



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Towyn Way



21 Towyn Way, Tonteg, Pontypridd, CF38 1NB



01443 218725

The inspection visit took place on 03/03/2026

Service Information:

Operated by:	SWANTON CARE & COMMUNITY LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	5
Main language(s):	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

Good



Leadership & Management

Excellent

Summary:

Towyn Way is a care home located in a residential area of Pontypridd. The service supports people living with Autism, learning disabilities and associated needs.

People living at Towyn Way experience excellent well-being outcomes. We found care staff promote independence, and positive risk-taking. People live safely, maintain healthy lifestyles, and have control over their daily lives. Activities are person-centred, and support people to develop friendships, learn new skills, and access their local community.

The quality of care and support is excellent. People are supported to reach their goals by care staff who know them well. Personal plans are accurate, detailed, and regularly reviewed with people or their representatives.

The environment is good, safe, and supports people's well-being. Indoor and outdoor areas are

attractive, personalised and comfortable to suit people's preferences. Effective systems are in place to ensure regular maintenance, and servicing is completed in a timely manner.

Leadership and management arrangements are strong at Towyn Way. Care staff consistently report feeling well supported and have access to meaningful training and supervision. Governance arrangements are robust. The Responsible Individual (RI) completes regular visits and gathers feedback from people and care staff.

Findings:



Well-being

Excellent

People are treated with dignity and respect and are supported to make choices about their day-to-day lives. The service uses creative practices and tools to meet people's communication needs where required. Personalised activity plans are in place, and reflect people's wishes and assessed needs. People are encouraged to socialise, develop their skills and maintain daily routines through a wide range of activities. The provider offers opportunities for people within the service to take part in resident forums, sit in on staff interview panels, take part in showcase events to celebrate their achievements, and join themed events. Family and friends are encouraged to attend events run by the home. The provider also runs Swanton Hubs where individuals can meet other supported people and widen their social group. These opportunities promote inclusion and enhance overall well-being.

People are protected from harm and have access to advocacy services. The service user guide is available in an easy-read format and provides clear information on how to raise concerns. Relatives and professionals told us they are involved in decisions and are kept up to date about important information. People are encouraged to contribute to reviews, key-worker meetings, and express their views about their care. This promotes choice and supports people to feel empowered.

During the inspection we observed care staff engaging warmly with people and encouraging individuals to maintain their independence through positive risk management. Care staff demonstrated kindness, and understanding towards individuals. People's well-being and sense of worth is greatly enhanced by leaders and care staff.

The environment at Towyn Way enhances people's well-being. People are encouraged to have an input in the appearance and use of their home. The service recently won an 'Above and Beyond' award for work carried out in the garden, reflecting the joint effort of people and staff. The home is clean, well-maintained, and equipped with the necessary checks and servicing for utilities and equipment. A maintenance team is responsible for the upkeep of the home, ensuring the environment remains safe and comfortable for people.



People experience high-quality care and support because the provider places strong emphasis on ensuring compatibility between individuals living in the service. Thorough, person-centred pre-admission assessments are completed, involving relevant health and social care professionals. This approach helps the provider determine whether it can meet a person's needs alongside those of the existing household, contributing to a well-balanced living environment where people can form positive relationships and feel comfortable in their home.

Personal plans are well-developed, clearly written, and tailored to each individual's circumstances. Plans provide meaningful guidance for staff and reflect people's preferences, goals, and desired outcomes. Comprehensive risk assessments focus on enabling people to make informed choices while maintaining their safety. People are actively involved in shaping their care and reviews, and plans are available in accessible formats for those who require them. Reviews take place regularly and are updated promptly in response to any changes in circumstances.

People receive support which promotes good health and ensures timely access to healthcare. Health needs are outlined within personal plans, and staff show a strong understanding of individuals' diagnoses and required support. The service works effectively with external professionals, sharing concerns promptly and acting on recommendations. For example, following a diagnosis of liver stones, staff introduced a targeted support plan for a healthy, balanced diet. This proactive approach contributed to the individual's condition being managed successfully without the need for medical intervention.

