Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Tyddyn Mon

Tyddyn Mon
Hendy Brynrefail
Dulas
Amlwch
LL70 9PJ

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

11/02/2025

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.

About Tyddyn Mon

Type of care provided	Domiciliary Support Service
Registered Provider	Tyddyn Mon
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	28 June 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Tyddyn Mon provides high quality care and support which places people at the centre of the service. Its focus is upon enabling people to achieve their outcomes, and to reach their fullest potential. People praise the service they receive highly and have positive relationships with the staff who support them. The care and support each person require is known by care staff, and how to best support individuals is recorded in detailed personal plans. Risk assessments are used to manage known risks to people's safety and positive risk taking is encouraged, so people can live fulfilled lives. Care staff are very well supported by an experienced manager who has effective oversight over the service provided. Staff are recruited safely, feel valued and take pride in their work. The responsible individual (RI) has robust and comprehensive monitoring arrangements in place to ensure the service runs smoothly and in accordance with the statement of purpose. There is a commitment to developing new ways of working and to share their experiences of positive practice with other service providers.

Well-being

People are happy with the service they receive and have positive relationships with the staff who support them. We spoke with people who use the service, and they told us the care and support they receive is *“Excellent”.* They also said they have a *“Happy life”, “Excellent support staff”, “Happy place to live”* and *“Safe, happy home”*. We saw staff interacting with people in a respectful, calm and friendly manner using appropriate language to communicate effectively. We saw people are relaxed in staff’s company and feel able to talk openly about their views in regards the service they receive.

People feel they belong in their community and have opportunities to make new friendships. We saw efforts are made to find out what people enjoy doing and to find opportunities for them to participate in activities they enjoy. For example, people are supported to attend social events, participate in sports, volunteer and go on holidays. People are encouraged to increase their independent skills and to contribute positively to their community.

Each person is supported to have as much control over their lives as possible. People’s voices are heard in all aspects of the service provided and their views are given the highest priority above all else. Records show people are fully involved in day-to-day decisions and they are supported to make choices in every aspect of their lives. People can choose who they want to support them, and careful consideration is given to match staff to people according to the person’s preferences. Advocacy services are arranged for people who would benefit from having additional support, ensuring their voice is heard.

The service is provided in people’s preferred language, and those who wish to receive their service in Welsh can most of the time. The Welsh language is seen as an important part of people’s identity, this is given value and respect by the service provider. We saw staff are supported to learn Welsh and there is a positive culture of promoting the Welsh language at the service. We saw the service provider is proactively working with developers of an electronic projector, which people use to play interactive games, to create a Welsh language version of the product.

Care and Support

People and their representatives are actively involved in planning their care and are fully involved in making decisions regarding how they wish to be supported. Care documents record people's preferences, and this ensures the support they receive is in accordance with their wishes. Staff showed us the personal plans and risk assessments they use, and we saw they include detailed information regarding what people can do for themselves and what tasks staff need to assist each person with. There is an emphasis on encouraging and enabling people to retain and develop their independence. The manager told us they intend to develop fully pictorial versions of personal plans in the near future so they will become more user friendly.

People receive high quality care and support to consistently achieve positive outcomes. Records show people are encouraged to decide what outcomes they want to achieve, and their progression towards achieving their outcome is monitored and reviewed. This is further developed into new outcomes and achievements, so there is an ongoing process of people reaching their full potential and continuing to grow. Where necessary the staff work closely with health and social care professionals to support people to achieve their outcomes. Care staff refer appropriately for specialist support, and they follow the advice provided.

Living a healthy lifestyle is encouraged. We saw several examples of people taking part in regular sports and physical activity in the community, which they told us they enjoy. People's health conditions are known, and they are supported to attend health appointments to help with managing their conditions. Staff support people to take their medication as prescribed, which also helps people to stay well. People are supported to make healthy food choices, to prepare their meals in a healthy way and to eat a balanced diet. People are supported to have a healthy sleep pattern which means they have better energy levels during the day to take part in the activities they enjoy.

Effective arrangements are in place to protect people from harm, abuse and neglect. Staff have completed safeguarding training and understand their roles in keeping people safe from harm. There is a safeguarding policy in place, which follows the national safeguarding framework, and safeguarding reports are made to the local authority when required. People told us they feel *"Safe"* at the service.

Leadership and Management

There are comprehensive managerial and leadership arrangements in place at Tyddyn Mon. This ensures the service delivered is consistently of a very high standard which enables people to consistently achieve high quality outcomes. The management team regularly attend national and regional conferences to search for new ideas and to ensure they keep up to date with current models of working. They also share their experiences and ideas with other service providers, which promotes a positive culture of working to improve the lives of all people who use services. People who use the service have paid roles as Expert Advisors to the Board of Trustees for the service provider. This means people's voices are heard at all levels of the service.

The people who use the service are involved in the monitoring of the service provided, and not only by sharing their views as part of the quality assurance process. Those who want to take part are included in an innovative team of people ("Shaping our Services") who speak with others who use the service to gather their views about the care and support they receive. They are paid for undertaking this role. We spoke with a person who currently does this, and they told us they enjoy being a part of the development of the service and they encourage people to say what they want. This information is considered by the RI as part of their monitoring, and we saw changes and developments are made in response to what people say. The RI uses the Reach Standards (which is a nationally recognised tool used to assess the quality of services provided to people with a learning disability) to report on the findings of their visits to the services.

Robust systems are in place to check new staff members are of a suitable character to work with people who use the service. We saw pre-employment checks take place before staff are employed, which include completing a Disclosure and Barring Service (DBS) check and obtaining references from their previous employer. People are involved in the interviewing process and their views are considered as part of the recruitment of new staff.

The staff team are highly motivated, skilled and experienced in their roles. The staff we spoke with told us they *"Enjoy every minute"* of their work, they are *"Committed"* to their roles and find their work *"Rewarding and fulfilling".* Staff also said the support they receive from their manager is *"Excellent"* and they feel *"Valued and appreciated".* Learning and development is prioritised, to ensure staff have the required knowledge and skills to provide people with the correct care and support they need. Records show staff receive regular one to one supervision meetings with their manager, and this provides an opportunity for support, to discuss any issues and identify any training needs.

Summary of Non-Compliance	
Status	**What each means**
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- Inspection report survey

If you wish to provide general feedback about a service, please visit our Feedback surveys page.

Date Published 17/04/2025