Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Ty Gwynno

Ty Gwynno, Hafod Lane, Pontypridd, CF37 2SD

01443 408848

www.harbourhealthcare.co.uk

The inspection visit took place on 02/07/2026

Service Information:

Operated by:	Harbour Healthcare SW Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with personal care, Care home for adults - with nursing
Registered places:	46
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Ty Gwynno is a service providing nursing and residential care to older adults, including those who live with dementia. The service is located in a residential area to the north of Pontypridd.

Well-being is excellent because people have exceptional support to achieve personal goals and maintain important relationships. A strong culture of inclusion, advocacy and positive risk-taking helps people enjoy meaningful experiences and achieve excellent well-being outcomes. Care and support is excellent because people receive highly personalised, outcome-focused care which is consistently reviewed and delivered by skilled care staff. Robust safeguarding, medication management and infection prevention systems help ensure people achieve positive outcomes safely. The environment is excellent because the service is thoughtfully designed to enhance well-being, independence and quality of life. Innovative facilities, ongoing investment and involvement from people help create a warm and homely environment. Leadership and management is excellent because strong and visible leaders promote a culture of continuous improvement, learning and innovation. Effective governance arrangements, strong staff support and a highly skilled workforce help ensure people consistently receive high-quality care and support.

Findings:

Well-being — Excellent

Well-being is excellent because people experience exceptional choice, control and involvement in their lives. They benefit from highly personalised support and outstanding opportunities to pursue meaningful interests and ambitions. People achieve excellent outcomes because care staff know them very well and support them to lead lives which reflect their wishes, preferences and aspirations. Highly detailed, person-centred plans focus on individual outcomes and are reviewed regularly with people, relatives and professionals. People make choices about their daily routines, meals, activities and visitors and are actively involved in decisions about their care and support. Information is available in formats which meet their communication needs. Innovative advocacy arrangements help people's voices to be heard, including measures such as resident advocates and relative advocates. The service provides exceptional opportunities through initiatives such as "Wishes and Dreams", helping people achieve important personal goals and experiences. People enjoy opportunities through, for example, the service's choir, woodwork workshop, lifestyle room, community café, walking groups and community outings. Welsh language and culture are strongly embedded throughout the service, with the service able to provide the Active Offer if required.

Robust safeguarding arrangements and proactive oversight help people remain as safe as possible. Care staff understand their safeguarding responsibilities and act promptly when concerns arise. Risks are identified through regular assessments, reviews and monitoring, with people and relatives involved in risk management discussions. Strong partnership working with safeguarding and healthcare agencies, alongside extremely strong learning from incidents, promotes a culture of openness, safety and accountability.

People are valued as individuals and supported to maintain important relationships, interests and identities. An inclusive culture promotes equality, respect and belonging. Strong community links provide opportunities for social inclusion and meaningful participation. Initiatives such as regular intergenerational activities with a visiting nursery, the resident advocate scheme and a wide range of leisure and learning opportunities help people maintain purpose and develop friendships. Positive risk-taking supports community involvement. People are supported to safely manage their finances.

People live in accommodation which significantly enhances their well-being and quality of life. The home is warm, welcoming and personalised, with people encouraged to influence environmental developments and improvements. Appropriate equipment, adaptations and accessible design support people's needs while promoting independence. Attractive outdoor spaces, access to

community facilities and ongoing investment in the environment help people achieve excellent outcomes and enjoy fulfilling lives.

Care & Support — Excellent

Care and support is excellent because people receive highly personalised care which consistently reflects their needs, preferences and aspirations. Care planning is highly detailed, person-centred and outcome focused. Electronic care records provide clear guidance to help care staff support people consistently. People, relatives and professionals are actively involved in planning and reviewing care, with monthly reviews ensuring plans remain up to date. Personal plans reflect people's preferences, strengths, goals and communication needs, while comprehensive risk assessments support informed decision making. Daily records demonstrate care is delivered in line with assessed needs. We saw warm, dignified and responsive interactions from care staff. Feedback about the quality of care is overwhelmingly positive. We were told *"I'm more than happy with the service. They brought my loved one back to life. They never used to open their eyes or get up. Since coming here, they do things we never thought we'd see again"* and *"My loved one is treated as an individual; the team have found out what they enjoy and is important to them in order to feel valued and understood."*

People are very well protected from harm and abuse because safeguarding arrangements are highly effective and embedded throughout the service. Care staff are confident in recognising and reporting concerns. Records demonstrate prompt action is taken when issues arise. Detailed incident analysis identifies trends and supports preventative action, with lessons learned to strengthen practice. Individual risk management arrangements help protect people while promoting independence. Appropriate Deprivation of Liberty Safeguards authorisations (DoLS) are in place. Mental capacity and best-interest decision-making processes are well understood and involve relatives, advocates and professionals where appropriate. Strong partnership working with safeguarding agencies and healthcare professionals helps people to get the right protection and support at the right time.

