



Tyn Y Wern



Tyn Y Wern, Pontypridd, CF37 3LY



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The inspection visit took place on 20/03/2026

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

Excellent



Leadership & Management

Excellent

Summary:

Tyn y Wern is a care home which supports people with a learning disability and other associated needs. It is in a rural area of Ynysybwl and consists of a main house and an adjoining annex.

Well-being is excellent. People are supported with dignity and respect to make everyday choices, achieve personal goals, and take part in meaningful activities which enhance their confidence, independence, and emotional well-being. Care and support is excellent because people receive highly personalised, compassionate care. This is carefully planned, regularly reviewed, and consistently delivered by skilled and knowledgeable care staff, resulting in very positive outcomes. The environment is excellent because people live in a safe, welcoming, and well-maintained home. It is homely, thoughtfully designed, and promotes comfort, independence, and well-being. Leadership and management is excellent because the service is very well led, with strong governance and effective quality assurance. The care staff team is stable, confident, well-trained, and feel very well supported and motivated to provide high-quality care.

Findings:



Well-being

Excellent

People experience excellent well-being outcomes. Care staff support them to identify and work towards personal goals in ways that reflect their communication needs. Staff use signs, objects of reference, visual tools, and observation to understand people's preferences, particularly where communication is limited. People are encouraged to make daily choices about their routines, activities, clothing, and how they spend their time. Care staff demonstrate exceptional dignity and respect in all interactions. People's rights are well understood and upheld, with their decisions respected. Positive risk taking is actively promoted, enabling people to take part in meaningful experiences in the community which build confidence and independence. Accessible information supports people to understand options and make informed choices.

People are safe and protected because safeguarding practice is strong and well understood. Care staff know how to recognise concerns and respond appropriately. Concerns are acted upon promptly and escalated when required, supported by clear procedures and senior management oversight. Multi-agency working is used effectively where needed to manage risk and support people's well-being. People and their families have opportunities to raise concerns through meetings, forums, and everyday interactions. Easy read information supports people to understand their rights and advocacy arrangements, ensuring people have a strong voice.

People's identity, interests, and relationships are valued and actively supported. Care staff know people extremely well and use this knowledge to support their emotional and mental well-being. This includes recognising and responding sensitively when people feel anxious or unsettled. People take part in a wide range of meaningful activities that reflect their interests, including learning, leisure, and community opportunities such as local walks, shops, and cafés. The service provider arranges its own services for people to access. This includes The Hub in Pontypridd, and horticulture activities at another of its services. These are excellent measures which enhance people's well-being. Relationships with family are supported thoughtfully, and people are encouraged to maintain and develop connections within their local community and wider social networks.

People live in accommodation that strongly supports their well-being. The home is warm, comfortable, and genuinely homely. Bedrooms and shared spaces are personalised based on people's preferences and interests. The home is clean, safe, and well maintained, with adaptations such as air conditioning in place to support sensory needs and positive mental health. Attractive outdoor spaces provide opportunities for relaxation, activity, and enjoyment.



Care & Support

Excellent

People receive an exceptionally high standard of care and support that enables them to achieve excellent outcomes. Care staff demonstrate outstanding kindness, patience, and warmth, and have an excellent understanding of each person's communication style, preferences, and needs. People appeared relaxed, settled, and confident, moving freely within their environment. Personal plans are extremely detailed, holistic, and genuinely person centred. They clearly describe how care staff support people across all areas of their lives and reflect strong involvement and co-production. Active efforts are made to include people in planning, even where they may have difficulties engaging. Reviews take place frequently, with family representatives kept well informed and involved wherever possible. Daily records show care staff consistently deliver support in line with people's plans. Families and professionals spoke very positively about the service, telling us, *"I'm full of praise for the service... staff are respectful and sensitive. They can do the things they enjoy and are well supported,"* and *"They're thriving. The progress has been amazing. They're in the right environment and get the right support."*

People are well protected from harm because safeguarding arrangements are consistently strong. Care staff show a clear understanding of their safeguarding responsibilities, supported by training and up-to-date policies. Concerns are reported promptly and managed effectively. Risk assessments are thorough and linked to people's needs and behaviours, promoting positive risk taking while maintaining safety. Behaviour support plans are comprehensive and reviewed regularly with specialist input. People's liberty is protected. Families told us they feel confident people are safe and well cared for.

People's medication is well managed, supporting their health and well-being. Medicines are stored safely and securely, with clear systems for administration, recording, and disposal. Temperature checks are completed daily. Medication audits occur frequently and are supported by managerial oversight. Care staff complete regular competency checks and annual training. Medication administration records are free from errors. Care staff demonstrate strong knowledge and confidence when supporting people with their medicines.

