Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Tegfan

Tegfan Homes, Arthur Street, Ammanford, SA18 2DR

01792 885126

https://mdcareltd.co.uk

The inspection visit took place on 17/06/2026

Service Information:

Operated by:	M&D Care Operations Ltd
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:	16
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Tegfan is an adult care home that supports people with complex needs to live as independently and meaningfully as possible. Since the previous inspection, we found significant improvements across the service. Particularly in relation to people's well-being, opportunities for meaningful activities, communication with families and the overall culture of the service.

Well-being is rated Good**.** People benefit from positive relationships with care staff who know them well and understand their individual needs and preferences. People are supported to access meaningful activities, maintain important relationships and participate in their local communities. Relatives and professionals consistently described improvements in people's quality of life, engagement and overall happiness.

Care and Support is rated Good. People receive person-centred care from staff who understand their needs and work closely with families and external professionals. Personal plans are detailed, regularly reviewed and support people to achieve their personal outcomes. Whilst some improvements are required to ensure daily recordings consistently evidence care delivered and

outcomes achieved; people continue to receive care that reflects their assessed needs and preferences.

Leadership and Management is rated Good**.** Leadership has driven positive change across the service and created a more person-centred culture. Staff, relatives and professionals spoke positively about improvements in communication, management visibility and partnership working. Leaders demonstrate a commitment to continuous improvement through effective governance; staff support and quality assurance processes.

Environment is rated Good**.** People live in a welcoming, personalised and well-maintained environment that promotes their independence, well-being and safety. The provider continues to invest in the environment and has taken action to strengthen safety arrangements while further developing facilities and outdoor spaces to enhance people's experiences.

Findings:

Well-being — Good

People experience positive outcomes and many enjoy increased opportunities to live fulfilling lives. Since the previous inspection, the service has worked hard to enhance people's access to meaningful activities, family relationships and community participation. We found people are supported to take part in activities that reflect their interests and preferences, these included, shopping trips; swimming; breakfast clubs; family visits; gardening; baking and recreational outings. Professionals and relatives consistently described improvements in people's quality of life, engagement and overall happiness.

People have developed positive and trusting relationships with care staff. We observed people appearing relaxed and comfortable in the presence of staff, seeking them out for support and reassurance when needed. Care staff understand people's communication styles, routines and preferences well, which helps people feel secure and valued. One relative told us, "*The quality of the care and support my son receives at Tegfan has been greatly improved... he is much happier and settled."*

People are encouraged to have choice and control over their daily lives. Personal plans clearly describe individual goals, aspirations and preferred routines, helping staff provide support in a person-centred way. We found examples of people being supported to make decisions about activities; meals; community access and maintaining important family relationships. Improvements in communication between the service and families has increased confidence and involvement in care planning and review processes.

People benefit from a culture that focuses on meaningful occupation and reducing social isolation. Feedback from relatives and professionals highlighted improvements in community access and opportunities for engagement. While there are occasions where activity opportunities and outcomes could be evidenced more consistently within records, this does not detract from the positive experiences people are experiencing.

Care & Support — Good

People receive the quality of care and support they need to achieve their personal outcomes as care is designed in consultation with people, their relatives and their care team. People receive personalised care and support from care staff who know them well and demonstrate a good understanding of their individual needs. Personal plans are detailed, regularly reviewed and provide person-centred guidance to support people safely and consistently. We found plans reflected people's communication needs; health requirements; behavioural support strategies; routines and aspirations. Records showed people and their relatives are involved in reviewing care and support arrangements alongside relevant health and social care professionals. This helps ensure care remains responsive to changing needs and reflects people's preferences and desired outcomes.

People experience continuity of care, with staff consulting relevant agencies and specialists as required. Care staff and management work positively with external professionals to help people achieve better outcomes. We saw evidence of effective partnership working with a variety of professionals. As a result, people receive support that promotes independence, emotional well-being and access to healthcare. Family members spoke positively about the service's involvement in healthcare appointments and specialist interventions. This demonstrates effective partnership working and supports people to access appropriate care and treatment at the right time.

Care is delivered in a way which promotes routines and structures in line with people's needs and preferences. Many people benefit from structured routines and meaningful opportunities that support their development and personal goals. We found people are supported to learn daily living skills, maintain family connections and engage in activities that reflect their interests. A Relative described the impact of these improvements, telling us, *"His life has been transformed from how it was in the three years leading up to this point."* This reflects positive outcomes for people through care that promotes routine, independence, meaningful relationships and personal achievement.

People are supported by staff who understand their needs. This was evidenced through the positive interactions we observed and care staff's knowledge of the people they support. Relatives also provided positive feedback, with many telling us that staff at Tegfan understand the people living there well. However, improvement is needed to ensure records consistently support care delivery. We found some inconsistencies in the quality and detail of daily recordings. Records did not always clearly evidence the outcomes achieved, the support provided or how care delivered reflected individual personal plans. We also identified gaps between some daily recordings, meaning the chronology of care and support provided was not always fully evidenced. However, these issues did not significantly impact people's experiences, and care continued to reflect assessed needs and personal preferences. The management team recognises that daily recordings require further development and has already implemented additional oversight, guidance and auditing arrangements to improve recording quality and consistency.

