



Ty Hendy



Heol Y Parc, Hendy, Swansea, SA4 0XX



01792886520



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The inspection visits for this service took place between 14/10/2025 and 15/10/2025

Service Information:

Operated by:	Consensus Support Services Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	17
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Ty Hendy is an adult residential service near Pontardulais providing specialist care and support for up to a maximum of 17 individuals with a primary diagnosis of learning disabilities, and complex needs. The service also supports people with physical disabilities, dual diagnosis, dementia and cognitive decline. The service is split into three sections, these are The Hollies, The Oaks and The Laurels.

People have excellent well-being outcomes as they lead active, fulfilling lives supported by caring, motivated and dedicated staff. People follow a wide range of interests, activities and personal routines; always doing things that matter to them both in the community and at the service.

Care and support is excellent because highly skilled staff with an excellent understanding of their individual needs empower them to identify and achieve personal aspirations and highly positive outcomes.

The environment is excellent, providing people with high quality accommodation which comprehensively meets their needs. People have access to both internal and outside space promoting the practice of hobbies, encouraging independence and maximising wellbeing.

The Leadership and management are excellent as people have high levels of confidence in the service provider. Leaders ensure there is a very strong positive culture that is supportive, inclusive, and respectful.

Findings:



Well-being

Excellent

People have excellent well-being outcomes as they lead high-quality, active, fulfilling lives supported by caring, motivated and dedicated staff. People are empowered to thrive, with many opportunities to maintain and explore their interests and develop new skills. These include wide-ranging opportunities for volunteering and employment, as well as further enhancing and developing interests of their choice. We saw an area of the service dedicated to a person's interest in fitness. They were hugely enthusiastic in showing us how this was positively affecting their health and wellbeing. Staff know people extremely well and all interactions promoted dignity and respect. Staff were hugely proud in supporting people to achieve their goals and aspirations. People told us *"Its good here, people understand me", "I get on with the staff well" and "they have made a huge difference to my life"*.

People are creatively supported and empowered to cultivate safe and healthy relationships. Staff have developed highly effective relationships with people and each other. The service is dynamic and exceptionally positive, giving a real sense of family. People and staff told us they feel valued. We saw several visible 'compliments boards' throughout the building. These enabled people and staff to celebrate and compliment each other. We saw a daily keep fit session where both staff and people take part. This was fun, promoted health and wellbeing and further enhanced relationships. Friends and family are an integral part of the service and encouraged to visit the service as often as they like. They are always invited to any planned events such as summer fetes and sports days. This allows people to develop to their full potential.

People are aware of how to raise concerns and feel comfortable engaging with care staff and management. There are easy read and pictorial aids easily available to enable people to raise any concerns. People and their representatives regularly take part in personal plan reviews, and any achievements are always celebrated. The service provider has robust safeguarding and whistleblowing policies in place.

There is an outstanding and clear commitment from all leaders and staff to make a positive difference to people's lives. There is a proactive culture in the service with staff promoting a strength-based approach to all their work with people. There is a highly skilled trained, supported and knowledgeable workforce. An accessible, supportive and highly effective leadership and management team provide excellent support.



People experience very high-quality care and support because the provider conducts highly effective assessments of whether they can meet the person's needs. We saw an extensive 'enquiries, assessment and service proposal policy' offering stringent guidance to managers undertaking assessments of people before offering a service. We found compatibility with other people is at the forefront of any decisions made. As well as if the service can fully meet their goals and expectations. Documentation confirmed people, relatives and professionals are an integral part of this process. All care planning information is held on a highly effective electronic care management system.

Highly skilled staff with an excellent understanding of their individual needs empower people to identify and achieve personal aspirations and highly positive outcomes. Care workers know people extremely well always looking to make a positive difference to their lives. Staff are well trained, experienced, professional and place people at the heart of the service. There is a proactive positive culture in the service with staff promoting a strength-based approach to all their work with people. We saw staff engaging with people using differing methods of communication based on their individual needs. Comments from staff include *"we are a very strong team, it's all about the residents"* and *"we are a very motivated team, we ensure people have a voice"*. A professional said *"staff are highly skilled and compassionate"*. Personal plans are outcome based and outline how staff should support people to achieve their well-being outcomes. These are co-produced between them, their representatives, relevant professionals, and the service provider.