Medicines are administered safely in line with robust systems designed to promote accuracy and consistency. The service follows a medication policy reflective of good practice. People who lack capacity to make decisions about their medicines are supported through appropriate best-interest processes. Staff receive regular medication training, and competency assessments are routinely completed.

Safeguarding arrangements are strong and well understood. Concerns are reported promptly to relevant agencies, and the service takes swift action to address any areas requiring improvement. Where people lack capacity to make decisions about their care or accommodation, appropriate Deprivation of Liberty Safeguards (DoLS) applications are submitted.

Infection control measures are consistently applied. High standards of cleanliness are maintained throughout the service. Staff support people to take part in food preparation and daily household

tasks, promoting independence and good hygiene. Daily checks and management audits further strengthen infection control practices.



Environment

Good

The environment at Towyn Way is of a good standard and supports people's well-being. Individuals have access to a communal lounge, an activity room, and a recently refurbished garden "tiki hut," which provides an additional space for relaxation and social interaction. People's bedrooms are personalised according to their preferences, helping to create a sense of comfort and belonging. The home is warm, welcoming, well-lit, and benefits from good airflow, contributing to a pleasant living environment.

There are plans in place to further enhance identified areas of the home and garden. People are involved in decisions around refurbishments, such as choosing paint colours and wall decorations, demonstrating the service's commitment to involving individuals in shaping their environment. The manager told us a sensory garden is being developed, which will include a raised flower bed and water feature designed to promote stimulation and enjoyment.

Routine servicing, maintenance, and prompt repairs ensure the environment remains safe and supports people's well-being. Care staff take responsibility for the day-to-day cleanliness of the home and follow established cleaning schedules, ensuring hygiene is consistently maintained. A dedicated maintenance team conducts regular checks to ensure equipment and facilities remain in good working order.

During the inspection, we reviewed safety certificates relating to fire safety systems and utilities including gas, electricity, and water. All documentation was current and compliant. Health and safety auditing systems are in place and support the provider to meet regulatory requirements. A current fire risk assessment is in place, and regular fire drills are undertaken so people and staff remain familiar with evacuation procedures.

Access to the home is securely managed. Visitor identification is checked on arrival and recorded in a visitor log, ensuring only authorised individuals enter the building. These arrangements collectively contribute to a safe, well-maintained environment which supports people's comfort, independence, and overall well-being.



People achieve positive outcomes because the provider maintains a skilled, knowledgeable staff team who remain consistently available to meet individual needs. During the inspection, we observed staffing levels sufficient to support people safely. Training records show staff comply with mandatory training requirements, and staff told us their training is relevant to the needs of people they support. The service also encourages staff to complete recognised health and social care qualifications to develop their competence further.

Staff told us they feel well supported, and we received consistently positive feedback regarding the management team. Staff described the manager as “*fantastic*,” “*approachable*,” and “*accountable*.” Each staff member holds a designated ‘Champion’ role, and initiatives such as Employee of the Month and the training leaderboard are well received, contributing positively to morale.

Documents reviewed during the inspection confirmed staff receive regular supervision and annual appraisals. Staff told us these sessions are meaningful and aid their development. The provider offers an Employee Assistance Programme which provides confidential well-being support. Staff forums also offer opportunities to share ideas and learning, promoting a positive working culture and supporting development and retention.

The provider uses robust recruitment and vetting processes to ensure staff are safe, suitable, and fit for employment. Personnel files show all required pre-employment checks are completed, including references, employment history checks, and Disclosure and Barring Service (DBS) checks. New staff complete a structured induction programme which introduces them to their roles and the needs of people they support. All care staff are registered with Social Care Wales.

Governance and quality assurance arrangements are strong and support delivery of good-quality care. The Responsible Individual (RI) visits the service regularly and engages with people and staff to gather feedback. A formal quality-of-care review takes place every six months; the most recent report identified strengths along with opportunities for improvement. Internal audits further support compliance with regulatory requirements and promote continuous improvement. Policies and procedures are appropriate, accessible to staff, and reviewed regularly to ensure alignment with 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.

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