



Ty Penybanc



Ty Penybanc, Black Lion Road, Llanelli, SA14 6RU



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www.caedu.wales

The inspection visit took place on 16/12/2025

Service Information:

Operated by:	Caedu Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	8
Main language(s):	Welsh and 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

Good



Environment

Excellent



Leadership & Management

Good

Summary:

Ty Penybank provides care and support for up to six people within a detached property, set in a peaceful rural area near the village of Cross Hands.

People experience excellent well-being outcomes. Care staff actively support people to make informed choices and maximise their independence. Staff have a thorough understanding of the people they care for, including what matters most to them and the best approaches to deliver personalised care and support.

Care and support standards are consistently good. Care staff demonstrate a clear understanding of each person's needs and preferences, delivering person-centred care. Personal plans accurately reflect individual requirements and are reviewed regularly with people and their representatives to ensure they remain effective. Specialist plans provide clear guidance for those with complex needs.

Leadership and management arrangements are good. Care staff receive regular supervision and ongoing training to maintain high standards of practice. Robust governance systems are in place, including Responsible Individual (RI) visits and quality of care reviews. Staffing levels meet requirements, and feedback from staff is positive.

The environment is excellent, safe, accessible, and thoughtfully designed. Indoor and outdoor areas are purposeful and well-maintained. People are encouraged to personalise their bedrooms, while communal spaces are light, airy, and tastefully decorated. Comprehensive procedures ensure the building, equipment, and grounds remain in good repair and safe.

Findings:



Well-being

Excellent

People are treated with dignity and respect. They receive proactive support to identify their personal well-being outcomes and are encouraged to build on their individual strengths. Goal setting is promoted, and progress towards these goals is closely monitored. We reviewed documentation outlining people's goals and the specific support required to help them succeed. Positive stories are used to record achievements and highlight individual strengths. Although we were unable to obtain verbal feedback from people due to communication difficulties, we observed consistently positive interactions between care staff and people throughout our inspection of Ty Penybanc. It was evident that care staff hold people in high regard and demonstrate a high level of respect in their approach. A relative of one person told us, *"The staff are amazing, very professional, kind and considerate, they really do go over and above"*.

With few exceptions, people are supported to exercise as much control as possible over their daily lives. We reviewed documented evidence demonstrating that people are provided with opportunities to express their views on the service they receive. Monthly resident meetings enable people to discuss household matters with staff and fellow residents. Satisfaction surveys are also used to gather feedback on people's experiences of living at the service. People are actively involved in the development and review of their personal plans, ensuring their preferences regarding care and support are clearly communicated. People have the freedom to choose how they spend their time and which activities they participate in. We observed activity planners outlining weekly schedules, which are updated regularly to provide variety and choice. The service provides an active offer of the Welsh language, ensuring people can access care and support in Welsh if they choose.

People are protected from harm, abuse, and neglect. Care staff are recruited through robust processes to ensure they are suitable to work with vulnerable people. Care staff receive training relevant to the needs of the people they support, and those we spoke with demonstrated a clear understanding of their safeguarding responsibilities and the procedures for raising concerns if required. Medication management systems ensure medicines are stored and administered safely. Risks to health and safety are assessed and managed appropriately, with specialist plans in place for people with complex needs. These plans detail effective strategies for supporting people safely.

The physical environment at Ty Penybanc is well-maintained and thoughtfully designed to meet both individual and collective needs. It provides resources that promote independence and support the development of life skills aligned with each person's goals. Health and safety is prioritised through regular checks and prompt maintenance responses, ensuring the home remains a safe, secure, and welcoming space that promotes well-being.





Care & Support

Good

People living at Ty Penybanc receive a good standard of person-centred care delivered by a stable and consistent team of care staff. People benefit from one-to-one support, enabling their care and support needs to be met and allowing them to access activities tailored to their preferences. Each person has a personal plan that clearly outlines their care and support requirements, as well as any associated risks to health and safety. The plans we reviewed were clear, concise, and provided care staff with practical guidance on how best to support people to achieve their personal outcomes. We saw evidence personal plans are developed collaboratively with people and their representatives, ensuring their views and choices are captured and reflected in the documentation. Plans are reviewed regularly to remain current and responsive to any changes in needs. We spoke to the provider about the need to ensure pre-placement assessments are routinely completed for all people using the service. The provider explained this was due to an oversight by the previous manager and confirmed that comprehensive pre-placement assessments have now been introduced.

Outcomes for people with complex needs are positive due to the consistent application of specialist strategies. For example, people whose behaviour has been assessed as challenging have Positive Behaviour Support (PBS) plans in place. These plans outline proactive approaches to support people effectively and minimise behaviours that challenge. In addition, care staff receive Positive Behaviour Management (PBM) training, equipping them with essential skills to de-escalate challenging situations and manage aggression safely.

