



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty Golff



Holywell



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www.achievetogether.co.uk

Date_Inspection 01.06.2026

Service Information:

Operated by:	OA2 PEOPLE LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for people - with personal care
Registered places:	4
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Ty Golf accommodates up to four people in individual en-suite bedrooms, promoting independence alongside full care staff support. People benefit from a stable and consistent environment, with person-centred care guided by clear, detailed plans. Positive outcomes are evident, including improved communication and reduced reliance on medication for some individuals.

The environment is well maintained and personalised, with appropriate adaptations and sensory provision to support wellbeing. Outdoor areas provide additional space for relaxation and time out, further enhancing individuals' quality of life.

Care staff are trained, skilled and committed, and are well supported through strong leadership and management arrangements. Effective oversight ensures safe practice, continuous improvement and a focus on achieving positive outcomes. The Responsible Individual is visible and engaged,

supporting both care staff and people within the service.

The service has recently transitioned to a new provider, who demonstrates a clear commitment to achieving the best possible outcomes for people living at Ty Golff.

Overall, Ty Golff demonstrates a strong focus on safety, wellbeing and quality of care, and is rated Excellent across all areas of inspection: Well-being, Care and Support, Environment, and Leadership and Management.

Findings:



Well-being

Excellent

People at Ty Golff are supported to live healthy and safe lives within a structured and well-managed environment that promotes both protection and personal control. During the inspection, there was clear evidence of robust procedures in place to safeguard individuals, including visitors being required to sign in and out of a visitors' book and provide identification. This demonstrates a proactive approach to monitoring access to the home and reducing risk, ensuring only authorised individuals are present within the service.

The service operates in line with Wales Safeguarding Procedures, and care staff demonstrate a clear understanding of their responsibilities in recognising and responding to concerns. Systems and policies are in place to ensure that people are protected from abuse and neglect, with care staff following appropriate reporting procedures and acting promptly where required. This contributes to a culture of safety and accountability, where safeguarding is prioritised in day-to-day practice.

People are supported to maintain a level of control over their lives, with care provided in a person-centred manner that reflects their individual needs, preferences and routines. Communication approaches are adapted where required, including the use of alternative methods and planned development of technology to support individuals in expressing choices and feelings. This enables people to contribute to decisions about their care and daily activities, promoting independence and involvement.

Positive and safe relationships are evident within the home. People have lived together for a significant period, which has supported the development of stable relationships and a calm, familiar environment. Care staff engage with people in a respectful and responsive way, demonstrating a good understanding of their needs and communication styles. This helps build trust and supports emotional wellbeing.

The accommodation is well maintained and adapted to meet individual needs, contributing to both safety and comfort. Bedrooms are personalised and, where necessary, modified to reduce risk and support individuals' wellbeing. Communal areas are designed to encourage interaction while maintaining a safe layout, and sensory provision is available to support relaxation and engagement.

Overall, the service provides an environment where people are protected, supported to stay healthy, and enabled to have control over aspects of their lives. The combination of effective safeguarding practices, person-centred care, and a well-adapted environment ensures that wellbeing is promoted across all areas of the service.



Care & Support

Excellent

Care and support at Ty Golff are of an excellent standard, with clear evidence that people receive consistent, high-quality support to achieve their personal outcomes. Care is highly individualised, supported by comprehensive personal plans, risk assessments and behaviour support plans. These provide clear, detailed guidance for care staff, ensuring care is delivered in a consistent, person-centred manner that reflects everyone's individual needs, preferences and goals.

Positive outcomes are evident across the service. For example, care staff and service users have developed their own method of signing to communicate, significantly improving their ability to express choices, needs and emotions. This demonstrates how care staff adapt their approach to meet communication needs, promoting independence, inclusion and greater control over daily life. Care staff demonstrate a strong understanding of individuals and use consistent strategies to support positive behaviour and engagement.

Care staff take proactive steps to protect people from harm. Safeguarding practices are well embedded in daily routines, with care staff confident in recognising and responding to concerns. Environmental adaptations and structured support approaches reduce risks while maintaining dignity and independence. People are supported in a safe, well-managed environment where risk is balanced with promoting choice and Independence.

