



Llyswen Care Home



Mount View, Merthyr Tydfil, CF47 0UX



01685 658486

Date(s) of inspection visit(s):

20/06/2025

Service Information:

Operated by:	PROSPER CARE & SUPPORT LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	3
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Llyswen Care Home is a care home which supports people with a learning disability and other associated needs. It is located on the outskirts of Merthyr Tydfil, within close driving distance of the town centre.

People who live at the service experience good well-being outcomes. Their health and well-being are promoted, and they are treated with dignity and respect. Systems are in place to support people to stay safe, and the environment is tailored to their needs. The quality of care and support is good. Feedback from people's families is positive, people are well-settled in their environment, and personal plans provide clear and comprehensive guidance for staff to follow. Procedures for safeguarding, medication administration, and infection control are in place and adhered to. The environment is good, being secure, appropriately maintained, and designed to meet the needs of people living at the service. Leadership and management is good. Staff are happy in their roles and demonstrate commitment to supporting people. Care staff are well trained, recruitment practices are generally sound, and governance arrangements support the efficient operation of the service.

Findings:



Well-being

Good

People living at Llyswen Care Home have a good quality of life. They are treated with dignity and respect, with families providing positive feedback about their loved ones' experiences. People and their families are involved in decisions about their care and support, with their preferences considered and built into daily routines. Personal plans are tailored to each person and reflect their choices and how to maintain their safety. Where people encounter difficulty in making decisions, the service works closely with families and professionals such as social workers and advocates, to ensure decisions are made in the person's best interests. The service has good relationships and open lines of communication with people's relatives, who report they are kept informed of any issues and are collaborated with regarding important decisions. The staff team is well-regarded, with relatives feeling able to contact the service or visit when they wish.

People get the right care at the right time to support their health and well-being. Personal plans are kept under regular review and amended as necessary. The service engages effectively with health and social care professionals, incorporating their guidance into care documentation for care staff to follow, and ensuring appointments are made and attended. Medication is administered in line with prescriptions, infection control procedures are correctly implemented, and dietary needs are adhered to. We saw examples where people's well-being was significantly enhanced because of the service they receive from Llyswen.

Systems are in place to promote people's safety. Staff undergo recruitment checks prior to commencing employment. Risks to both people and care staff are identified and addressed through clear protocols. Information is available to help people raise concerns. Procedures support staff to safely manage people's finances. A written guide explains what the service offers and how to raise a complaint if needed. People's families report they feel the service is safe.

The environment supports people to meet their needs and achieve their outcomes. The property is a spacious bungalow and can accommodate a range of needs. Rooms are large and comfortable, providing people with everything they might need from a home.



Care & Support

Good

Llyswen Care Home provides a good standard of care to people. We saw people are treated with kindness and patience by care staff and appeared comfortable and very much at home in their surroundings. Families are positive about the service, telling us that *"I'd give them ten out of ten"* and *"they've been great – amazing for them...they support with what he wants to do"*. Professionals who work with the service told us *"we're lucky to have this home in our area"* and *"I'd have no hesitation in approaching them for future placements"*. The service completes an assessment before a person moves in, drawing on a range of relevant information and considering compatibility with those who live there. Personal plans are located on the service's electronic care management system, Nourish. They are extremely detailed and person-centred, focusing on people's outcomes and the support they need to achieve these. Plans enable care staff to deliver care and support specific to people's needs. Risk assessments support safe practice, with care staff familiar with these and trained to follow them appropriately. Care files include reports and assessments from external practitioners, such as epilepsy plans and positive behaviour support plans. Personal plans are reviewed every three months in detail. Daily recordings are sufficient and detail a person's interactions and presentation throughout the day. Nutritional needs are clearly identified and understood by care staff.

The service has measures to protect people from harm and neglect. Appropriate policies and procedures are in place. Care staff have a good general understanding of safeguarding, can identify concerns, and are confident in reporting any issues to management. Staff trust appropriate action will be taken in response to any concerns raised. Incidents and accidents are documented, with risk assessments in place to promote safe practice while encouraging positive risk-taking. Families report they feel their loved ones are safe at the service. Deprivation of Liberty Safeguards (DoLS) authorisations are applied for where people are not able to make decisions about their care and support.

