



Trem Y Glyn Residential Home



Trem-y-glyn Residential Care Home, Park Avenue Glynneath, Neath, SA11 5DW



01639 720786

The inspection visit took place on 13/04/2026

Service Information:

Operated by:	Neath Port Talbot County Borough Council
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	27
Main language(s):	Welsh and 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:

This is the first inspection of Trem y Glyn since experiencing significant organisational change, including a change of provider and a change to include a reablement service. Throughout this period of change, strong and visible leadership and a committed staff team have successfully maintained the high standards of care established by the previous provider. People living at Trem y Glyn and their relatives continue to express high levels of satisfaction and consistently praise the care and management team. The successful introduction of a reablement wing, balanced alongside high-quality long-term care, demonstrates the service's ability to adapt while meeting diverse needs effectively.

People experience excellent well-being, with consistently high-quality care and support that enables them to live healthily, safely and with control over their lives. A strong strengths-based and reablement-focused approach supports people to regain independence, confidence and self-determination at a pace that reflects their individual goals and aspirations.

Care and support is excellent with staff who demonstrate strong knowledge and confidence in recognising and responding to people's health needs. Risk management is dynamic and individualised, enabling people to live with appropriate freedom while being protected from harm. Medicines management, infection prevention and control, and health and safety arrangements are consistently well managed.

The environment is good, safe, clean and well maintained, supporting people's daily needs and comfort. There is excellent leadership and management in place, with effective governance and a skilled, motivated workforce who communicate effectively and ensure consistently excellent outcomes for people using the service ensuring their voices are heard.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives. People consistently experience highly effective, person-centred support that enables them to achieve and sustain meaningful well-being outcomes. The service demonstrates a strong strengths-based and reablement-focused approach, supporting people to regain independence, confidence and control at a pace that reflects their individual goals and aspirations, and enabling some of them to return to their own homes. People told us how much more they were able to do for themselves since being in the service. We saw signatures on care documentation for both long term care and reablement, and people told us they are actively involved in decisions about their care and make choices in what they want to do and how to spend their time. Where capacity is limited, best-interest decision-making is robust, recorded and firmly centred on people's rights, wishes and well-being. Positive risk-taking is well managed and embedded in practice, promoting autonomy while maintaining safety.

People are safe and protected from abuse and neglect. Safeguarding practice is exemplary and fully embedded within the service culture, ensuring people feel safe, protected and respected. Staff demonstrate a good understanding of safeguarding responsibilities, including early identification of risk and prompt, proportionate action. Safeguarding concerns are managed effectively, and outcomes are recorded and any lessons learnt are discussed to minimise future risks. Risk assessments are individualised, enabling people to do what they can for themselves safely and how to support them should they need it. Medication is managed well and infection prevention and control, and health and safety arrangements are consistently well managed and closely monitored.

People are supported to cultivate safe and healthy relationships. Relationships are a clear strength of the service and make a significant contribution to excellent well-being outcomes. We observed lovely and compassionate conversations between staff and people as well as playful banter. It was evident that people have a real bond with the care team supporting them. People feel listened to, understood and valued, which supports confidence, emotional security and recovery. The service actively promotes inclusion, supporting people to maintain relationships with families, friends and the wider community, many people visited the service on the day of the inspection. Families and representatives feedback high levels of confidence in the service and feel genuinely involved in care planning and review. The values-led culture fosters openness, mutual respect and a strong sense of belonging. People participate in a wealth of activities at the service, we saw multiple activities take place routinely including coffee mornings, afternoon teas, hat making, gardening, musical entertainers including the Ukelele band and much more.

People live in accommodation that supports their well-being outcomes. The accommodation is safe, clean and well maintained and supports people's daily needs effectively. Bedrooms are

personalised and communal areas are welcoming and functional, promoting comfort and independence. Health and safety systems, servicing and maintenance arrangements are in place and provide reassurance that risks are appropriately managed. Outdoor space is accessible and safely maintained.



People receive the quality of care and support they need to achieve their personal outcomes. People experience consistently excellent, outcomes-focused care that is highly responsive to their strengths, ambitions and changing needs. Care planning and reablement support is clearly purposeful, with staff demonstrating a strong understanding of people's personal goals and the skills required to help them achieve these. Support is delivered with compassion, patience and respect, enabling people to regain confidence and independence at their own pace. One person told us, *"They help me do things for myself and don't rush me – that's made a big difference."* Relatives consistently described care as personalised and dignified, with one stating, *"Staff really know my family member and what matters to them."* Professionals reported strong collaboration and positive outcomes, highlighting the service's clear focus on enabling people to move forward positively and maintaining the health and well-being of those living in the service long term.

People are protected from harm and abuse. Safeguarding practice is exemplary and embedded within the culture of the service. Staff know the people they support well and are confident to report any issues and risks, ensuring people are protected and risks minimised as far as reasonably possible. Safeguarding concerns are identified early, reported appropriately and the outcomes are reflected upon to improve practice and minimise risks going forward. Risk assessments are dynamic, individualised and reviewed regularly, supporting positive risk-taking rather than restrictive care. People told us they felt safe, with one person saying, *"I feel secure here – staff are always there when you need them."* People who do not have the capacity to make decisions about their health, care and accommodation have appropriate Deprivation of liberty safeguards (DoLS) in place.

