



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty Anwen



Ty Anwen, The Bryn Trethomas, Caerphilly, CF83 8GL



02920849480



www.poblgroup.co.uk

Date(s) of inspection visit(s): The inspection visit took place on 22/07/2025

Service Information:

Operated by:	Pobl Care and Support Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	16
Main language(s):	English
Promotion of Welsh language and culture:	The service 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

Requires Improvement



Environment

Good



Leadership & Management

Good

Summary:

Ty Anwen is located in the village of Trethomas in Caerphilly, Gwent. There are close and regular public transport links to a number of local towns with a variety of facilities. The service is able to support up to 16 individuals with complex backgrounds. These may include learning disability, mental health issues, complex backgrounds or brain injury.

The well-being theme is rated as Good. People told us they are supported to achieve their goals and to become independent. Care and Support has been rated as 'Requiring Improvement'. Whilst there have been improvements in some areas of the service, reviews of personal plans did not always reflect the actions taken by care workers to address issues raised. Also, a medication error identified during the inspection highlighted a gap in review process.

The environment is rated as Good. The service is clean, tidy and promotes people's independence. Positive Leadership and Management systems and processes have resulted in a rating of 'Good' for this theme.

Findings:



Well-being

Good

People are supported to engage in activities and hobbies meaningful to them. People are supported by care workers and they work as a partnership to establish people's goals and support people to work towards these goals. The service organises dedicated time for people to receive targeted support for the areas they wish. This means they receive the support with the tasks and things they want help with. This places a focus on empowering people to establish the specific areas they want help and support with. People are encouraged to use facilities within the local community, either on their own, or with support, depending on each individual's needs. People are provided with resources to support them to be able to access activities of their choosing.

People are supported to identify their personal goals and well-being outcomes. These are reviewed regularly alongside their personal plans. Any progress made towards these goals is noted and next steps established. People are supported to work towards these goals, and when these are met, to set new and updated goals.

Suitable information is provided to people within the service. A range of information about what is available in the local community is available to people around the service, and key workers can support people to find out additional information they may want. The accommodation within this service supports people to achieve their goals. Each flat has kitchen facilities which promote people's independence as they make their own meals and snacks at times of their choosing, with support of care workers as required.

The service is working towards the active offer of the Welsh language. There are useful Welsh phrases around the service with a phonetic sounding next to them to encourage people and care workers to have a go if they are unsure how to say words in Welsh.



Care & Support

Requires Improvement

An initial assessment is completed before people move into the service. This means the service is confident they can meet people's needs before they offer a placement. People are supported by care workers to develop their personal plans. Personal plans set out people's strengths and abilities as well as including things like 'what people appreciate about me' and 'what I am good at' as well as outlining areas in which people need support, and how they like to receive that support. These plans are personalised and include people's wishes and goals. The service is currently storing documentation both in hard copy and electronically which can cause some confusion when looking for specific documents. There are risk assessments in place which identify and take steps to lower risks presented to people. Whilst there are systems in place for organisation of risk assessments, these would benefit from being strengthened so it is easier to understand what risk assessments are in place for each person. Personal plans are reviewed regularly, and people are involved in these reviews. People's opinions and wishes are captured in their personal plan reviews, however some of the actions taken by staff to address issues of concern are not always recorded.

There is a robust policy in place within the service which sets out guidance for all care workers to follow when administering medication. There have been some improvements made to systems of signing in and out of medications. There has also been an improvement with other administrative tasks related to the appropriate storage and handling of medication, however during the inspection an error was identified which showed that staff had not followed the procedures as set out within the service's policy and procedure. Actions have been taken to address this to ensure it does not happen again. Whilst no immediate action is required, an area for improvement has been issued, and we expect the provider to take action.

People told us they felt supported by the service. People told us they felt supported by care workers and they are more independent now and achieving goals they would not have believed possible for them some time ago. We saw positive and supportive interactions between people and care workers during the inspection and saw care workers act in a flexible and pro-active manner to support people with matters important to them.

There are plans for the service to move to an electronic care planning system in near future. It is hoped this new system will support the service to make the required improvements in how documentation is organised.



Environment

Good

The service is made up of individual flats but also offers many communal spaces available for everyone at the service. Flats are large and spacious, and all have ensuite toilet and shower facilities and can also provide a kitchenette based on people's individually assessed needs. Flats are personalised in line with people's tastes including people's chosen decoration of the flat, personal items of furniture and display of personal items and trinkets. There is a selection of communal spaces available for everyone to use including a training kitchen, a dining room and large lounge. These communal spaces have a homely feel and have decorative items on display. Communal lounge spaces are available on both the ground and first floor providing plenty of choices of spaces to use. There is a quiet/sensory room which offers a quieter space for people to use as an alternative to other lounges if they wish. Key workers' rooms are able to be used for a variety of purposes. These provide space for people and their key worker to sit and chat, or do more formal work at a computer or desk. There is also a second outside garden space to the back of the building which is used by the gardening group with a variety of raised beds currently growing a selection of vegetables. The service meets the needs of the people living there.

The service is clean and tidy, and a regular cleaning schedule is followed to maintain good hygiene around the service. There are plans for some refurbishments to upgrade areas within the service. All appropriate health and safety checks are completed and all serviceable equipment is tested when required. Appropriate risk assessments and safety plans are in place to ensure safety in the event of a fire.

The service has a Food Standards Agency rating of 5 (very good), meaning people can be assured of good hygienic food preparation practices within the service.



Leadership & Management

Good

There are safe recruitment practices within the service. All care workers undergo a Disclosure and Barring (DBS) check and provide references, including from their last employment. Newly recruited care workers complete an induction to ensure they receive appropriate training and support for their new role. All care workers complete refresher training when required, and there are good processes in place to ensure care workers are reminded when they need to complete this training. Care workers told us they feel able to request additional training if they are interested in a topic. Care workers receive regular supervision sessions with a manager. These sessions look at all aspects of the care workers work duties, but they also have a focus on care workers' well-being.

There are good governance arrangements in place to ensure good oversight of the service. The manager has good oversight of the day-to-day running of the service and is supported by two team leaders. There are good processes in place for recording accidents and incidents with lessons being learnt if appropriate. Complaints are dealt with promptly and any actions needed are taken by the manager. Compliments are celebrated within the care team. Regular team meetings keep care workers informed of events and changes within the service. It also provides an opportunity to discuss issues important to care workers. There are plenty of care workers available to meet the needs of the people using the service. The service works flexibly to review available care workers depending on the people's needs and activities of their choosing.

The Responsible Individual (RI) attends the service regularly. When there the RI actively engages with people to understand the issues important to them. A comprehensive report is produced which is used to complete a six-monthly Quality of Care report. This is a thorough report which sets goals and achievements for the coming months for the service to achieve.

Care workers told us they are happy working at the service. They told us they feel supported by the manager, and also that working at a service which promotes positive mental health, has supported them to take more care of their own mental health and well-being.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People are at a risk of harm to their physical and mental well-being if administrative and reviewing systems are not improved. Robust storage of documents and improved oversight of paperwork will ensure people are kept safe within the service.	30/07/25

CIW has not issued any Priority action notices following this inspection.

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