



Llysfaen



Ty Gurnos Newydd, Gurnos Road, Merthyr Tydfil, CF47 9PT



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www.merthyr.gov.uk

Date(s) of inspection visit(s): The inspection visit took place on 19/09/2025

Service Information:

Operated by:	Merthyr Tydfil County Borough Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	6
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:

Llysfaen is a care home run by the Local Authority for people with a learning disability and other associated needs. It provides three permanent places and can accommodate up to another three people for short respite breaks. It is located in the centre of the Gurnos in Merthyr Tydfil, attached to Ty Gurnos Newydd care home.

The service supports people to experience good well-being outcomes and lead a good quality of life. People's health and well-being is promoted. Systems are in place to help safeguard people within an environment that supports their needs. Care and support is good, with families being very positive about the service. Person-centred personal plans are kept under review and give instructions to care staff about how best to support people. Good processes are in place for medication management, infection control, and safeguarding. The environment is good, being well-maintained, safe, and meeting the needs of people. Leadership and management is good. The management team has very good oversight of the service and well-established governance systems, with an experienced and stable care staff team in place. Care staff are recruited safely and have a variety of training to meet a range of needs.

Findings:



Well-being

Good

Llysfalen supports people to maintain their well-being and have a good quality of life. Families and representatives are positive about their loved ones' experiences, with care staff treating people with dignity and warmth. People have person-centred plans, reflecting their personalities, needs and how best to support them. People's families and representatives are involved in making decisions about their care and support, with their wishes and preferences helping shape the care they receive. The service works closely with families and professionals where people have difficulties making decisions, such as social workers and learning disability nurses. The service also facilitates people to be able to access independent advocacy, helping ensure people's wishes are known. Information about the service is provided through an 'easy read' service user guide. This includes information on how to raise concerns and make a complaint to the Local Authority if needed. The service promotes Welsh language and culture through use of a Wales board in the foyer, provision of key documents in Welsh if needed, celebrating Welsh cultural events, and the use of 'Cymraeg' lanyards to identify Welsh-speaking staff.

People's health and well-being is promoted by getting the right care at the right time. The service works closely with health and social care professionals, with specialist plans and guidance included in care files to direct care staff. The service ensures health-related appointments are arranged for people and are supported to attend. Medication is administered correctly in line with the service medication policy. Cleanliness and infection control are well-managed. Healthy meal options are provided and adapted for specific dietary requirements where needed.

The service has systems in place to help keep people safe. The service correctly follows regulations when hiring care staff, ensuring all checks are carried out before anyone starts work. Risks to both people and care staff are managed using risk assessments. The service is secure. Families tell us they feel confident the service is safe and could visit the service whenever they need to.

People live and stay in an environment which supports their needs. The service is spread over one floor and is extremely spacious. Bedrooms and communal areas are large and comfortable, with good garden space available. The service is homely, well-maintained, and personalised, being well-located to local amenities.



Care & Support

Good

People receive good care and support at Llysfaen. We saw people are settled in their environment, feel able to come and go as they wish and can do the things they want when they want. Care staff are calm and respectful in their interactions. Feedback from people's families is very positive, with comments including *"they're brilliant – the staff are very good. Management are very good"*, *"they do everything really well – I'm happy with everything"*, *"the staff are really nice and accommodating"*, *"the staff are wonderful – they accommodate everything they like"*, and *"they come home so relaxed – like a totally different person"*. Professionals who work regularly with the service told us it has a *"welcoming and professional environment"* and have a good working relationship with the management in terms of implementing people's support plans. The service assesses people's needs before they move in or stay for respite to ensure their needs can be met. Personal plans are clearly written, tailored to the individual, and focus on outcomes. Risk assessments identify how any risks to the person or care staff should be managed. Plans are reviewed every three months to ensure they remain up to date. Care files include reports and support plans from health professionals, such as epilepsy plans and positive behaviour support plans. Daily recordings detail how a person's day has been, using a format that helps easily identify key information. Nutritional needs are clearly identified and understood by care staff.

Processes are in place to help keep people safe. Care staff understand safeguarding procedures and how to identify and report concerns. They feel confident to report issues to the management team and feel they will respond correctly to issues raised. Records are kept of incidents and accidents, and risk assessments support care staff in delivering safe care. People's families report they feel the service is safe. Where people lack mental capacity to make decisions about their care and accommodation, Deprivation of Liberty Safeguard (DoLS) applications are submitted.

