



Ty Alarch



Ty Alarch , Park Terrace, Merthyr Tydfil, CF47 8UY



01685 846972



<https://www.cygnetgroup.com/locations/ty-alarch/>

The inspection visit took place on 21/04/2026

Service Information:

Operated by:	Cygnet Behavioural Health Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for mental health
Registered places:	6
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

Excellent

Summary:

Ty Alarch is a care home providing a rehabilitation model of care and support in Merthyr Tydfil for up to 6 people.

People achieve excellent well-being outcomes because care staff deliver care through a strong rehabilitation and reablement approach. Care staff place the individual at the centre of support and focus on personal goals, strengths, and abilities. They work alongside people to understand what matters to them and actively promote independence, choice, and control.

Care and support is excellent. Care staff consistently consider individual needs, preferences, likes and dislikes, and adjust support as people's skills and confidence develop. Care staff encourage people to maintain and regain daily living skills and to take an active role in daily living. A range of meaningful, purposeful activities that support physical, emotional, and social well-being are encouraged. These activities clearly support goals and significantly improve people's confidence, motivation, and quality of life.

The environment is excellent as it actively supports independence. It offers a warm, comfortable, and welcoming setting that enables people to practise skills safely. The provider completes regular

maintenance and repairs to ensure the environment remains safe and supportive.

Leadership and management is excellent. The provider promotes a positive, rehabilitation-focused culture. They also provide robust training, recruit effectively, and maintain strong governance to deliver consistently high-quality care.

Findings:



Well-being

Excellent

People have a high level of control over their daily lives and the support they receive. Ty Alarch is located near to Merthyr Tydfil town centre. Everyone supported can access the community independently. We saw clear evidence that people are actively involved in decisions about routines, activities and personal preferences. Care is consistently personalised and reflects people's individual wishes, abilities and aspirations. Positive risk-taking is well understood and embedded in practice, enabling people to maintain independence and autonomy, including appropriate involvement in financial decision-making. People are supported to make informed choices and feel listened to, respected and empowered.

People experience excellent health and well-being outcomes. Health needs are proactively identified and managed, with timely access to GPs and specialist services where required. Effective systems are in place to monitor nutrition, hydration, diabetes, which supports people to remain healthy and comfortable. People told us they feel safe and emotionally supported and staff know them well. One person told us, "*Staff are amazing.*" Care and support consistently exceed regulatory expectations.

Robust safeguarding arrangements are firmly embedded across the service. Staff clearly understand their safeguarding responsibilities, supported by clear procedures, regular training and a strong safeguarding culture. People are supported to raise concerns in ways that reflect their individual communication needs. Staff demonstrate confidence in recognising and responding to safeguarding issues promptly and appropriately. People feel safe, protected and reassured.

People are actively supported to take part in meaningful activities that enhance their quality of life. Individualised activity planning reflects people's interests and preferences and promotes engagement, enjoyment and emotional well-being. There is a 'Fun and Therapy at Ty Alarch' wall which is covered in photographs of activities people have undertaken.

People live in a safe, homely and well-maintained environment that actively supports their well-being. Bedrooms and communal areas are clean, comfortable and personalised, reflecting people's preferences. Individuals are involved in decisions about décor, adaptations and environmental improvements. Outdoor areas are accessible and promote independence, enjoyment and relaxation.



Care & Support

Excellent

Ty Alarch adopts a strong rehabilitation-focused approach, supporting people to regain skills, confidence, and independence wherever possible. Care staff work alongside individuals using encouragement, patience, and respectful communication to promote progress and self-belief. Support is goal-led and builds on people's strengths, fostering motivation within a calm and positive home environment. Management complete detailed pre-admission assessments to ensure the service can safely support each person's rehabilitation goals. They also consider how new admissions may integrate with others in the home, maintaining balance and stability. Care staff know people extremely well and provide care with kindness, dignity, and genuine warmth. They build strong, trusting relationships that enable them to deliver responsive, flexible, and high-quality support. Care staff promote positive risk-taking and empower people to achieve the best possible outcomes. A health professional told us, "*The staff are really proactive and have built good therapeutic relationships with the service users*".

The service promotes strong wellbeing outcomes through a positive, inclusive, and respectful culture. Care staff actively support people to live meaningful lives, make informed choices, and maintain independence. Personal plans are detailed, strengths-based, and truly person centred, reflecting individual wishes, needs, and outcomes. Care staff develop plans collaboratively with people and those important to them. The service completes regular, meaningful reviews with the people supported to ensure plans remain relevant and effective. A 'you said, we did' board shows how people's requests are listened to and acted on. Swimming group, fairy lights for the garden and a smoothie maker were all requested and have been arranged. A Court Appointed Nearest Relative told us "*I am very happy with the care and support at Ty Alarch. The staff are committed to meeting her needs in a very person-centred way, they know her well and liaise with me as needed. I am always welcomed with visits, and these go very well. The lady I support has and continues to thrive.*"

The service maintains safe and effective medication practices through strong governance, auditing, and oversight. Staff administer medicines accurately, always following local and national guidance. Medication competency assessments ensure care staff are confident, knowledgeable, and competent before administering or supporting medication. Managers carry out regular audits, checks, and observations to monitor practice and drive continuous improvement. Medication records are clear, accurate, and routinely reviewed. The service actively promotes health by supporting people to attend GP, hospital, and specialist appointments. Where individuals are able, staff positively support them to self-administer medication safely, guided by robust risk assessments, clear care plans, and ongoing review.