People's health needs are effectively supported at Ty Penybanc. Health requirements are clearly documented within personal plans, and medical correspondence is appropriately stored on file. Any interventions or advice provided by healthcare professionals are recorded to ensure continuity and consistency of care. Medication management is safe. Medicines are securely stored and administered in accordance with prescriber instructions. The service has a comprehensive medication policy aligned with current guidance, and care staff receive training to ensure competence in medication administration. During the inspection, we discussed with the provider the need to strengthen medication auditing processes, as current systems do not consistently record actions taken when errors are identified. The provider assured us this improvement will be implemented.

The service ensures compliance with legal requirements relating to mental capacity and deprivation of liberty. Where people lack capacity to make informed decisions about their care and support arrangements, Deprivation of Liberty Safeguards (DoLS) applications are appropriately made. Care staff receive training on the principles of the Mental Capacity Act to ensure they understand their legal responsibilities. When a DoLS authorisation is granted, the personal plan is updated to reflect the conditions specified in the authorisation. This process ensures care staff are fully informed and that people's rights and liberties are protected in accordance with legislation.





Environment

Excellent

The environment at Ty Penybank is of a very high standard and provides a safe, welcoming, and stimulating space for people living there. People benefit from a well-designed environment that meets their individual needs. Each person has a personalised bedroom, providing a private, comfortable space where they feel safe and at home. All bedrooms include en-suite bathing facilities for convenience and dignity. We observed one bedroom equipped with sensory equipment, creating a stimulating and calming environment tailored to the needs of an individual with complex sensory requirements. Communal areas are warm and inviting, encouraging positive social interaction while also offering spaces for quiet reflection or one-to-one support when required. The home features multiple lounge areas and a dedicated activity room equipped with entertainment resources and fitness equipment, such as exercise bikes, to support physical health and well-being. Accessible outdoor spaces are available and actively used to promote physical activity, relaxation, and connection with nature. The overall layout and furnishings of the home are thoughtfully arranged to meet the needs of the people living there, contributing to a safe, comfortable, and inclusive environment.

The service demonstrates a strong commitment to maintaining a safe, well-serviced environment to a high standard. Current safety certifications are in place for key utilities, including gas, electricity, and fire safety systems. A comprehensive and up-to-date fire risk assessment is available, and regular fire drills are conducted to ensure both people and staff are familiar with emergency procedures. In addition, each person has a Personal Emergency Evacuation Plan (PEEP), detailing the most effective methods of support to facilitate safe evacuation in the event of an emergency. A tour of the premises confirmed the environment is clean, well-organised, and free from hazards.

Access to the home is securely managed, with visitor identification verified and recorded in a visitor log to ensure only authorised individuals are permitted entry. All confidential information is stored securely and can only be accessed by authorised personnel.



Leadership & Management

Good

People experience positive outcomes because the provider demonstrates a strong commitment to maintaining a skilled and knowledgeable workforce. During the inspection, we observed sufficient staffing levels, and care staff confirmed staffing arrangements are appropriate to meet people's needs. Care staff receive training tailored to the specific needs of the people they support, and records indicate mandatory training requirements are largely up to date. Staff spoke positively about the quality of training provided, describing it as comprehensive and of a high standard. Care staff reported feeling supported and valued in their roles. One member of staff told us: *"I feel valued and supported in my role, especially from the feedback I get from the manager and RI. Sometimes it can be daunting, but management here champion me."* Staff confirmed they receive regular formal supervision, and records reviewed during the inspection verify supervision sessions take place consistently. In addition, care staff receive an annual appraisal, providing an opportunity to review performance and set development goals.

The provider's oversight and governance arrangements foster a positive culture and support the delivery of good-quality care. The RI maintains a visible presence within the service and demonstrates strong oversight of operational performance. The RI engages regularly with both people and staff to discuss service provision, ensuring their views are heard and considered. Satisfaction surveys are distributed to gather feedback and inform service improvements. In addition, a formal quality-of-care review is undertaken every six months to evaluate the services performance. We reviewed the most recent report and found it clearly identifies areas of strength as well as opportunities for improvement, supporting continuous development. During the inspection, we highlighted the need for the service to implement more robust auditing systems to ensure any issues are identified and addressed promptly. This was discussed with the management team, who assured us work is already underway to strengthen these processes.

There are policies and procedures in place to support safe and effective practice within the service. During the inspection, we reviewed a sample of key policies, including Safeguarding, Medication Management, and Infection Control. These policies were found to be largely aligned with current statutory requirements and best practice guidance. They are subject to regular review and updated as necessary to ensure ongoing compliance and relevance.

Care staff are recruited safely to ensure they are suitable to work with vulnerable people. Pre-employment checks, including Disclosure and Barring Service (DBS) checks and references from previous employers, are obtained as part of the recruitment process. We discussed with the provider the importance of obtaining more detailed information about staff members' previous employment history to further strengthen recruitment procedures. The provider assured us this will be implemented. New staff complete a structured induction programme designed to equip them with essential skills and an understanding of supported people's needs. Care staff we spoke to confirm the induction was beneficial and supported them in settling into their roles. Records

reviewed during the inspection verified care staff are registered with Social Care Wales, the workforce regulator.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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