The risk of infection is minimised through consistently good hygiene practices. The service is visibly clean, well maintained, and well organised. Care staff have up-to-date infection prevention and food hygiene training and demonstrate a clear understanding of their responsibilities. Cleaning schedules are in place, supplies are readily available, and laundry and clinical waste are managed appropriately. Infection prevention and control is well embedded within wider health and safety systems. No issues with hygiene, clutter, or cleanliness were observed.



Environment

Excellent

People live in an environment that is of an exceptionally high standard and designed to support their well-being. The home provides a warm, welcoming, and homely atmosphere, supported by recent redecoration to a very high-quality standard. Care staff and leaders have made creative and thoughtful choices around colour, décor, and furnishings, which enhance comfort while maintaining safety. For example, fixtures and fittings are both aesthetically pleasing and risk assessed, helping people feel relaxed and secure in their home.

People benefit from spacious and highly personalised accommodation that reflects their individual preferences and needs. Bedrooms are well sized and personalised, supporting people to feel a strong sense of ownership of their space. The investment in air conditioning is an excellent example of how the provider responds to people's personal comfort needs. Two lounges and a dining room give people choice over where they spend their time and provide opportunities for privacy or social interaction. Communal areas are well planned, safe, and comfortable, with thoughtful touches that enhance people's day-to-day experiences.

People enjoy outstanding access to outdoor spaces that significantly enhance their quality of life. Garden areas are well maintained and provide a range of meaningful outdoor experiences. Features such as a large patio, seating areas, and a trampoline encourage people to spend time outside in the nicer weather, supporting enjoyment, physical activity, and emotional well-being. Plans to further develop sensory areas demonstrate a strong commitment to continually enhancing people's experiences and outcomes.

People live in a safe and well-maintained environment because effective systems are in place to manage risks and maintenance. Windows, doors, and hazardous substances are secured appropriately, and fire safety arrangements, temperature control, and general maintenance of equipment and utilities are managed very effectively. The home is tidy, well organised, and free from clutter, creating a calm and safe living space. People's dignity and choice are promoted through access to high quality bathroom facilities, including both bath and shower options. The environment is easy to navigate, with clear signage, which supports accessibility, independence, and inclusion for people living at the home.



People achieve excellent outcomes because the service benefits from exceptionally strong leadership, governance, and oversight. The manager provides visible, responsive, and highly engaged leadership, progressing the service since coming into post last year. Care staff told us *“I can go speak to the managers if I have concerns...they’re good role models”* and *“they’re brilliant. I can’t big them up anymore – they’ve been amazing.”* Strong oversight from the Responsible Individual (RI) supports this. RI visits to the service take place every three months to meet with people and care staff. A quality of care review is completed every six months, evidenced in detailed and high-quality reports. Quality assurance systems are robust and effective. Audits covering health and safety, medicines, and care planning are thorough and clearly analysed, with learning used to drive informed improvements. External audits by the service provider further strengthen transparency and accuracy. Clear systems for communication, including regular staff briefings, meetings, forums, and shared records, ensure information flows well across the service. People have a meaningful voice through structured forums, which enables them to influence service development and improvement. Leaders promote a culture of openness, learning, and candour. When things go wrong, leaders manage these transparently and take action to reduce the risk of reoccurrence. Effective contingency planning ensures continuity of care.

People experience consistent, high-quality care because they are supported by a stable, skilled, and well-led care staff team. Staffing levels are appropriate and safe. Care staff told us they do not feel rushed and have time to take breaks, which supports safe practice and positive relationships. Strong staff retention means people benefit from continuity and are supported by care staff who know them well. Recruitment and vetting processes include identity checks, references, Disclosure and Barring Service (DBS) checks, and qualification evidence. Care staff receive an induction with shadowing, skills observation, and a clear probation structure. Supervision takes place at least every three months, with appraisals every year. Staff describe these as supportive and valuable. Training compliance is excellent, with care staff demonstrating strong competence and confidence in meeting people’s needs, including positive behaviour support and communication approaches. Care staff told us they feel valued, respected, and well supported by leaders, with comments including *“it’s fab – I love it... it’s a nice environment to come to”*, *“It feels nice here...you can rely on each other”* and *“it’s a lovely place to work with lovely residents and supportive managers”*. This positive culture of teamwork, development, and mutual respect supports people to achieve excellent outcomes.

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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