



## Inspection Report on

**Ty Hiraeth**

**Ty Hiraeth  
Bryn Road  
Llanelli  
SA14 7PW**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

23/01/2025

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## About Ty Hiraeth

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	M&D Care Operations Ltd
Registered places	9
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection following re-registration.
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People receive a high quality service delivered by a committed acting manager who is well supported by their line manager, the Responsible Individual (RI) and the organisation. Care workers are well trained, receive a comprehensive induction, and ongoing support to equip them to care for the people living in the service. The RI has robust oversight of the service through detailed quality audit tools and his Regulation 73 visits.

People's individual health and wellbeing needs are at the centre to those leading and working in the service. Care and support records are very detailed, give a real sense of the person, their needs and what is important to them. Family members and professionals speak very highly about Ty Hiraeth.

The environment is designed to safely support people living and working in the service. All areas are clean and tidy and bedrooms are personalised where possible. There are secure outdoor spaces available for people to use and enjoy. There are plans to develop the gardens further to improve people's lives and experiences.

## Well-being

People have a voice and are encouraged to communicate their needs. People and/or their representatives are actively involved in decisions and choices about the care and support. Individuals are involved in the RI's Regulation 73 visits. People express their views and choices using a wide range of communication methods which staff understand. Care workers work closely with the person, representatives and health and medical professionals to ensure their voice is heard.

People's physical, mental health and emotional wellbeing is promoted. People receive care and support when they need it. Care workers are well trained and skilled to effectively support people during ill health and in times of crisis. Health and medical services are actively involved to support individuals. Care and support plans are very detailed, person centred and developed and reviewed with the person and /or their representative and a multi-disciplinary team of professionals.

People live in a service developed to support and protect them. The health and safety of people living and working in the service has been carefully considered in the building and development of Ty Hiraeth. The environment is clean and clear of clutter, bedrooms are personalised and reflect people's personalities and preferences, whilst maintaining personal safety.

People are protected from harm and neglect. The acting manager and staff team strive to protect and support the people within their care. Recruitment processes are comprehensive. Staff receive a detailed induction and ongoing training and development. Care workers have safeguarding training and clearly understand their responsibilities of reporting any concerns around the safety of the individuals living in the service. There are policies and procedures in place to support staff and these are regularly reviewed.

There is a high standard of oversight of the service. The management team have a clear vision of the service and are well supported by the RI and the organisation to do so. There are detailed audits undertaken, the findings of which are acted upon. The RI regularly visits the service and produces detailed reports from these.

## Care and Support

People are supported by a management and staff team committed to achieving the best possible outcomes for people living in Ty Hiraeth. The ethos of the service is promoted by both managers and staff. Care workers are very knowledgeable and passionate about supporting people to have the best quality of life. They told us *“I love being able to make a positive difference to the people we support. The community outings, the range of activities, interactions with the general public, seeing them smiling and laughing. This is really rewarding”* and *“We are all here for the people we support to achieve their goals. It is so inclusive so the people we support are able and supported to make the choices they want for themselves”*.

Relatives told us how much they value the tremendous work undertaken by the service and the excellent impact it has on their loved one including *“[Y’s] medical care at Ty Hiraeth has been outstanding. I feel the staff working with [Y] really understand him which can be difficult. I see [Y] every weekend and I’ve spent a lot of time in the home, so I’ve got to know a lot of staff and I can honestly say they REALLY care for him”* and *“this is the best place [Z] has ever been with regards to his care and wellbeing”*.

People, where possible and /or their representatives are actively involved in the planning and reviewing of their care. One relative told us *“I attend every meeting, I don’t miss anything, I’m very much involved”*. A range of communication methods are used to support this. Care and support records are very detailed and give a real sense of the individual. Plans and associated risk assessments are reviewed regularly. People’s health and wellbeing are very important to those working in the service. Health and medical professionals are routinely involved in the care and support of people when required and this is well documented in care records.