Medication management is safe. Medicines are stored appropriately in the staff room and administered according to the prescriber's instructions. Records are well-maintained, and weekly audits ensure accurate stock control. Care staff receive training in medication management, with competencies assessed annually, or more often if needed. We discussed with the Responsible Individual (RI) strengthening the medication policy around controlled drugs when fewer staff are available.

Infection prevention and control is effectively managed. Staff have access to, and appropriately use, personal protective equipment. The infection control policy provides clear guidance. Care staff implement cleaning routines, and laundry management minimises infection risks. Clinical waste is

disposed of safely. Monthly audits take place to ensure infection control is being well-managed. The kitchen achieved a food hygiene rating of four, which means 'good'.



Environment

Good

Llyswen Care Home provides a clean, safe and spacious environment well-suited to the needs of people who live there. The property is a bungalow situated a short drive from Merthyr Tydfil town centre. The service supports up to three people with a learning disability and associated needs. Security procedures are adhered to, with visitor signing in and out processes in place to ensure safety. Bedrooms are large, comfortable and able to be personalised to people's preferences. Toilet and bathing facilities are suitable to meet people's needs, with two bedrooms having ensuite facilities. The communal lounge is large and homely, with a dining area available. The kitchen facilities enable people to participate in food preparation if they wish. Good use has been made of the outdoor space, which includes a decking area with seating, and a well-maintained garden available. Safety protocols are managed appropriately. Substances hazardous to health are securely stored in accordance with regulatory standards. Fire exits are unobstructed. Window restrictors are installed in bedrooms and bathrooms. Maintenance responsibilities are managed by the service provider. Records confirm the routine testing of utilities such as gas and electric, and equipment is audited and serviced regularly. The RI confirmed arrangements have been made to ensure portable appliance testing (PAT) is up to date and any risk of legionella is assessed and managed. Fire safety measures, including testing and drills, are up to date, with the RI advising the fire risk assessment is due to be reviewed. Personal emergency evacuation plans are in place and accessible electronically to ensure safe procedures in the event of an emergency.



Leadership & Management

Good

Effective governance and oversight systems support the day-to-day running of the service. A recent change of manager has been well-implemented and is positively benefiting the service. The RI maintains oversight through quarterly visits to the service, engaging with people and care staff, and undertaking quality of care reviews on a six-monthly basis. Continuous monitoring and improvements are supported by audits and quality assurance checks, such as infection control audits, kitchen checks, and safety audits. Policies and procedures provide clear guidance for care staff on their responsibilities and the delivery of care. A whistleblowing policy is in place, with care staff advising they know how to raise concerns should the need arise. The service has developed and improved its candour to ensure reports of occurrences at the service are shared promptly with partner organisations, such as the Local Authority's Safeguarding Team. Improvements have also been made in reporting incidents that Care Inspectorate Wales (CIW) need to be notified of. The service's Nourish system supports governance arrangements by quickly notifying managers and senior staff of any significant occurrences. Regular team meetings take place, ensuring staff are kept updated and have an opportunity to feedback about the running of the service. Feedback from care staff is positive, telling us *"I love it. The people I work with are great. The service users are great", "it's like a home from home", "I like spending time with them – they're fun to be with", "the manager is brilliant – he's been great. He's a good listener – he listens to everyone and treats everyone fairly", and "the manager will come and spend time with us and the people we support – they're very approachable"*,

People are supported by care staff who possess the necessary skills, qualifications, and expertise to meet their care and support needs. Training records confirm core training is up to date, with specialist training in place for needs relevant to people supported by the service, such as positive behaviour support. Care staff have a sound understanding of their roles and responsibilities, including safeguarding and infection prevention and control. They tell us they feel confident in performing their duties safely and effectively. Recruitment processes generally meet regulatory requirements. Staff files contain the necessary documentation, such as proof of identity, references, and Disclosure and Barring Service (DBS) checks. The RI provided assurances employer references will be obtained where the service has had difficulty obtaining these. Care staff are registered with Social Care Wales, with newly appointed staff undertaking an induction and probation period to ensure they meet expectations. Ongoing staff supervision supports performance and development. Staffing levels are based on the support hours commissioned by Local Authorities and Local Health Boards, with the service appearing well-staffed during our visit.

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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