People's medication is managed safely. Medicines management is of a consistently high standard and supports people's health and well-being effectively. Staff are well trained, confident and competent in administering medicines, with robust systems in place to ensure accuracy, safety and accountability. People are involved in decisions about their medication wherever possible and supported to maintain independence appropriately. Records are clear and up to date, with audits in place to maintain robust oversight and minimise errors.

People's risk of infection is minimised. Infection prevention and control practice is well embedded and consistently applied across the service. Care staff were observed using Personal protective Equipment (PPE) as required. The environment is visibly clean and well maintained, and staff have a good understanding of hygiene practices. People commented positively on cleanliness, with one person saying, *"It always feels clean and well cared for."*



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment that support the achievement of individual wellbeing outcomes, while health and safety risks are identified, mitigated and reduced. The home is warm, welcoming clean and well maintained. The service is entirely on one level, which supports accessibility and promotes independence. The setting is organised into three distinct units alongside a spacious communal dining and lounge area, which is used flexibly for social interaction and events, promoting wellbeing and engagement. Two units provide long-term residential care, while the third has been adapted to deliver a reablement service, supporting people to regain skills and confidence within a safe environment. Each unit benefits from its own communal lounge and dining area, two toilets and a modern walk-in shower room. All facilities were observed to be clean, well-presented and maintained to a good standard, supporting people's dignity, safety and comfort. We noted there are no bath facilities in the service, however the provider told us that this was due to increased feedback in the service of the requirement of showers instead of baths. Bedrooms viewed were clean, suitably furnished and highly personalised in the residential units. The building is surrounded by a large garden space that enhances the living environment and provides opportunities for connection with nature. The garden includes a greenhouse, and we observed vegetables being grown. Each unit has a secure outdoor area with direct access to the garden, enabling safe and independent access to fresh air and outdoor space.

People can be confident that the environment is safe and well managed. Appropriate security measures are in place, including a door entry system, a visitor logbook and, where required, internal door key codes, supporting safe access while maintaining security. Effective maintenance systems ensure the premises and equipment remain safe and in good working order. An on-site maintenance employee responds to identified tasks, and additional repairs are reported through the providers repairs service. Routine audits are completed, with comprehensive records maintained. We reviewed fire, health and safety documentation, including evidence of regular servicing of equipment, an up-to-date gas safety certificate and current five-year electrical certification. Fire safety arrangements are robust, and Personal Emergency Evacuation Plans (PEEPs) are in place to support safe evacuation in the event of an emergency.

The premises are kept clean by a dedicated domestic staff team. We viewed the laundry facilities, which were clean, organised and fit for purpose. Cleaning supplies were stored securely in a COSHH cupboard, with sufficient stock available. Food hygiene standards are strong, with the kitchen achieving the highest possible food hygiene rating of 5 following inspection by Environmental Health. People told us '*the food is excellent*'.



People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. Leadership within the service is strong, visible and values-led, creating a culture where people's outcomes are central to all operational decisions. Governance arrangements are robust and provide clear assurance of quality, safety and continuous improvement. Including policies and procedures which are reviewed routinely. Good systems for auditing, monitoring and reviewing practice were seen and effective to and sustain excellent outcomes. Leaders demonstrate a clear understanding of operational risks and service pressures and respond promptly and effectively to ensure continuity of high-quality care. Professionals described the service as "well organised, proactive and consistently focused on outcomes", reflecting confidence in leadership oversight and decision-making. Communication and partnership working are clear strengths of the leadership team. Information flows effectively between staff, families, professionals and commissioners, supporting transparency and timely decision-making. Feedback from people and relatives is actively sought and used to inform service development. A relative told us, "*The management team are approachable and always respond when we raise questions.*" Leaders demonstrate accountability and openness, fostering trust and reassurance among stakeholders. There is clear evidence that learning from incidents, feedback and reviews is embedded into practice, strengthening outcomes and enhancing service resilience. There is a positive culture in the service to provide people with the best support they can that echoes through the feedback received.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Staffing arrangements are highly effective ensuring efficient numbers of staff carrying out quality care. We looked at staff personnel files and found recruitment processes are safe and effective, ensuring staff are well suited to their roles. Induction training and routine supervision takes place to support staff development and reflection. Appraisals are currently being prioritised to take place as it is now coming up to a year since the changes in the service commenced, allowing the staff time to develop and settle in their new roles as reablement and long-term care support. Ongoing training is prioritised and aligned to people's needs, including reablement, safeguarding and medicines management. Staff spoke positively about the support they receive, with one member of staff telling us, "*We are well trained and supported to do the right thing for people.*" This directly contributes to people experiencing consistent, confident and compassionate care. The service promotes a positive, inclusive workplace culture where staff feel valued, listened to and empowered to contribute to continual improvement. Leadership visibility and support encourage staff confidence, innovation and shared ownership of quality. Sick leave, staffing levels and deployment are well managed, ensuring continuity and stability for people. Professionals commented that staff are "skilled, confident and well led," reinforcing the effectiveness of leadership arrangements.

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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