People's health and wellbeing is actively encouraged, promoted and highly personalised. The service provider uses very strong, established links with local mental health, health, and social care services resulting in people experiencing excellent outcomes. We saw highly personalised health-based information within personal plans and associated documentation. People's health and wellbeing is closely checked on an ongoing basis in partnership with external health and social care professionals. Daily staff recordings are clear, concise and record incidents, moods and changes in health. There is a dedicated Wellbeing Officer who promotes and supports the health and wellbeing of both people and staff at the service. People engage in regular activities of choice, which positively affects their wellbeing.

The service excels in supporting people to manage their medication. Medication is consistently stored as needed to ensure its efficacy and safety. People receive medication in an individualised way, clearly referenced in documentation. Staff who administer medication are all up to date with training. Staff are subject to regular audits ensuring consistency of good practice and supporting excellent standards. Senior, experienced staff address any errors or improvements.



Environment

Excellent

People live in high quality accommodation which comprehensively meets their needs. People enjoy a warm, clean and very comfortable environment. The providers continue to significantly invest in the service to improve the wellbeing of people. The communal and private areas are meticulously clean and well kept. People are encouraged and supported to maintain and develop daily living skills. This includes cleaning their bedrooms, cooking and baking. We saw empty rooms are being redecorated and will be adapted to the support needs and likes of the individuals.

The service has a hard working and dedicated maintenance and domestic team. They maintain the environment to a very high standard. The bedrooms and communal spaces allow people to spend quiet time or quality time with others. Where appropriate, the bedrooms are personalised. We inspected the health and safety audits including fire safety, infection control and a range of environment checks completed by senior staff. These are exemplary, ensuring people are kept safe.

The use of the outside space promotes the practice of hobbies, encourages independence and maximises wellbeing. People benefit greatly from a very pleasant and easily accessible garden area, surrounding the main building. This space is consistently and creatively used. It includes two patio areas and an area dedicated to the raising of chickens. The service regularly uses the outside area to benefit people, by holding various events. These include a summer fete and regular daily keep fit training events, for both staff and people to do together.

People are supported to develop and sustain positive relationships within the community and with the people they live with. People have regular access to the community through a wide range of opportunities and activities which they enjoy. This includes volunteering in various charities, attending day centres, coastal walks, lunches out, bowling and a wide range of other activities based on their preferences. Visiting family members are always made to feel welcome and extremely complimentary of the service. We were told *"I'm really happy, they are very responsive."* Visiting family are always invited to any planned events at the service.



People have high levels of confidence in the service provider because leaders ensure there is a very strong positive culture that is supportive, inclusive, and respectful. We saw an approachable, accessible, supportive and highly effective leadership and management team in place. Leaders are visible role models continuing to guide the strategic direction of the service. This is making a significant difference to both people and staff working at the service. People told us: *"they are great they really care about us"* and *"I'm very happy here"*. Staff said, *"managers are very supportive and really positive"* and *"it's a great team; we are like one big family"*. A professional with good knowledge of the service said, *"managers always lead by example"*. We spoke to several staff who confirmed there are strong supportive arrangements in place which continues to have a positive impact on their wellbeing.

The service provider places great importance in celebrating the achievements of both people and staff. The leadership team ensure all staff are very much involved in generating ideas to drive positive change in the service. This is through regular Responsible Individual (RI) consultation and ongoing team and supervision meetings led by the manager and deputy manager. We saw the goals and achievements of people are recognised by staff daily, through interactions and daily notes. Also, through regular reviews with people, relatives and professionals where appropriate. People and staff provide compliments and thanks on each other on "make someone smile" boards placed in communal areas in the building. The service and several staff have been recognised for and achieved a few recent awards. This includes an internal organisational "outstanding team award" and external recognition as a "great place to work", an award given to companies that demonstrate a strong, positive workplace culture.

People achieve excellent outcomes because the provider has a very strong commitment to ensuring high numbers of extremely skilled, trained, supported and knowledgeable staff are in the service. The provider actively prioritises and promotes staff well-being, which we saw has a clear and definite impact on people. There is a dedicated Wellbeing Officer who promotes and supports health and wellbeing of both staff and people at the service. The service provider has highly effective processes in place to ensure decisions on staffing levels are extremely well informed by extensive evaluation of people's needs. We saw an experienced and settled core staff team in place with low turnover and minimal use of agency staff. The service provider has strict choice and vetting processes, as well as very strong induction procedures. There are outstanding support systems to support them in their roles and future career aspirations. These include daily communication, team meetings, regular supervision and annual appraisals. Staff have extensive training and continuous learning based on the needs of people.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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