Medication is safely managed, with robust systems in place including the use of Medication Administration Records (MAR) and clear PRN protocols outlining the reasons for administration and expected outcomes. Care staff are trained and follow procedures for safe storage, administration and recording, ensuring medication is given appropriately and monitored effectively to support health and wellbeing.

Infection prevention and control measures are consistently applied. Care staff are trained in infection control and adhere to good hygiene practices, including cleaning routines and safe handling procedures. This minimises the risk of infection and supports a clean, safe environment for people.

Overall, care and support at Ty Golff are well coordinated, responsive and focused on achieving meaningful outcomes. The skilled and consistent care staff team, alongside clear guidance and strong oversight, ensures people are supported to live safely, maintain their wellbeing, and experience a high quality of life.



Environment

Excellent

The environment at Ty Golff is of an excellent standard and plays a significant role in supporting the wellbeing, safety and quality of life of the people living in the service. The home is well maintained throughout, with appropriate facilities and equipment in place to meet the assessed needs of individuals. The environment is clean, comfortable and homely, contributing to a settled and positive atmosphere.

Each adult has their own individual en-suite bedroom, which promotes privacy, dignity and independence. Bedrooms are personalised to reflect individual preferences, interests and needs, with adaptations in place where required to support safety and wellbeing. These personalised spaces enable individuals to feel comfortable and secure within their own environment while maintaining a sense of ownership and identity.

Communal areas within the home are well organised and support both social interaction and individual choice. The layout of the service enables people to spend time together or access quieter spaces when needed. A dedicated sensory room is available within the home, equipped to support relaxation, emotional regulation and meaningful engagement for individuals who benefit from sensory input.

The outdoor environment further enhances wellbeing. The home has accessible garden areas, which include seating and garden furniture to provide comfortable spaces for relaxation and leisure. These areas allow people to spend time outside, either independently or with support, and offer opportunities for time out when needed. Planned improvements to outdoor spaces, including sensory features and more durable furniture, will continue to strengthen this provision.

Environmental adaptations across the service are carefully considered to balance safety with promoting independence. Adjustments are made in line with individuals' needs and behaviours, ensuring risks are minimised while maintaining the least restrictive approach. The environment supports structured routines and consistent care, helping people to feel secure and at ease.

Overall, the environment at Ty Golff is thoughtfully designed, well maintained and highly personalised. It provides safe, suitable and comfortable surroundings that support individuals' wellbeing, independence and daily living, contributing to excellent outcomes and a high quality of life.



Leadership & Management

Excellent

Leadership and management at Ty Golff are of an excellent standard, with clear evidence of strong governance, effective oversight and a well-embedded culture of continuous improvement. Organisational plans are robust, ensuring the service operates smoothly and consistently delivers high-quality, person-centred care that supports people to achieve positive outcomes.

There are effective systems in place to monitor, review and improve the quality of care. This includes regular supervision, annual appraisals, team meetings and ongoing audit of care records through the electronic care planning system. Managers actively monitor daily recordings and reinforce the importance of accurate and timely documentation, ensuring personal plans, behaviour support plans and risk assessments are reflective of individuals' current needs and support positive outcomes.

The Responsible Individual (RI) provides clear oversight and accountability within the service. The RI is visible and actively engaged, visiting the home regularly and taking time to speak with both care staff and people. This supports a culture of openness, provides reassurance to care staff, and ensures that feedback from individuals and the team informs service development and improvement.

Care staff are appropriately skilled, trained and supported to meet the complex needs of individuals living at Ty Golff. Training is comprehensive and up to date, including safeguarding, medication management, behaviour support, first aid, health and safety, Deprivation of Liberty Safeguards (DOLS), autism awareness, and restraint training (Passport), alongside competency-based assessments. Care staff are also suitably qualified, with many having or working towards Level 3 in Health and Social Care and registered with Social Care Wales. This results in a confident and competent workforce able to deliver safe, consistent and responsive care.

Care staff morale is positive, and there is a strong team culture, supported by regular communication and reflective practice, including debriefs following incidents. This ensures learning is embedded into practice and that care staff feel supported in their roles.

Overall, strong leadership, effective governance and a skilled workforce ensure that people are safe, well supported and enabled to achieve their personal outcomes, resulting in a high quality of care and support at Ty Golff.

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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