



Ty Pin Coed



Ty Pin Coed, Meinciau Road, Kidwelly, SA17 4RA



01792 885126



<https://mdcareltd.co.uk>

The inspection visits for this service took place between 07/05/2026 and 18/05/2026

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:	5
Main language(s):	Welsh and 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

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Good

Summary:

Ty Pin Coed is a small residential Care Home Service in Kidwelly, Carmarthenshire. It is registered to provide care and support for five adults. The service provider is M&D Operations Ltd.

The well-being outcomes of people is “Excellent” as they live well and achieve self-directed outcomes because staff support them in ways that promote their rights, choices and aspirations.

The care and support people receive is “Excellent” as highly skilled staff understand their individual needs well, placing a strong emphasis on compatibility and inclusion.

The environment of which people live is “Excellent” as they live in a safe, enabling and highly person-centred environment of which they are very happy.

The leadership and management of the service is “Good” as the management team lead a strong culture placing people at the heart of the service.

Findings:



Well-being

Excellent

The provider prioritises people's well-being and ensures the accommodation meets their needs and enhances their quality of life. People live in highly personalised accommodation that they take ownership of and describe as home. During the inspection, we observed a strong sense of belonging, which comments from people supported, including *"it's the best place I have lived"* and *"its life changing"*. We saw bedrooms are highly personalised and well maintained. People take part in health and safety checks and daily living tasks. People clearly felt proud to live at Ty Pin Coed.

People live well and achieve self-directed outcomes because staff support them in ways that promote their rights, choices and aspirations. Staff understand people's needs well and support them to make ambitious decisions about their lives. People plan, co-produce and lead activities they choose, with support from staff who know them well and continue to build positive relationships. People have many opportunities to maintain, develop and explore their interests, strengths and skills at home and in the wider community. For example, people volunteer with charitable organisations and attend clubs that reflect their individual interests. We saw this ensured people feel included and part of the wider community.

The provider promotes independence and choice through proactive risk management. This approach has a positive impact on people's physical, mental and emotional well-being because it enables them to explore opportunities and develop new skills. Staff show a strong understanding of safety and balance risk with opportunity to promote well-being and community involvement. The service supports and promotes people's right to make their own choices and take informed risks through a positive culture. We saw staff offer encouragement, support and additional help with daily decision-making in an attentive and empathetic way.

Leaders and staff enhance people's well-being and sense of worth. The manager drives a culture that celebrates success and champions diversity. Staff record and celebrate people's goals and aspirations in personal reviews and house meetings. The service also recognises these achievements more widely through monthly newsletters and organisational awards. Staff and people know the new Responsible Individual well and speak positively about them.



People experience very high-quality care and support in a service that places strong emphasis on compatibility and inclusion. The provider completes comprehensive initial assessments before people move into the home. This process includes the views of people, external professionals and representatives. An external professional told us, *“I have found communication to be very effective”*. The provider gathers extensive information through assessment and care planning documentation, making it available to staff through both the electronic care management system and paper-based files.

People consistently achieve personal aspirations because highly skilled staff understand their individual needs well. Personal plans clearly set out people’s preferences, goals, routines and the support they want. These strengths-based plans guide staff to support people to achieve their wellbeing outcomes. People are significantly involved in care planning and review processes, and their voices remain central to day-to-day life in the service.

People are kept safe through an exceptionally strong approach to safeguarding. We saw comprehensive personal and environmental risk assessments that enabled people rather than restricted them. The manager oversees these assessments and reviews them regularly. The provider continues to improve safety through reflective practice and training so restrictions on people are kept to a minimum. Staff showed a clear understanding of the Wales safeguarding procedures, supported by clear policies and extensive training. The service thoroughly reviews accidents and incidents and makes changes where appropriate.

Medication is managed to a high standard. People receive medication through a person-centred approach that always considers choice, individuality and independence. Staff administer medication as prescribed in line with national guidance and the provider’s medication policy. Where appropriate, staff work closely with people to help them understand and manage their own medication. The service completes regular audits to ensure consistent practice and maintain high standards.



Environment

Excellent

The provider shows a strong commitment to maintaining the premises and equipment to a high standard. The environment is exceptionally clean, accessible, well maintained and supports people's quality of life. We saw robust risk assessments and effective environmental safety measures in place. The provider addresses reported repairs and maintenance issues promptly so people can live in a safe and comfortable home.

Strong and comprehensive fire safety systems keep people safe. Fire risk assessments and personal evacuation plans are current, and all staff have completed Fire Marshal training. People take an active role in fire evacuation procedures and support staff with fire safety checks and related health and safety procedures. This person-centred approach promotes inclusion, responsibility and engagement while maintaining people's dignity and rights. Staff store all cleaning products and medication safely and securely in line with statutory guidance.

The service provides a safe, enabling and highly person-centred environment. People experience outstanding care and support because the provider has strong systems to identify and make any environmental adjustments they require. We saw one example of staff developing a tranquil area for an individual who likes space and quiet time. Visual aids and personalised signage supported orientation, accessibility and independence throughout the setting. Staff promoted choice and ownership, including supporting one person to choose décor for their bedroom. People are encouraged to help decorate or furnish the premises where possible.

Communal areas are welcoming, accessible and promote wellbeing, independence and social inclusion. These areas reflect the personalities and achievements of people living at the service. People proudly showed us photographs, artwork and personal achievements displayed throughout the home. Bedrooms reflected individuals' personalities and preferences, and residents spoke proudly about their own spaces. Comments include *"I love living here"* and *"it's my home, best place I've lived"*. The kitchen area promoted independence and choice around food preparation. We saw individuals preparing drinks and snacks with minimal support from staff.



Leadership & Management

Good

People achieve excellent personal outcomes because the provider deploys enough suitably qualified, trained and supported staff to deliver high-quality care and support. The service provider has strict selection and vetting processes for hiring staff to ensure all staff are qualified and trustworthy. The service is going through a transition with some turnover of staff resulting in new staff being employed. We found staff are well-supported by an experienced manager who knows people extremely well. Staff get consistently good support through regular supervision and good quality training. There is an open culture which generates good communication in the service. Staffing levels are good and in keeping of the changing needs of the people being supported.

The provider's oversight and governance arrangements promote a positive and compassionate culture. The manager leads a strong culture that places people at the heart of the service. A very experienced Responsible Individual supports the service and is well known to people and staff. People told us, *"he is a great manager"* and *"these guys go above and beyond"*. Staff said, *"I feel highly valued by the manager"* and *"it's a great place to work, I feel well supported"*. An external professional said, *"communication is prompt, whether via telephone or email"*.

The provider uses effective quality monitoring systems, including audits of care and support. The provider submits timely notifications to relevant authorities when incidents occur. The Responsible Individual, supported by the internal quality assurance team, carry out their regulatory responsibilities. We saw improvements in quarterly quality assurance reports, with stronger analysis of a wide range of information, including feedback from people and staff. The recently reviewed six-monthly quality of care reports should support further continuous improvement in the service.

The provider's policies and procedures are proportionate to the needs of the people using the service. We saw staff understand and apply them in practice. An internal compliance team reviews policies regularly to make sure they reflect current legislation and national guidance.

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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