Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Glyncornel Nursing Home

Glyncornel Nursing Home, Nant-y-gwyddon Road, Tonypandy, CF40 2JF

01443432277

https://www.mychoicehealthcare.co.uk

Date(s) of inspection visit(s): 21/08/2025

Service Information:

Operated by:	My Choice Healthcare South Wales Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
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	Good
Environment	Good
Leadership & Management	Good

Summary:

Glyncornel Nursing Home provides nursing care and support to 16 people, some of whom also have dementia care needs. The service is located in Llwynypia, a small valleys community, with transport links and amenities nearby.

The wellbeing outcomes of people living in Glyncornel Nursing Home are good. This is because people are supported by a small, consistent team of nurses and care staff who know them well and can anticipate their needs and preferences where needed.

The care and support provided at the service is good. Care documentation details care needs and risks to people's health and wellbeing. Care staff record daily care interventions and follow advice given by health professionals. Infection control practices have improved since our last inspection.

The environment people live in is good. Although the building requires further refurbishment and

redecoration, there has been work done since our last visit and more is planned. Facilities and utilities are serviced and maintained. Equipment is safe and suitable for use.

The leadership and management of the service is good. There is a new manager at the service who is making a positive impact. The Responsible Individual (RI) and operations manager for the service provider remain a consistent and supportive presence. The staff team is small and stable, providing consistent care to people.

Findings:

Well-being — Good

People have choice and control over their daily lives. Care staffsupport people to make everyday decisions. They understand people's preferences and know what is important to them. Care staff offer people options throughout the day, with food, activities, and where they want to spend their time. There is an activities co-ordinator who works full time at the service. Most activities are held in the service, with people who can, participating in baking, crafts and singalongs. The co-ordinator knows people well and tries to find activities that will trigger happy memories for them. Many people receive all their care in bed and so cannot take part in the group activities. The co-ordinator told us she tries to spend time with people one-to-one in their bedrooms, chatting with them and doing sensory activities such as hand massages.

People are protected from harm and neglect. All care staff have up to date safeguarding training and there is an up-to-date safeguarding policy in place at the service. Individual risk assessments identify possible harm to individuals or others and the intervention needed from care or nursing staff to minimise these risks. Relevant incidents, or concerns, are appropriately referred to the Local Authority and guidance implemented.

People are supported to maintain their physical and emotional well-being. There is a warm, friendly and supportive culture amongst staff. We observed caring and respectful interactions between staff and the people they are supporting. Visitors are welcomed and made to feel at home. We saw a regular visitor to the home chatting with care staff, who appeared to know them well and were asking about their family, to engage not only the visitor but also their loved one. Nursing and care staff told us how much they value the people living in Glyncornel and enjoy the job of supporting them. Relatives and representatives are kept up to date with any changes in needs or behaviour.

Care & Support — Good

People give good feedback about the care and support they receive at Glyncornel. One person told us *"The girls are great; they treat me well"*. Another person was talking to the RI during our visit and said: *"we're treated like kings here"*. A staff member told us: *"the care is really good here; all of the staff really care"*.

People receive good care and support which helps them achieve their personal outcomes. Care documentation is stored electronically, and nursing and care staff update people's notes throughout the day. All aspects of care are recorded, such as daily tasks, food and fluid intake and repositioning. Care plans and risk assessments contain all the necessary information for staff to deliver the right care at the right time, in the way people prefer. A 'resident of the day' system is used to fully review people's care and environment every month. The manager is working to increase consultations with families for care plan reviews.

People are referred for appropriate care and treatment with external professionals such as speech and language therapists, dieticians or occupational therapists at the right time. Recommendations for care and treatment by these professionals are incorporated into people's care plans and the guidance followed by nurses and care staff on a day-to-day basis. People receive their medication as prescribed in accordance with national guidelines and service policy. Medication is consistently stored as required to ensure its efficacy and safety. Nurses administer medication to all people living in the home. Medication processes are audited regularly to identify any possible errors and act accordingly, and there is a medication policy in the home to underpin good practice.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean. At the time of the last inspection, some improvements were required with infection control processes in the service. During this inspection, all issues had been addressed, and the service was being kept clean and tidy by nursing and care staff, domestic and laundry staff. Personal protective equipment (PPE) is used for close contact care and health interventions and is disposed of correctly.

Environment

Good

The service is in an old building, which requires refurbishment and redecoration. Some redecoration work has already been completed since the new service providers took over. External contractors have been employed to undertake further work. There are plans to create an accessible and pleasant outside space for people to use.

The service is set across two floors, with all bedrooms on the first floor. There is a lift available for people to access all authorised areas of the home freely. The building is secure to unauthorised access, and visitors must make themselves known to staff on arrival. Areas which may contain hazardous items, such as the medication room, kitchen and laundry, are kept locked. There is a communal lounge and separate dining room where people can socialise if they wish. People's bedrooms are decorated in a homely way and are personalised with their belongings. Specialist equipment is available to those who need it. There have been improvements since the last inspection to ensure all equipment and facilities are suitable for people to use.

Health and safety checks are completed by the full-time maintenance worker on site. Regular servicing, maintenance and immediate repairs of facilities by either the maintenance worker or external contractors ensures the safety and wellbeing of people using the service. The manager has oversight of any health and safety issues in the home and acts on these appropriately.

Leadership & Management — Good

The service benefits from good leadership and management, and the oversight and governance of the service is effective. A new manager has recently joined the team, but prior to that the Operations Manager for the service provider was based in Glyncornel supporting the staff where needed. The Responsible Individual (RI) has been a consistent and visible presence in the service, and has built up good relationships with staff, people living at the service, and their families. Monitoring reports and bi-annual quality of care reports have been completed by the RI as required, identifying what is working well, and any areas that require further work.

People are supported by suitable numbers of staff to be able to meet their needs. The service has recently recruited to the care staff team and has bank staff who can be called upon to cover sickness and leave. Staff are safely recruited, trained and supported. We looked at a sample of staff recruitment files and saw they contained all the pre-employment checks in respect of any person working in regulated services. All staff are working with current Disclosure and Barring (DBS) checks and are registered with Social Care Wales, the workforce regulator.

Staff receive training and supervision to support them in their roles. The manager advised she is building networks with other professionals and organisations to be able to offer staff additional face to face training. A regular supervision and appraisal schedule is in place, enabling staff to have one-to-one sessions with the manager to discuss their professional development and any issues they may be having.

There is good communication within the staff team. Handovers are completed from every shift. Nursing staff keep a diary with tasks and appointments that require follow up. There are regular staff meetings scheduled for all departments of staff.

Policies and procedures are up to date and accessible to staff in the service, to underpin good practice. The manager is highlighting important policies to staff, ensuring their understanding of the processes that should be followed.

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.

Welsh Government © Crown copyright 2025.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.