Environment — Good

The environment promotes people's well-being, independence and quality of life. People's views and needs are carefully considered by the provider when designing and maintaining the building. Individual rooms are designed to meet people's needs and are highly personalised, with people actively supported to choose their room layout, décor, furniture and equipment. The service celebrates people through photographs displayed throughout communal areas, reflecting their interests, achievements and experiences. People benefit from an environment that is welcoming, person-centred and supports their identity and sense of belonging.

People have access to a variety of communal and private spaces where they can spend time alone, socialise or welcome visitors. Communal areas are designed to promote independence and meaningful engagement. The recently developed sensory room provides a calming environment for relaxation, whilst the dedicated activities room offers opportunities for people to participate in activities of their choosing. Bathrooms, shower rooms and toilet facilities promote privacy, dignity, safety and accessibility. Garden areas are safe, accessible and welcoming. The provider has plans to further develop the outdoor space, creating additional opportunities for people to engage in meaningful activities and spend time outdoors. This demonstrates the provider's commitment to continually enhancing people's environment and overall well-being.

Tegfan has sufficient resources and effective arrangements to support people's well-being and achieve their personal outcomes. Management have worked proactively to create a more person-centred service. Improvements to activity provision, behavioural support, communication systems and the environment demonstrate a commitment to continuous improvement. The service has invested in communal spaces, activity areas and sensory environments to better meet people's individual needs. Professionals recognised these developments, with one describing the service as *"a very homely, clean and inviting space to relax in and to live at*." These improvements have enhanced people's day-to-day experiences and created environments that support meaningful engagement and positive outcomes.

The environment is safe, well maintained and supports people to live healthily and securely. Safety remains a key consideration throughout the home. The design of the premises supports people to safely navigate the environment and access the facilities they require. Staff understand people's individual risks and apply agreed strategies consistently to support their safety and well-being. Regular servicing, maintenance and prompt repairs help ensure the environment remains safe and fit for purpose. Security arrangements are in place to protect people whilst maintaining their rights, privacy and dignity. Since the previous inspection, the provider has taken steps to strengthen environmental safety and security, including improvements to door security systems and monitoring arrangements. Leaders and managers had identified this as an area for development and had already implemented measures to reduce risk. While these actions have had a positive impact, we

recommend the provider continues to review and strengthen door safety arrangements to further minimise the risk of unauthorised access and promote consistent staff practice. The provider continues to demonstrate a proactive approach to improving the environment and ensuring it remains safe, welcoming and responsive to people's changing needs.

Leadership & Management — Good

Leadership and management arrangements are driving positive changes across the service and promoting a culture focused on improving outcomes for people. Relatives, professionals and staff consistently spoke positively about improvements in the leadership, communication and overall quality of care provided. One professional told us, *"There have been very positive changes to management and staffing, and this reflects in the support that people are now receiving*." Managers have established a clear vision for the service and are working proactively to improve people's experiences and opportunities. They have developed stronger relationships with families, staff and partner agencies, helping to create a more collaborative approach to care and support. Relatives and professionals described improved communication and greater involvement in decision-making, whilst staff spoke positively about the support they receive from managers. This strengthened partnership working is contributing to better outcomes for people and increased confidence in the service.

People are supported by a skilled, competent and well-supported workforce. Staff receive regular supervision, annual appraisals and attend team meetings, providing opportunities to reflect on practice, identify learning needs and contribute to service development. Staff spoke positively about the support they receive from managers, who are visible and approachable. One staff member told us, "*I feel supported in my role and can always go to the management team if I have any concerns*." The provider has taken positive action to address a previous concern regarding Social Care Wales registration. We found staff who are required to be registered are now appropriately registered, providing assurance that people are supported by a workforce that meets professional requirements. Staff complete mandatory and specialist training relevant to the needs of people living at the service, and training records showed staff are up to date with their training requirements.

Leadership and management use quality assurance and governance systems to monitor the safety and quality of the service and drive continuous improvement. They demonstrate a good understanding of the service's strengths and the areas requiring further development and have responded positively to feedback from people, relatives, staff and professionals. One professional told us management are "*committed to make improvements and happy to accept challenge and suggestions from outside organisations."* Whilst the service continues to experience some challenges relating to workforce stability and recruitment, the provider recognises these issues and have taken action to strengthen staffing arrangements, and support retention. Feedback from professionals, staff and relatives highlighted the importance of maintaining recent improvements and sustaining a stable workforce. Leadership and management acknowledged these concerns and offered reassurance that they and have a continued focused on developing a resilient and sustainable service. The progress achieved since the previous inspection, alongside leadership and managements willingness to reflect on practice and implement change, demonstrates the

provider has the capacity and commitment to sustain improvement and continue enhancing outcomes for people.

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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