The personal outcomes for the people living in the service are significant. Feedback from family members, the observations of people during the inspection, the details in people’s care and support records and videos of the very positive effects of individuals participating in meaningful activities clearly demonstrate this.

## Environment

People's personal outcomes are supported by the environment provided by Ty Hiraeth. The layout of the environment enables people living and working in the service to use the facilities available to them safely. People's individual spaces are designed, reconfigured and personalised according to their needs, enjoyment and safety. There are health and safety features throughout the building to help support and protect people and staff members.

Garden areas are welcoming and offer the opportunity for people to use them for their own enjoyment. The development of a sensory garden, nature trail and a 'grow your own' vegetable patch are being considered for the garden and land at the rear of the property which will further enhance people's lives and experiences. The provider continues to work with health and social care professionals and families to ensure the environment is meeting the individual assessed needs of the person.

There are good arrangements in place to minimise risks to people's health and safety. All visitors are required to sign in and out of the service either by signing a visitors book or using an electronic identification system.

CCTV is in operation both externally and internally. Best interest meetings including the involvement of people's representatives have been held when CCTV is being used within individual spaces. The appropriate policies, procedures and plans are in place in such circumstances.

Testing and servicing of fire-fighting equipment are completed within the required timescales. Personal Evacuation Plans are individualised and readily available in emergencies. Emergency alarms are accessible. Emergency exits are clearly signed and free from obstruction. Doors are controlled by a fob key system and as a consequence, appropriate DoLS (Deprivation of Liberty Safeguards) assessments and reviews have been undertaken. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. The service is clean and well maintained.

## Leadership and Management

There are effective governance arrangements in place. The RI undertakes Regulation 73 visits to the service within the required timescales. CIW have received copies of his detailed reports which demonstrate people, their representatives and staff are spoken with as part of his visits to the service. Staff told us *"I've met him (RI) a few times, he's really nice"* and *"I've seen him (RI) lots of times, he always speaks to staff and to the people we support"*. There are a range of detailed monitoring tools and audits undertaken by the manager. Actions required from these audits are acted upon and reviewed regularly.

The acting manager is very enthusiastic about his role and the service provided in Ty Hiraeth. He is well supported by his line manager and a staff team who are valued and promote the high standards and ethos of the service. Staff told us *"I absolutely love it here, I don't want to leave"*, *"I really love it here, I love the environment and the way everyone works around the people we support, it is so person centred"*, *He's (acting manager) amazing, he's already making improvements with new plans for the people we support"* and *"he (acting manager) has already brought new and fresh ideas to Ty Hiraeth. I have no worries at all, he's very approachable and has a clear open door policy"*.

Relatives and external professionals speak very highly of the management and staff. They told us *"I find the service to be well managed. All enquiries are dealt with. X receives excellent care and support. The team are committed to improving X's quality of life and invest much time and effort to ensure his complex needs are being met"*, *"there is a new manager, he is brilliant!"* and *"I have found the management very approachable and knowledgeable when I have asked for clarification on subject matters and also paperwork. Paperwork has always been presented to myself in a timely manner and of very good standard. There have been no concerns raised within the commissioning team"*

*Staff receive a very detailed induction, they told us "I had two weeks induction in Carmarthen. There was lots of information and learning, followed by shadow shifts which really helped me be prepared to work with the people we support"*, *"I had a very thorough induction followed by shadow shifts in Ty Hiraeth. Additional shadow shifts are always available for staff if they feel or it is felt they need this"*. Staff members also told us they have regular supervision and this is confirmed with the supervision records we have read.

All staff attend a range of mandatory and specialist training to enable them to support people living with very complex needs. Staff told us about the different types of training they have received and the benefits it brings to them and the people they support. The service's training matrix and care records corroborates this. All staff spoken with demonstrate an excellent understanding of their role in the protection of individuals. Recruitment records hold all the required information and checks. The service operates in line with its Statement of Purpose and on-line notifications are submitted to CIW in line with requirements.



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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**Date Published** 18/03/2025