People receive their medicines safely and as prescribed. Effective partnership working with healthcare professionals supports regular medication reviews and timely responses to changing needs. Records accurately reflect prescribed medicines and audits identify and address any issues promptly. Medication is stored securely and treatment rooms are clean, organised and well managed. Competency assessments help ensure care staff administer medicines safely, while lessons learned processes are used effectively following any errors or near misses. Controlled drugs procedures, stock checks and monitoring arrangements are robust.

People are protected from the risk of infection through high standards of cleanliness and effective infection prevention practices. The service is visibly clean and well maintained, with suitable hand hygiene facilities, appropriate laundry arrangements and safe management of clinical waste. Care

staff are up to date with infection prevention training and demonstrate good knowledge of outbreak management procedures. Supplies of protective equipment are available and infection prevention performance is monitored through regular audits and governance processes.

Environment — Excellent

The environment is excellent because it is thoughtfully designed, continually developed and used creatively to enhance people's well-being. The service is maintained to an exceptionally high standard. Significant investment and ongoing refurbishment are evident throughout the service, demonstrating a strong commitment to continual improvement. The home is welcoming, comfortable and homely, and reflects the Statement of Purpose. People are at the heart of environmental design and development decisions, with their views influencing environmental themes and improvements across the home. Bedrooms are personalised and reflect individual preferences, while creatively themed corridors help promote interest, orientation and well-being.

The environment is accessible for varying mobility needs. Large communal areas provide opportunities for relaxation, social interaction and activities, while private spaces support visits and confidential conversations. The service makes innovative use of available space through facilities including a cinema room, woodwork workshop, lifestyle room, hair salon, café-style areas, and a space to help meet people's religious needs. These facilities are integrated into daily life and help people maintain independence, build relationships, pursue personal interests and continue doing activities which are important to them.

Attractive, accessible and secure outdoor spaces further enhance people's quality of life. These include innovative features such as a café area and adapted caravan experience. Garden areas and flower beds are extremely attractive and well-presented. They provide opportunities for social interaction, reminiscence, relaxation and meaningful occupation, enhancing people's quality of life and overall well-being. The environment is clean, well ventilated, appropriately lit and free from clutter. Robust systems are in place to manage maintenance, servicing and health and safety requirements, with all required certification up to date. We saw an extremely responsive approach to maintenance. Appropriate security measures help keep people safe while supporting their rights and independence, and restricted areas are managed appropriately. Overall, the environment actively enhances people's well-being.

Leadership & Management — Excellent

Leadership and management is excellent because leaders have created a strong culture of accountability, continuous improvement and innovation. People benefit from exceptional leadership and governance arrangements which promote positive outcomes. Leaders are visible, approachable and provide strong direction across the service. The Responsible Individual (RI) undertakes three-monthly visits to meet with people and care staff and completes detailed quality of care reviews every six months. Daily management walkarounds provide comprehensive oversight of areas such as care, staffing, medication, cleanliness and health and safety. A wide-ranging audit programme is supported by strong clinical governance processes which analyse performance, incidents, trends and required actions. Leaders actively seek and respond to feedback from people, relatives and care staff through meetings, surveys and the “You Said, We Did” approach. This demonstrates a genuine commitment to listening and improvement. Accident and incident reviews focus on identifying causes, trends and preventative action. Learning is shared within the service and across the wider service provider group, creating an exceptionally strong lessons learnt culture. Policies and procedures are comprehensive and regularly reviewed, business continuity arrangements are robust, and notifications submitted to CIW are of a consistently high standard. Leadership promotes openness, transparency and innovation, with ambitious plans to further enhance the environment.

People are supported by a highly skilled and motivated workforce. Leaders place significant importance on recruitment, training, development and well-being. Recruitment processes are robust and care staff files contain all required checks and documentation. Training compliance rates are extremely high, and the comprehensive training programme reflects the needs of people living at the service. Care staff champions provide leadership in key areas including safeguarding, oral health, care planning and end-of-life care. Supervision, appraisal, induction and probation processes are well established and consistently implemented, while learning from incidents is translated into staff development and training. Staffing levels are regularly reviewed according to people's needs and adjusted when required. Staff, people and relatives consistently told us staffing levels are appropriate. We found care to be calm and relaxed, with call bells responded to and care needs met promptly. Care staff spoke very positively about the support they receive from leaders, telling us *"Management are always approachable. Absolutely we are always listened to and our views are always considered. I feel very valued", "I have the best job in the world!"* and *"The managers are amazing, they try and support the staff and residents through everything."* Staff morale is very positive, and we found a strong culture of teamwork throughout the service. Well-being initiatives, recognition schemes, career development opportunities and low staff turnover help promote continuity of care and support people to achieve excellent outcomes.

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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