.

Environment is good. Significant improvements have been made since the previous inspection. The provider has addressed environmental and health and safety concerns, and people now benefit

from a safer, more comfortable environment.

Leadership and management require improvement. Positive changes have been made following the recent change in ownership, and staff speak positively about visible and accessible leaders. However, further work is needed to strengthen arrangements for staff training, supervision, appraisal and communication to ensure they are consistently effective.

Findings:

Well-being — Good

People experience positive outcomes because they are supported by care staff who know them well and understand their needs, preferences and routines. People told us they are happy living at the service and spoke positively about the support they receive. Care staff respond promptly when people request assistance and encourage people to make choices about their daily lives. Care staff demonstrate a good understanding of people's needs and respond sensitively when support is required. Care staff promote independence whilst ensuring risks are managed appropriately. The atmosphere within the home is relaxed and positive, and there is a tangible sense of familiarity between people and staff. Relatives told us that care staff create a *"relaxed and friendly atmosphere",* and care staff described the home as a *"happy environment"*.

People have opportunities to participate in meaningful activities which support emotional well-being and social engagement. People and relatives provided positive feedback about the range of activities available in both group settings and on a one-to-one basis. The service holds regular resident meetings which provide opportunities for people to influence aspects of service delivery. Open visiting arrangements help people maintain relationships that are important to them. We saw care staff welcome relatives warmly and support positive interactions. One relative described the service as *"like family"*. Mealtime experiences contribute positively to people's well-being. Seasonal menus provide choice and the service offers people alternative options. People also have opportunities to make their own drinks and breakfast, which supports independence and choice.

People told us they feel safe living at the home. The service has effective systems to safeguard people from abuse or neglect, and staff understand their responsibilities. The service reports concerns appropriately, promoting openness and transparency. Relatives told us they feel confident raising concerns with the management team and said they would receive an appropriate and reassuring response. We observed warm and respectful interactions throughout the inspection, with care staff consistently treating people with dignity and respect.

People live in accommodation that is comfortable, homely and adapted to meet their individual needs. We observed people moving freely around communal areas and accessing equipment that supports their independence and well-being. People are encouraged to personalise their own bedroom space and relatives commented that rooms are *"kept lovely"* by the care staff.

The service provider is working towards providing a Welsh Active Offer. Whilst no people living at the service currently speak Welsh, some staff members are Welsh speakers. The service promotes Welsh language and culture through a dedicated Welsh board displaying bilingual phrases and information about cultural events.

Care & Support — Good

People receive good care and support from a committed and compassionate staff team. Relatives consistently praised the quality of care provided and described staff as caring, responsive and dedicated. We observed care being delivered in a manner that promotes dignity, independence and choice. Care staff told us they provide *"good levels of care and compassion to all individuals"*. Feedback from relatives, staff and the contract monitoring team from Rhondda Cynon Taf County Borough Council consistently identify the staff team as a key strength of the service.

People benefit from good pre-admission assessments which support informed decisions about whether the service can meet their needs. Personal plans contain good levels of information regarding people's care and support needs across all areas of daily living. Care staff told us care plans provide sufficient information to support people safely and consistently. Risk assessments are in place to support care staff in balancing people's safety with their independence and well-being. The service is taking steps to further strengthen the person-centred information contained within care planning documentation. Whilst care planning arrangements are effective overall, some care plans contain limited information regarding people's life histories, preferences and personal outcomes.

People experience continuity of care because staff work effectively with healthcare professionals and seek specialist advice when required. We saw good evidence of partnership working with a range of healthcare professionals, including speech and language therapists and district nurses. Referrals are made when people's needs change, and this collaborative approach helps ensure people receive timely interventions and support to maintain their health and well-being.

People's dietary, health and communication needs are considered as part of care planning arrangements. Records evidenced that professional recommendations, including those from speech and language therapists, are incorporated into care planning documentation to help ensure staff provide care in line with current guidance. The service also demonstrates good communication with relatives regarding people's ongoing care and well-being.

People are protected from harm because staff understand their safeguarding responsibilities and concerns are reported appropriately in line with local procedures. The service works openly with relevant agencies when concerns arise and promotes a culture where people can raise concerns safely.

People's risk of infection is minimised through established infection prevention and control arrangements. Appropriate supplies of personal protective equipment were available, and laundry processes were well organised. The service works positively with the community Infection Prevention and Control Team to support ongoing improvement and promote safe practice.

