



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Fieldbay Ty Newydd Ltd



Fieldbay Ty Newydd Ltd, Crown Road, Maesteg, CF34 0LN



01656339655



www.involve.care

The inspection visit took place on 14/01/2026

Service Information:

Operated by:	involve Ty Newydd Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	16
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Ty Newydd is a nursing home in Maesteg and can accommodate 16 people. The service provides nursing care and support for people with Dementia and Complex Mental Health Needs, Acquired Brain Injury, Neurological Conditions and Learning Disabilities.

People's wellbeing outcomes are good, and staff support them in ways that help them feel comfortable, listened to, and respected. Nurses and care staff know people well and respond quickly when someone needs help, which makes a big difference to how confident and settled people feel day to day.

Care and support are also good. Nurses and care staff follow clear care plans and work together to make sure people get the right support at the right time. They communicate well and show a positive attitude, which helps keep the service running smoothly.

The environment is clean, welcoming, and well looked after. People can move around safely and make use of spaces that feel homely and relaxed.

Leadership and management are good. The deputy has recently taken up the role of manager and recruitment is underway for a new deputy. Staff have the correct training, recruitment practices are effective, and governance and oversight systems are in place to support the running of the service.

Findings:



Well-being

Good

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. There is a homely atmosphere that gives people a sense of belonging. During our visit, we spoke with people who told us they are mostly satisfied with the support they receive at Ty Newydd and are supported with making day to day decisions. One person commented “*The standard of care is phenomenal*”. We also observed people being supported in a warm and genuine way and people told us the care staff are kind and caring. We saw photos of people enjoying a variety of activities. There is one dedicated activity coordinator, however, all staff support with activities. People and relatives told us, “*They work hard*”, “*They do a fair amount*” and “*They could make better use of the activity room*”.

The service considers people’s physical and mental health. People are supported by nurses and care workers who know them well and seek medical assistance quickly to support them appropriately when required. Routine appointments and timely referrals ensure people remain as well as they can be. Appropriate numbers of staff support people to receive the right care at the right time. Personal plans identify people’s health needs and any potential risks to their well-being. People told us they feel happy and well cared for within the service and we saw they have positive relationships with staff. Nutritional needs are considered and well met.

Systems are in place to keep people safe and protected from harm and abuse. All staff are safely recruited, vetted and are trained in the protection of vulnerable adults. Nurses and care workers have safeguarding training and know how to identify potential safeguarding concerns. They are aware of their duty to report any concerns. Policies and procedures are in place to provide guidance to staff and promote safe practice. Risk assessments identify possible harm to individuals and outlines steps to mitigate those risks.

People live in suitable accommodation, which supports and promotes their well-being. Nurses, care workers and management reduce hazards as far as practically possible. People’s rooms contain personalised items of their choice and are suitably furnished. Relevant health and safety checks are completed. Personal Protective Equipment (PPE) is worn by staff in line with infection protection and control guidance. There is a sign-in process to enter and leave the premises. The service is clean, clutter free and comfortable throughout.



Care & Support

Good

An electronic care planning system enables nurses and care staff to deliver consistent, good care. The system stores personal histories; however, they could be more detailed to help staff understand each person's background, preferences, and needs. Detailed care plans and risk assessments guide staff in making informed decisions and responding effectively to changing circumstances. By following these plans, people receive the care they require at the right time. Kind and caring staff use the system to tailor support to individual goals. Each personal plan records outcomes to be achieved and sets clear goals, ensuring care remains person-centred and proactive. Staff regularly monitor progress and update plans to reflect changes, promoting continuous improvement in care delivery. Risk assessments within the system help prevent harm and maintain safety, while care plans outline strategies for well-being and independence.

Medication practices within the service are good. We saw clear evidence of medical appointments being arranged and attended, demonstrating consistent attention to people's health needs. Staff store and administer medication correctly, following established procedures to ensure safety. However, as required (PRN) medication practices would benefit from more consistent recording of the effect after administration. The service maintains good working relationships with the local GP practice, enabling quick access to advice and interventions when required. Regular communication with healthcare professionals ensures that any emerging concerns are acted upon swiftly.

