Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Shaw Support Services Ty Bryngoleu

Ty Bryngoleu, Aberfan, Merthyr Tydfil, CF48 4PT

01443692670

www.shaw.co.uk

The inspection visits for this service took place between 09/09/2026 and 10/09/2026

Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Shaw Support Services Ty Bryngoleu is a supported living service which provides care and support to adults with a variety of needs including age related illness and dementia, physical needs, alcohol and substance misuse, learning disability, and mental illness. The service is based within the Cwm Taf Morgannwg regional partnership area.

People receive excellent care and support from the service which enhances their over well-being. They have plans detailing their individual support needs and personal outcomes. These are reviewed regularly, and involve people and others involved in their care. People and their representatives are extremely complimentary about the positive relationships they have with support staff and the management team. People are fully involved in the care planning process and participate in activities, groups, work and leisure opportunities of their choosing. Care workers feel well supported, confident and happy in their roles. Regular one to one supervision, performance monitoring, opportunities to come together, and access to services to support their own well-being is provided for all staff across the service. A variety of both mandatory and specialist training is provided for staff in a number of different ways including online, in-house, and via Microsoft Teams. There are robust systems in place for monitoring and reviewing the quality of the service that also involves people using the service. A new responsible individual (RI) has recently come into post and has already visited the service a number of times, engaged with people and staff, and has

oversight of service provision.

Findings:

Well-being — Excellent

Well-being is excellent. With few exceptions, people are supported to have as much control as possible over their day-to-day. People and their representatives are involved in developing and reviewing their care plans and identifying personal goals/outcomes. People also attend monthly tenant meetings which gives them the opportunity to discuss matters that are important to them and how the service can be further developed. Other things such as a statement of purpose and written guide are available to people and provide information on the service, how to raise a complaint, and details of advocacy services. This is currently being further developed by the service manager and one of the tenants to make it more accessible to people.

People are extensively supported to live well and achieve self-directed outcomes. We were told of one person who had achieved their goals of joining a local football team and moving out of the service to live independently in the community. Another has been supported to reduce their alcohol misuse, save money to attend events they enjoy, and increase their fitness with the ultimate goal to climb a local mountain. Someone else was supported to engage in a relationship appropriately and safely with guidance and information. They were also supported to learn to drive, buy a car and now accesses the community independently. Other examples include support put in place that has seen a reduction in falls and hospital admissions.

People are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths and skills. People told us they access local shops, meals out, trips to Barry Isand, fairground and arcades, and participate in leisure activities they enjoy such as football and the theatre. We saw evidence of people enjoying activities at the service including pool competitions, art and crafts, cake making, gardening, nail painting, film and takeaway nights, participation in a walking group, celebrating national days, and making plans for Halloween. The provider also has an excellent rewards scheme that promotes people and staff's wellbeing. The Star Awards Scheme recognises a person's personal achievements and celebrates with a ceremony, certificate, and individualised reward such as a night away at a hotel.

People's language and communication needs are identified and met. Staff receive mandatory and specialist training appropriate to the needs of the people they support including managing challenging behaviour and Makaton. 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.

People are safe and protected from abuse and neglect. Robust safeguarding policies and processes are in place. Care workers are recruited in line with regulation to ensure they are suitable to work with vulnerable people. They receive relevant training including safeguarding, manual handling and medication. There are effective mechanisms in place to ensure people can voice their concerns. Risk assessments highlight any areas of concern.

Care & Support — Excellent

Care and support is excellent. People receive high-quality care and support which helps them achieve their personal outcomes. Prior to a person receiving the service, a detailed assessment is completed to ensure the service can meet their needs. A personal plan is developed with the person and if appropriate, their representatives. These are detailed, clear and concise. They highlight people's personal outcomes and the best ways of supporting people to achieve them. Risk assessments consider any risks to people's health and safety and detail ways for keeping people safe. Personal plans and personal outcomes are reviewed regularly to ensure they remain responsive to people's needs and information recorded remains accurate. People are also fully engaged in the development of the service more generally by attending tenant meetings and through satisfaction surveys.

