



Inspection Report on

Shaw Support Services Ty Bryngoleu

**Ty Bryngoleu
Aberfan
Merthyr Tydfil
CF48 4PT**

Date Inspection Completed

18/02/2025

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About Shaw Support Services Ty Bryngoleu

Type of care provided	Domiciliary Support Service
Registered Provider	Shaw healthcare (Cambria) Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	30 August 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

People receiving support from Shaw Support Services Ty Bryngoleu have robust plans detailing their individual support needs and personal outcomes. Personal plans are reviewed regularly, and involve people and others involved in their care. People and their relatives are extremely complimentary about the positive relationships they have with support staff and the management team. Staff feel very well supported, confident and happy in their roles. Regular one to one supervision, monitoring, and training is provided for all staff working at the service. There are thorough systems in place for monitoring and reviewing the quality of the service. The responsible individual (RI) visits the service regularly and engages with people and staff. They carry out quality of care reviews and are open to improvements if required.

Well-being

People have choice about the care and support they receive. Staff develop personal plans with the individual and their representatives, using appropriate assessment tools. People provide feedback face to face or through service satisfaction surveys, which contribute to the quality assurance of the service. The service has other thorough quality assurance measures in place such as a quality assurance manager who visits the service regularly and carries out audits such as care files and Medication Administration Records (MAR). The management team also carry out monthly site audits which the RI oversees. This ensures people receive a consistent and excellent quality service. People's language and communication needs are considered. The service is working towards the Welsh language active offer, with information such as the statement of purpose and written guide, available in both English and the Welsh language and other formats on request. There is a Welsh language policy in place and Welsh language signs are used throughout the service. We were told of one person living at the service who enjoys using some basic Welsh language with staff, which is encouraged and supported.

Staff document people's support needs and risks to their safety and well-being, in personalised risk assessments. An electronic care monitoring system is used, which allows support staff to update care plans, risk assessments, and record other information such as people's daily activities or any incidents. The service is highly responsive to changes in support needs and people's personal outcomes, with regular reviews carried out at the service. This enables people to consistently achieve personal outcomes such as maintaining employment, participating in chosen social activities, maintaining positive relationships and networks. Independent living skills, healthy lifestyles and stable mental wellbeing, are all proactively supported. The provider has an excellent rewards scheme that promotes people and staff's wellbeing. The Star Awards Scheme allows anyone to nominate a person for a personal achievement. This is then recognised by the service through a celebration ceremony, certificate, and individualised reward such as a night away at a hotel. People told us how much they enjoyed and valued this recognition.

Staff help protect people from potential harm or abuse. They receive safeguarding training and demonstrate a sound knowledge of the procedure to report any concerns they have. Effective safeguarding and whistleblowing policies are in place, which are reviewed regularly.

People can have assistance with their medication if required. Medication policies and procedures are in place. Staff have training and competency assessments to ensure they can safely and appropriately carry out this task. Any issues/errors are discussed in team meetings and supervision to prevent or reduce risks.

Care and Support

People and their families have extremely positive relationships with staff. Support staff are familiar and know people well. People told us communication with the staff is very good. One relative's feedback stated *"The support and care shown to ... and the efficiency they actioned support when they showed signs that a medical investigation was needed. She said she is due to go on holiday and felt reassured that ... was in good hands and she could go away and not worry."* The provider makes sure people receive information about the service. Effective and efficient tools are in place for communication between management and support staff. A care monitoring application is used to log in and out of calls, manage rotas, access care plans, and information about people.

Feedback from people and their families is exceptional. One person said *"Best care I've ever had. I love it here. I'm happy. Excellent."* Another relative shared feedback *"Wanted to share their appreciation and thanks to the team for being so thoughtful and kind. They stated ... was in the best care and enjoyed ... time at Ty Bryngoleu right up until the very end."*

Care plans consider people's personal outcomes, as well as the practical care and support they may require. These are personalised, detailed, clear, and completed to a high standard. Care plans are reviewed regularly, and involve people, their families, and other professionals. A number of compliments and other records show the service has very good working relationships with the local authorities, health colleagues, and other organisations such as the Police, that help support people's health and wellbeing. A compliment from one professional stated *"It was clear from the monitoring that the management team at Ty Bryngoleu have a good steer on the service, the knowledge, and the genuine care you have for the individuals was fantastic. The support/risk plans are tailored to the individuals. This is an outcome focused service with the aim to maximise further independence and enhanced quality of life."*

There are suitable measures in place for assisting people with their medication, if needed. A medication policy and procedures provide clear guidance to staff. They have medication training, and the management team check support workers' competence in helping people with medication through observations and assessments. Any issues are identified quickly through regular audits and addressed with staff accordingly to reduce and prevent risks.

The service aims to protect people from potential harm and abuse. Staff receive safeguarding training and there are policies in place informing them how to report abuse. Appropriate records are kept electronically. Staff told us they can easily approach management with any issues.

There are infection control measures in place. Staff receive training and competency assessments in this area and there is a clear policy and procedure. During our site visits, we saw there are plentiful supplies of Personal Protective Equipment (PPE) such as masks, gloves, aprons, and hand sanitiser. Signs and information were noted at the service. People receiving support told us that staff still use PPE when necessary, in their homes.

Staff are knowledgeable in their roles and responsibilities and feel very well supported by the management team. They told us they have time to gain the knowledge and experience they need before visiting people on their own. There is a thorough induction process in place, which includes training and shadowing other experienced workers. Staff have regular supervision and appraisals that includes one-to-one discussions with their line managers regarding their wellbeing and professional development. Observations and competency assessments are also carried out. Daily flash meetings and regular team meetings provide further opportunity for discussion and engagement. Staff receive both face to face and online training, which they say is regular, appropriate, and gives them the confidence and skills to carry out their roles effectively and safely. Staff are also encouraged and supported to work towards higher qualifications and promotions if they so wish.

Staff told us they receive rotas in good time via a care monitoring application and are promptly advised of any changes. Staff told us they are happy, confident, knowledgeable and skilled in their roles. They feel extremely well supported by the management team and the wider provider team. The service is partly employee owned and there are benefits in place to support staff such as the living wage, bonuses, access to discounts, employee assistance programme, wellbeing clinic, and access to free GP consultations, amongst other things. The provider's Employee of the Month and Star Award Scheme for both tenants and staff help them to feel appreciated and valued. Since our last inspection an Engagement Officer has joined the team, who meets with staff and feeds back to the provider about any changes or areas for improvement from them. One worker said of the management team and the wider provider team following some recent ill health *"Best thing that ever happened to me coming back to work. Helped me so much. Management, all the staff, HR all really supportive, really flexible."*

Robust recruitment and vetting processes are in place. All staff have up to date Disclosure and Barring Service (DBS) checks and are registered or in the process of registering with Social Care Wales (SCW). There is a stable cohort of staff at the service with a low turnover, recruitment has been ongoing with the service now at full capacity.

There are thorough monitoring and auditing processes in place to maintain the quality of the service. Regular internal and external audits are carried out by the management team and a quality assurance manager, which the RI oversees. The RI visits the service regularly and has oversight of day-to-day occurrences with staff and people receiving support. Quality assurance reviews and quality of care reports are completed, and a service improvement plan is monitored regularly. A record of complaints, reportable incidents, and safeguarding issues is kept, and suitable policies are in place. People receiving support provide feedback on the service through daily interactions, reviews, satisfaction surveys, and tenant meetings. They told us they feel confident they can address any issues or queries with the staff or the management team.

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	
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