



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty Llwynderw



Bridgend Road, Maesteg, CF34 0BA



01656815345



www.bridgend.gov.uk

The inspection visit took place on 19/05/2026

Service Information:

Operated by:	Bridgend County Borough Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	10
Main language(s):	Welsh and 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

Good

Summary:

Ty Llwynderw is a residential home providing care and support for up to 10 people. The service is located within Ty Llwynderw Extra Care scheme, in the Maesteg area of Bridgend, which is provided in association with Codi Group Housing Association.

People experience good well-being outcomes because the service supports them to maintain their health and well-being and treats them with dignity and respect. Care staff know people well and respond quickly when someone needs help, which makes a big difference to how happy and settled people feel day to day.

The quality of care and support is good, and families give positive feedback about the service. Care staff use personal plans which provide guidance, helping them deliver effective care. The service maintains reliable systems for medication management, infection control, and safeguarding.

The physical environment is good because the service provides a safe setting designed to meet people's needs. The environment is clean, welcoming, and well looked after. People can move around safely and make use of spaces which feel homely and relaxed.

Leadership and management is good because management promote a positive culture and strong sense of teamwork, enabling people to achieve good outcomes. The service uses effective quality assurance processes, including regular visits from the Responsible Individual (RI), to support continuous improvement.

Findings:



Well-being

Good

People's wellbeing outcomes are good because they have choice over their day to day lives. People can move freely around the service, spending time where they wish. Records show there are opportunities for people to give their views on the service in several ways including resident meetings and surveys. We saw care staff chatting to people throughout the day and taking time to stop and listen when they spoke, showing a genuine respect for them. A relative told us, "*I am happy with the care, and I would recommend this home*". Care staff know people very well and can support people who need it to make decisions about daily life routines. Information is available about what they can expect from the service in both the guide and statement of purpose. Information is also available for people to raise concerns and how these will be managed. There is no dedicated activity co-ordinator, however, all care staff engage people in activities daily.

People are supported to maintain their physical and emotional well-being. The positive culture amongst the staff team ensures people's needs are met because care staff know what is important to them. Support from health and social care colleagues is sought quickly when needed. People are supported to maintain and sustain existing relationships with family and friends as much as possible. Visitors say they are welcomed into the service at any time. We saw friendships formed with people enjoying time in the lounges. Personal plans are tailored to each person and reflect their choices and how to maintain their safety. The service offers a choice of high-quality meals, provided by Codi Group who have a food hygiene rating of five, which is 'very good'. We saw people had a positive experience during lunch; their dignity was respected by the approach adopted by staff.

The service has systems in place to keep people safe. Staff are recruited safely, with all necessary checks completed before they start work. Risks to both people and care staff are identified and managed through personal plans. Information is available to help people raise concerns. Residents and their families report they feel the service is safe.

People live in accommodation which supports their well-being. The environment has been designed to meet the needs of the people living there. Bedrooms are comfortable and personalised, with sufficient communal areas available. The home is clean and well-maintained, with the correct checks and servicing in place for utilities and equipment.



Care & Support

Good

People receive a good standard of care at Ty Llwynderw. We saw people are supported in a kind and patient manner, with care being calm and respectful. People and their families were complimentary about the service, telling us, “*the staff are very friendly and helpful*”, “*it’s alright here*”, “*she seems very happy*” and “*this is a lovely place.*” The service carries out an assessment prior to a person moving to the home to ensure they can meet their needs, whilst considering the impact on other people already living there.

Personal plans in the main are person-centred, reflect individual needs and give the information needed to support people well. Where possible, the service involves people and/or their relatives in developing their plan. Further development of personal plans and associated risk assessments has been identified as an area for further development; the manager is addressing this. Personal plans are reviewed monthly to ensure they remain relevant as people’s needs change; there needs to be clearer evidence people have been involved and whether identified outcomes have been achieved.

The service takes good measures to protect people from harm and abuse. All staff members have completed up to date safeguarding training, and there is a safeguarding policy in place at the service to underpin good practice. Care staff understand what safeguarding means, can recognise potential concerns, and know how to report them. They feel confident if they report issues to the management, they would be responded to appropriately. Incidents or accidents are recorded. Risk assessments help support safe practices while allowing people to take positive risks. People spoken with told us they feel safe living in the home.

Medication is administered safely in line with the prescribers’ instructions. Medication administration record (MAR) charts contain all required information and are completed correctly with signatures when medication has been administered. Controlled drugs are also appropriately stored and recorded. We saw evidence care staff receive training on the administration of medication to ensure they remain sufficiently skilled. Records show regular contact with health and social care professionals when needed.

Infection control is well-managed, with appropriate measures in place to reduce risks. Staff have access to and use personal protective equipment. An infection control policy guides staff on how to manage outbreaks and protect people.



Environment

Good

Care and support is provided in an environment which enhances people's wellbeing. There are many facilities within the whole complex, including a spa room, hairdressing salon, outside space and restaurant, which residents can use should they wish. Within the home itself there is a kitchenette area where care staff can make snacks and drinks for people, and this is also available to visitors.

Maintenance of the property is completed by Codi Group. The manager can report maintenance issues and have them resolved. Fire equipment, water, gas and electrical safety checks are completed and all staff have fire safety training.

The service provides a safe, comfortable, and well-maintained environment which supports people's wellbeing. Bedrooms offer sufficient space and comfort. People personalise their rooms with personal belongings, which helps create a familiar and homely environment. This supports emotional wellbeing and reinforces identity. The home also provides dedicated areas such as a lounge and dining area. People move freely around the home and choose where they spend their time, which promotes independence and choice. Communal areas are bright, welcoming, and suitable for social interaction. The layout supports both privacy and community engagement.

Cleanliness standards are consistently high. Staff follow clear cleaning schedules and maintain all areas in good condition. The kitchen holds a high food hygiene rating, reflecting effective food safety practices. Laundry systems operate efficiently and reduce the risk of cross-contamination. All kitchen, domestic and laundry provision is provided by Codi Group.



Leadership & Management

Good

The service demonstrates effective leadership and management arrangements. A new manager has been appointed since the last inspection and is positively influencing the service. Care staff describe the manager as approachable and supportive. Care staff told us, *"I love it here"*, *"I really enjoy working here"* and *"it feels homely and like a family here"*.

The provider ensures robust recruitment processes are in place, with pre-employment checks completed prior to staff commencing work. These include Disclosure and Barring Service checks, identity verification and references to confirm staff suitability. This is managed by Bridgend County Borough Council HR department. All care staff are registered with Social Care Wales. Care staff receive an appropriate induction, including shadowing experienced colleagues, which was confirmed by care staff we spoke with. Care staff have the skills, knowledge and competence to meet people's needs and support them to achieve their personal outcomes.

Policies and procedures support safe practice and are available for all staff to access. We sampled key policies, including safeguarding, medication and infection control, and found some require review. This a wider organisational issue, the RI is aware. The manager demonstrates a good understanding of safeguarding responsibilities and works appropriately with external agencies, including the local authority safeguarding team.

The RI maintains effective oversight and engages with people and staff to inform improvements. Quality assurance arrangements are in place, including six-monthly quality of care reviews. The service has a clear vision and values, which are set out in the statement of purpose. People are provided with accessible information about the service through a written guide. There are opportunities for people and their representatives to provide feedback. The manager promotes an open and inclusive culture, and staff told us they feel valued and respected.

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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