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. The domestic team follow thorough cleaning routines, and laundry processes are designed to minimise infection risks. Clinical waste is disposed of safely and correctly.

The service takes effective steps to protect people from harm. Care staff have training and understand what safeguarding means, can recognise potential concerns, and know how to report them. Feedback was divided as to whether they feel confident if they report issues to the management, they would be responded to appropriately. Incidents or accidents are recorded. Detailed risk assessments help support safe practices while allowing people to take positive risks. People and their families tell us they or their loved ones are safe at Ty Newydd.



Environment

Good

The environment is homely, clean, comfortable and suited to people's needs. The home is over two floors and has two 'pod' areas on each level. There are communal kitchenette and lounge areas in each of the four units. These could be further utilised, the main dining/lounge seems to be the main focal point in the home. We saw people relaxing, eating and engaging with others on the day of inspection. People were at ease with each other and staff and were relaxed and happy. Comments from people include, "*It's spotless*" and "*It's amazing*". People's rooms are a sufficient size and are personalised to their preference with items important to them, which helps create a homely feel. There is a dedicated sensory room on the first floor. There is a well-kept garden area where people can sit. It also includes a memorial cafe, smoking shelter and brightly painted mural fences.

The service demonstrates a commitment to ensuring the premises and any equipment is maintained and serviced to a good standard. We saw there is routine servicing of utilities such as electricity and gas which is carried out by external contractors. Specialist equipment such as lifts, and manual handling equipment is serviced in line with the manufacturer's recommendations.

Effective and efficient fire procedures, testing and training are in place to protect people. Records confirmed fire alarm tests take place regularly and a fire risk assessment is in place. Every individual living at the home has a personal emergency evacuation plan specific to their support needs and staff undertake routine fire drills.

Hygiene and cleanliness standards are good. Staff follow a cleaning schedule to ensure the service remains clean and tidy. The kitchen has been awarded a score of three by the Food Standards Agency, which implies generally satisfactory food hygiene standards. Laundry facilities are suitable for the size of the home and there is a plentiful supply of cleaning products which are stored in accordance with Control of Substances Hazardous to Health recommendations.

Security arrangements are in place to protect people. The home is secure to prevent unauthorised access. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises.



Leadership & Management

Good

Since the previous inspection, the deputy manager has stepped into the role of home manager and is continuing to settle into the position. However, they need to strengthen the balance between maintaining positive relationships and confidently managing staff performance. The manager will have further support once the deputy manager position is recruited to. Some feedback indicates that staff cliques continue to influence team dynamics, which can make it difficult for them to establish consistent expectations across the service. Staff also reported that confidentiality is not always respected, which suggests that they may need to adopt a firmer approach when addressing inappropriate discussions or unprofessional behaviour. With continued support and increased confidence, they can shape a stronger, more cohesive team culture and model the leadership style required to drive improvements within the home.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. Training records show nurses and care staff have up to date training in core areas of care. Recruitment practices are robust. The human resource department confirmed all staff records include all legally required information, such as proof of identity, references, and Disclosure and Barring Service (DBS) checks to ensure they are fit to work with vulnerable people. Nurse pins are valid which evidences their suitability for practice. All care staff are registered with Social Care Wales, the workforce regulator. New staff complete an induction and probation period to ensure they meet expectations. Records show staff receive regular, effective one to one supervision as well as annual appraisals of their performance.

Quality assurances processes are in place to monitor the quality of care being provided and improve areas of the service where needed. The new Responsible Individual (RI) visits regularly and completes their quarterly monitoring reports including feedback gained from people living at the service and visitors that are there on the day. There are policies and procedures available to staff that are reviewed periodically. There is a statement of purpose outlining the nature of the service and the type of care they can provide to people, this does however require review to reflect the new management arrangements.

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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