People are supported by highly skilled staff with an excellent understanding of their individual needs and preferences. Care workers, office staff, and the management team all have very positive relationships with the people they support. It is clear they know the people they support well and are familiar with their needs and preferences. 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. Positive feedback we received from people included "*I love it here*", "*X is amazing*" and "*I'm happy". Other feedback said "The staff are amazing, they make me feel I can be me. I have never felt more comfortable or more at peace with myself than when I moved here".*

People are supported with their health needs which enables them to remain fit and well. The service has excellent links with local social care and health care services. Multi-disciplinary working at the service ensures the best possible outcomes for people. A number of compliments and other records show the very good working relationships the service has with other professionals that helps support people's health and well-being. Feedback received from professionals describe the care and support at the service as "*Excellent*". One said, "*Staff provide person-centred care and demonstrate a genuine commitment to the wellbeing of those they support*" and another describe staff as "*approachable, supportive, and extremely easy to work with. They consistently go above and beyond to meet the needs of our patient group and collaborate effectively with our staff team."*

Medication management and infection control systems are robust. There are policies aligned with best practice guidance and care staff receive training in these areas to ensure they remain sufficiently skilled. The completion of routine audits and the availability of personal protective equipment (PPE) ensure practice remains safe and effective. People told us they are also supported to attend health appointments which helps them to remain well.

Leadership & Management — Excellent

Leadership and management are excellent. The provider ensures people are supported by care workers with the necessary expertise, skills and qualifications needed. Staff receive mandatory and specialist training relevant to the needs of the people they support, delivered online and in-house. Staff are also supported to work towards more senior roles and achieve additional qualifications. An apprenticeship scheme enables staff to develop additional skills such as catering, maintenance, and business. Staff and the management team are registered with Social Care Wales (SCW) the workforce regulator, as appropriate. This ensures they have the skills and qualifications needed for working in the care sector.

Staff are happy, confident, knowledgeable and skilled in their roles. They feel extremely well supported by the management team and the wider provider. Staff have regular supervision, appraisals, and competency checks that include 1:1 discussion with their line managers regarding their well-being and professional development. Daily flash meetings and regular team meetings provide further opportunity for discussion and engagement.

The service is partly employee owned with benefits in place to support staff's well-being. The provider's Employee of the Month and Star Award Scheme for both tenants and staff help them to feel appreciated and valued. A dedicated staff representative attends quarterly meetings with representatives from other services, HR, and an Engagement Officer who feeds back to the provider about any changes or areas for improvement from them. This helps support staff retention and continuity of care and support for people.

Staff undergo the required checks to ensure they are suitably fit to work at the service. Recruitment files contain all the regulatory required information including references from previous employers, full employment history and Disclosure and Barring Service (DBS) checks. Staff complete a structured induction when they commence employment, including training and shadowing other staff.

The service provider's oversight and governance arrangements foster a positive compassionate culture in the service. It is clear the management team are dedicated and passionate about the service, the staff, and the people they support. They engage commissioners, other professionals, staff, and people in quality assurance processes through six monthly satisfaction surveys, meetings, and other events. Audits are routinely conducted by the management team and the wider provider to ensure any issues are identified and quickly actioned. The RI who has recently taken up post, is already visible at the service and developing excellent oversight of service delivery. The RI has visited the service since starting in their new role and engages with people and staff. A detailed quality of care review has been completed to assess the service's performance and identify areas

for improvement. A service improvement plan is regularly reviewed by the management and provider team through weekly operational meetings.

Service policies and procedures provide guidance to staff and ensures practice remains safe and effective. These are aligned with statutory and best practice guidance, kept under review and updated when necessary. People and families feel confident they can raise any concerns and told us "*They're great…all my worries are gone."* The service informs appropriate agencies of any notifiable incidents and CIW received the provider's annual return in a timely manner as required.

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.

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