Systems are in place to support the safe storage and administration of medication. Medicines are stored securely and administered as prescribed. Records are free from errors. The service follows a medication policy and undertakes regular audits to make sure supplies are correct. Care staff receive training around how to manage and administer medication.

Appropriate measures are in place to manage infection control. Care staff have access to personal protective equipment and use it as needed, demonstrating good knowledge of infection prevention more generally. Domestic staff carry out regular cleaning routines, and laundry is managed to reduce the risk of cross-contamination. Clinical waste is disposed of correctly.



Environment

Good

Llysfaen provides a clean, safe, and spacious environment, helping promote the well-being of people who live and stay there. The service adjoins a larger care home, located in the Gurnos area of Merthyr Tydfil. The service supports people with a learning disability and associated needs, with three people living there permanently, and respite breaks provided for up to three others at any one time. Safety and security are in place, with the external entrance accessible only to authorised persons, visitor sign-in procedures in place, fire exits unobstructed, and window restrictors fitted in bedrooms and bathrooms. Bedrooms are very large, comfortable, and personalised to individual preferences. All rooms have en-suite bathroom facilities. People's likes and preferences have contributed to the naming of the bedroom corridor, a very good measure which helps personalise the home. The communal lounge is spacious, well-furnished and well-decorated. An adjoining dining area is available for people to have their meals and take part in activities. The kitchen allows people to participate in food preparation if they choose. Good use is made of the kitchen facilities to help support people with dietary and allergy needs, with separate areas used for allergen-free food preparation. There is ample outdoor space, with the garden area being developed to allow people to make good use of it in the nicer weather. Several well-considered improvements have been made to the location of different rooms and facilities, such as the new medication room and a well-presented activities room. This helps the service make very good use of the space it has available.

Procedures are in place to support the service to remain safe. Substances hazardous to health are securely stored in line with regulations. Maintenance is managed by the Local Authority, with records confirming regular testing of utilities such as gas, water and electricity. We saw evidence of routine servicing and auditing of equipment. Fire safety measures, including testing and drills, are current, with an up-to-date fire risk assessment in place. Personal emergency evacuation plans are in place to ensure safe and effective procedures in the event of an emergency.



Leadership & Management

Good

The service benefits from a leadership team who have good governance and oversight systems in place. Audit checks and quality assurance systems help monitor how well the service is working and identify areas for development. Policies and procedures detail care staff responsibilities and how the service is to be operated. The RI has very effective oversight over the service, undertaking quarterly visits to speak with both people and care staff, very often visiting more regularly than this. They complete a quality of care review every six months, with action plans developed to support ongoing improvements. The service is open and transparent, making the necessary notifications to Care Inspectorate Wales and other relevant bodies, such as the Local Authority's Safeguarding Team. Complaints are managed via the service's complaints policy. A whistleblowing policy is in place to enable care staff to raise concerns if needed. When issues arise, the service takes appropriate measures to address these, evidencing this well and clearly demonstrating a commitment to continuous improvement.

Care staff are recruited safely and receive a variety of training to support them in their roles. We saw recruitment adheres to regulatory requirements. All necessary checks are in place, including references, Disclosure and Barring Service (DBS) checks, and proof of identity. We discussed with the RI about the importance of keeping all staff documentation on site. Care staff are registered with Social Care Wales. New staff complete an induction and probation period to ensure they are right for the role. Ongoing development is supported through regular supervision. We discussed with the RI the need to ensure the appraisal format is suitable for individual staff members and how this can be strengthened. Records show training is in place for key areas of care, such as medication and manual handling training. Additional specialist training is available where people have specific needs. The service has experienced difficulties in sourcing Positive Behaviour Support (PBS) training, but evidenced measures undertaken to ensure this will soon be in place. Staff demonstrate good knowledge of people's needs and feel confident in providing safe care. The staff team is very experienced and stable. Staffing levels are based on the needs of people. While the rota shows staffing targets are being met, we were told agency care staff regularly need to be used to help ensure the full complement of staffing is in place to cover sickness, annual leave, and current vacancies. The service makes efforts to ensure the same agency staff are used as far as possible to help support continuity of care. We noted issues around staff culture where requests from management to undertake various pieces of work for and with people are not always completed. We are assured the management are taking appropriate measures to improve this, with care staff telling us they feel the situation has got better. More generally, care staff told us about working at the service "*I love my job and I love working for the people*", "*it's challenging but fun*", and they feel management address any issues brought to them.

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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