People are safe and well protected through robust safeguarding practice and a strong safety culture. Care staff complete regular safeguarding and mental capacity training and feel confident to

recognise and raise concerns promptly. Care staff understand whistleblowing procedures and know how to escalate issues appropriately. The provider takes swift action and makes timely referrals to safeguarding teams and other professionals when required.



Environment

Excellent

The building and grounds of Ty Alarch are well cared for and consistently maintained to a very high standard. Throughout the inspection, the environment was observed to be clean, welcoming and well organised. People have been supported to maintain the garden, which has a pleasant seating and BBQ area. All bedrooms have ensuite showering facilities and there is a communal bathroom for those that like to have a bath. There is a huge focus on creating a homely feel at Ty Alarch. There is a communal lounge where people can socialise together if they wish.

There are effective systems in place to monitor the condition of the premises, with both the manager and the Responsible Individual (RI) undertaking regular checks to identify any maintenance requirements or potential health and safety concerns. A dedicated maintenance person is available and responds swiftly when issues are identified, helping to ensure the environment remains safe and well maintained. Utilities and essential services are routinely inspected and maintained, with all required fire safety testing completed in line with regulatory requirements. This ensures fire alarms, emergency lighting and associated equipment remain in effective working order. Areas designated for authorised staff only, including the main office and staff room, are securely locked and appropriately managed.

The front door is locked at night for safety reasons but during the day people can come and go as they wish. The use of CCTV in specific areas is carefully managed to promote safety. . The purpose of CCTV is clearly explained to people, and its use is proportionate, respecting privacy, dignity and individual rights at all times.

The service maintains excellent hygiene and infection control standards that comply with relevant legislation. Staff follow well-structured daily cleaning schedules, ensuring all areas remain clean, tidy, and well organised. Individuals living in the home are responsible for the cleanliness of their own bedrooms. Two people were very keen to show us their rooms and were clearly very proud of their personal spaces. During the inspection, we observed an ample supply of personal protective equipment (PPE). Care staff store all substances hazardous to health (COSHH) appropriately and handle them safely. The laundry facilities are adequate for the needs of the people living at the home, supporting appropriate laundering practices and infection control.



Leadership & Management

Excellent

People experience consistently excellent outcomes because the provider ensures staffing arrangements are well planned, safe, and effective. Staffing levels are carefully maintained so that care staff have the time, skills, and confidence required to deliver high-quality, person-centred support. Robust recruitment practices are in place, with clear procedures followed to assess suitability for working with vulnerable people.

Newly appointed staff complete a comprehensive induction programme that includes shadowing experienced colleagues and hands-on learning. Care staff spoke very positively about this process and told us they felt well prepared and supported when starting their roles. Recruitment records confirmed thorough pre-employment checks, including up-to-date Disclosure and Barring Service (DBS) clearances. All care staff remain registered with Social Care Wales (SCW), demonstrating compliance with professional requirements and workforce standards.

Care staff receive strong ongoing support through regular, meaningful supervision and annual appraisals. These processes are used effectively to review performance, identify development needs, and support continuous learning. Management ensures mandatory and role-specific training is completed, and training records are closely monitored to ensure they reflect the needs of people living in the home. Staff told us they felt valued and motivated in their roles, with one care worker commenting, *"I really enjoy it here."* The staffing rota showed appropriate cover at all times and reflected what we observed during the inspection. The service does not rely on agency staff, ensuring people receive care from a consistent and familiar team. Clear policies and procedures guide staff practice and support consistent delivery of high-quality care.

The home is led by a strong and effective leadership team, supported by well-established governance systems that promote safe, well-organised service delivery. Managers foster an exceptionally positive culture that prioritises the well-being of both people and staff. The provider undertakes a range of comprehensive audits to review practice, monitor quality, and drive improvement. Together, these systems and proactive leadership ensure people receive consistently high standards of care and support.

The RI maintains effective oversight of the service and carries out formal quarterly visits to review performance and compliance. Records showed that statutory notifications are made appropriately and without delay when concerns or significant events occur. A skilled and experienced manager leads the service, ensuring people remain at the heart of decision-making and day-to-day care. The service operates within a clear and well-communicated vision, outlined in its statement of purpose.

People receive a written guide with practical information about the home, and they are encouraged to share their views through both formal and informal feedback opportunities. Staff told us the

manager is approachable, supportive, and visible within the home, maintaining an open-door approach that strengthens relationships and promotes a positive working environment.

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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