People's outcomes may not be consistently achieved or promoted because medication management systems are not always sufficiently robust. Whilst most aspects of medicines

management are safe and well organised, we identified gaps in medication temperature monitoring, medication administration recording and competency assessment processes. We also found examples where medication records were not consistently completed. The provider has given assurances that these matters will be addressed and progress will be reviewed at the next inspection.

Taking a balanced approach, we found people receive good care and support from a caring staff team who know them well and work collaboratively with others to meet their needs. Whilst improvements are required in relation to medication management, these do not significantly detract from people's overall experiences and outcomes. Therefore, care and support is good.

Environment

Good

People benefit from an environment that has improved significantly since the previous inspection. We found substantial progress had been made in addressing the environmental hazards and health and safety concerns identified previously. The provider prioritised remedial action to address fire safety risks, resulting in a safer environment for people living at the service and for care staff. Other relevant health and safety checks have now been undertaken, and the provider is ensuring regular monitoring and maintenance arrangements are in place. These arrangements support people to live in an environment that is safe and suitable for their assessed needs.

People live in an environment that supports their safety, comfort and well-being. The home is comfortable and sufficiently maintained to meet people's needs overall. Bedrooms are personalised with people's belongings and reflect their individual preferences, helping to create a homely atmosphere. The accommodation provides suitable facilities to meet people's needs, including access to communal areas throughout the home and an accessible garden where people can spend time outdoors. Bathrooms and toilets have specialist equipment where needed, supporting people's safety, dignity and independence. A lift provides access to the first floor for people with mobility needs.

The housekeeping team maintains appropriate standards of cleanliness and hygiene throughout the home. Laundry and kitchen areas were clean, organised and well maintained. The provider is also responding to areas identified through the most recent Food Standards Agency inspection, which resulted in a rating of 2 meaning improvement in this area is needed.

The provider has identified opportunities to further enhance the physical environment through planned refurbishment. Whilst some areas create a welcoming atmosphere, parts of the home appear worn and would benefit from refurbishment. Some communal areas are underused and could be developed further to maximise their potential for people living at the service. Now that the priority health and safety actions have been addressed, the provider has developed plans to improve these areas and further enhance the environment.

Leadership & Management Requires Improvement

People benefit from a stable and committed staff team. Care staff and relatives spoke positively about managers and described them as approachable and responsive. Staff feedback highlighted strong teamwork, with comments such as; *"we work well as a team"* and that the service is *"a lovely place to work"*. This contributes to a positive culture and helps promote continuity of care for people. We received positive feedback regarding engagement from the new Responsible Individual following the recent change of ownership, providing reassurance during the transition. People and relatives have opportunities to provide feedback, and managers are visible and responsive to issues raised, helping to inform ongoing improvements to the service.

Staffing arrangements support continuity of care and help ensure people are cared for by staff who know them well. Recruitment processes are robust and well managed, with comprehensive pre-employment checks completed and maintained. Records sampled demonstrate a consistent approach to safer recruitment practices, including verification of identity, references, employment history and Disclosure and Barring Service (DBS) checks. Staff are supported to obtain and maintain registration with Social Care Wales where this is required for their role.

Improvements to governance arrangements remain a work in progress. The new provider has begun implementing updated policies, procedures and monitoring systems to address weaknesses identified at previous inspections and support more effective oversight of the service.

Outcomes for people require improvement because staff are not consistently supported and developed to undertake their roles effectively. Records show that not all staff had completed training relevant to their roles, and supervision and appraisal arrangements are not consistently maintained. In addition, there is limited evidence of formal team meetings. As a result, the provider cannot be fully assured that staff knowledge, competence and practice are routinely reviewed and developed, or that learning and key information are communicated consistently across the staff team. This reduces the provider's assurance that staff knowledge, competence and practice are consistently reviewed and developed. We identified this as an Area for Improvement and have discussed this with the provider. We expect the provider to take action and will follow this 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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People are at risk of experiencing poor health outcomes where medication administration practices are not consistently safe, accurate and subject to effective oversight.	25/08/26
People are at risk of experiencing poorer outcomes because the service cannot demonstrate staff are consistently equipped with the knowledge, skills, guidance and support necessary to provide safe and effective care.	25/08/26

CIW has not issued any Priority action notices following this inspection.

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