



Ty Cwm



Ty Cwm, Lon Ty Cwm, Carmarthen, SA31 3GA



01267228070

Date(s) of inspection visit(s): The inspection visits for this service took place between 09/09/2025 and 22/10/2025

Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	20
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Ty Cwm is a specialist nursing home on the outskirts of Carmarthen. Well-being is rated as excellent because people receive a service that is highly person centred, that creatively enables them to achieve and exceed their health and well-being outcomes. People have developed excellent relationships with the familiar and knowledgeable staff.

Care and support is rated as excellent because people receive high quality care and support from a team of highly skilled and empowering staff. Support workers are guided by highly informative individualised personal plans that enable them to meet people's needs.

The environment is rated as good because people are comfortable and relaxed throughout the home. Improvements have been made to the home and the provider has plans for future developments to enhance people's well-being.

Leadership and management is rated as good because the provider has good oversight of the service. The high-quality management at the service ensures people receive outstanding care from a team of dedicated care workers.

Findings:



Well-being

Excellent

People are treated with dignity and respect. They are supported to identify and achieve their health and well-being outcomes, while also being encouraged to use and build on their strengths. There is a strong sense of community at the service and a support worker told us, *“I love it! There such a family feel here”*.

People are supported to have as much control as possible over their day-to-day lives. People are actively involved in decisions that affect them, ensuring their voices are heard, respected and acted upon. People are supported to live well and achieve self-directed outcomes. People maintain and improve upon their physical, mental and emotional health. This creative and positive practice is shown through actively listening, providing clear information and supporting people to make informed choices. We saw many sensitive and enabling interactions between people and their support workers throughout the inspection.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they always feel safe. There are mechanisms in place to ensure that every voice is heard and respected. There are support systems to ensure any risks are promptly identified and addressed. A representative told us, *“The staff look after [person] so well and us as a family”*.

People are part of a strong culture of openness. Their emotional well-being is actively supported and enhanced. People enjoy fulfilling lives, they have enriching experiences delivered in collaborative and creative ways. This includes community events that promote social connections and activities in the service that enhance personal well-being.

People are encouraged to share their hobbies, spend time together and help each other. The service has sufficient transport and drivers to ensure there are regular and frequent opportunities for people to connect with family, friends and their communities.

People live in purpose built accommodation that meets their varied needs and enables them to have positive experiences.



Care & Support

Excellent

People are very happy with the care and support they receive. We observed many professional, friendly and personalised interactions throughout the inspection. There is a supportive and enabling culture at the service that encourages people to do as much for themselves as possible. When discussing the service, a representative told us, *“The place has been a godsend for us”*.

People receive high quality care and support because the provider comprehensively assesses their needs before offering a service. The provider gathers highly detailed information from other professionals and organisations already involved in people’s care, this helps the manager to inform their decision on whether they can provide a service.

People experience bespoke and creative approaches to planning and delivering high-quality care and support. The provider has an excellent support system from onsite Physiotherapists. The service excels at empowering people to identify and achieve sustainable new health and well-being outcomes that may not have previously been considered.

People's well-being and safety is prioritised by the service by identifying and managing potential risks. People’s right to make their own choices and take informed personal risks is promoted by the positive ‘can do’ culture in the service. This is reflected in people’s individual plans.

People are offered choices in daily activities and have opportunities to reach their potential. People engage in meaningful pastimes, such as selecting meals, participating in stimulating activities, engaging in hobbies and accessing their local community.

People receive their medication as prescribed in accordance with national guidelines and the service provider’s medication policy. The service has introduced an effective electronic system to support staff and reducing the likelihood of errors occurring. The manager completes regular reviews of medication to ensure high standards are maintained.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. Food hygiene practices are good. There is an effective approach to assessing, managing and preventing the risk of infection, with clear roles and responsibilities in line with current national guidance.



Environment

Good

People's views and needs are carefully considered when designing and maintaining the building. Individual rooms are highly personalised and people can choose their décor and furniture. People have their own individual outdoor spaces.

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. The Communal spaces meet the needs of people, promoting as much independence as possible. We were told about the benefits of the physiotherapy room and therapeutic activities that take place at the service. Bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility.

Safety is a key consideration at the home and the design of the building ensures people can easily navigate the premises and access necessary equipment. The service actively manages risks to people, staff are familiar with the strategies and apply them consistently.

Regular servicing, maintenance and immediate repairs to equipment ensures the safety and well-being of people using the service.

Security arrangements are in place to protect people without compromising their rights, privacy, and dignity. This includes protecting personal property and providing appropriate access to and from the premises.



Leadership & Management

Good

The provider oversees the quality of care through detailed and effective audit processes. Information gathered from both internal and external audits guides quality review reports and improvement plans.

The Responsible Individual (RI) visits the service regularly. Feedback from people and staff is actively encouraged by them to support assessing the service and to inform them on any quality improvements needed. People know how they can provide feedback and opinions about their experiences of the service.

The manager is well supported by their senior staff; they have worked together effectively to create a welcoming and supportive community. There is a 'can do' culture, that enables people to live as well as possible and exceed their well-being outcomes. A support worker told us, *"I love it! There such a family feel here, were all close and all friendly. We can have a laugh with people and it's so rewarding to know you can make people's day"*.

People, their representatives and care staff have confidence in the management team and can discuss any concerns they have with the clinical leads, nurses, the manager or deputy. A representative told us, *"[Manager] is great; easy to talk to, listens and will get things done"*.

Care workers have regular one-on-one supervision sessions with their manager at least quarterly and an annual review to provide feedback and identify any training needs. Care workers told us the manager is accessible and extremely supportive.

The service provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. The service has a highly effective induction with a mixture of E-Learning and face-to-face development courses. Care staff are positive about the many professional development opportunities they receive.

Discussions with care workers, demonstrate a positive approach to protecting people and keeping them safe. Staff have good communication with their managers and are confident to report concerns if needed.

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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