



Ty Mawr Care Home



Ty Mawr Nursing Home, Caehopkin Abercrave, Swansea, SA9 1TP



01639730687

The inspection visits for this service took place between 01/12/2025 and 02/12/2025

Service Information:

Operated by:	Mawr Care Ltd
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 mental health
Registered places:	54
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Ty Mawr Care Home provides good-quality care and support for up to 54 people and is situated in the village of Abercrave.

People at Ty Mawr consistently express satisfaction with the care and support they receive. Staff demonstrate a good understanding of people's needs and preferences, delivering person-centred care with compassion and kindness. Care documentation is person centred addressing individual support requirements while considering health and safety risks.

The service is well-managed, with suitable governance and quality assurance systems in place to ensure the smooth and effective operation of the home. Staff receive training relevant to the needs of those they support and report feeling valued and well-supported in their roles.

The living environment is clean, comfortable supporting people's well-being. A programme of

refurbishment is currently underway, enhancing communal areas, personal rooms, and outdoor spaces to further improve the quality of the environment.

Findings:



Well-being

Good

People are supported to make choices about their daily lives. They have freedom to decide how they spend their time and are encouraged to maintain contact with family and friends. Activities are available for those who wish to take part, and the service employs two activities coordinators who work with people to develop an activities timetable. Plans are in place to establish a residents' committee, giving people the opportunity to contribute to decisions about life in the home, including activities and menu options.

There are arrangements in place to safeguard people from harm and abuse. Staff are recruited in line with regulatory requirements to ensure they are suitable to work with vulnerable people. They receive training relevant to the needs of those they support, including safeguarding, medication management, and moving and handling. Risks to people's health and safety are documented in their personal plans. Medication management systems ensure medicines are stored securely and administered safely.

People live in an environment that promotes their well-being. The service is undergoing a comprehensive refurbishment, which includes improvements to communal areas, personal rooms, bathing facilities, and outdoor spaces. There are enough communal areas which are clean, comfortable, and conducive to social interaction. People's rooms are personalised to individual preferences, fostering a sense of ownership and familiarity. The home is well maintained, with appropriate systems in place for regular checks and servicing of utilities and safety features, ensuring a secure and pleasant living environment.

People are treated with dignity and respect and report having positive relationships with staff. Feedback from people indicates high levels of satisfaction, with comments such as, *"The staff are lovely. Very nice people,"* and *"The staff are wonderful; I get on with all of them. My wife died recently so I came here. They turned sorrow into happiness."* During the inspection of Ty Mawr, we observed warm and respectful interactions between staff and people, demonstrating that staff value people and uphold their dignity. Family members also provided positive feedback, with one stating, *"My dad loves it here; he has really thrived. He's close to the staff and the other people who live here. He's healthier now than he has been for years."*



People living at Ty Mawr benefit from a good standard of care and support. Assessments are completed prior to admission to ensure the service can meet people's needs. Following the initial assessment, a personal plan is developed, outlining each person's care and support requirements as well as any identified health and safety risks. We reviewed several personal plans and noted some require further development to ensure they accurately reflect people's current needs. Personal plans are reviewed regularly; however, we found no clear evidence people or their representatives are actively involved in the review process. These matters were discussed with the provider, who assured us steps will be taken to address the issues identified.

People's health needs are well supported at Ty Mawr Care Home. Each person's health requirements are documented within their personal plans. Nursing and care staff demonstrate a good understanding of these needs and are proactive in identifying changes in presentation, promptly seeking advice or intervention from relevant healthcare professionals when required. During our inspection, a visiting healthcare professional commented: *"I think the care is really good. We receive referrals about health needs, and the staff here follow our advice."* All healthcare appointments are recorded, and medical correspondence is securely stored. Support with medication is available, with medicines stored securely and administered in line with prescriber instructions. Nurses and care staff receive appropriate training and have their competency assessed. Monthly medication audits are undertaken to maintain safe and effective practice. However, we identified some areas of medication management that require further strengthening. This was discussed with the provider, who assured us corrective action will be taken.

People's rights and freedoms are protected in line with legal requirements. Where people are unable to make decisions about their care, the service ensures appropriate authorisations are in place under the Deprivation of Liberty Safeguards (DoLS). Staff receive training to understand their responsibilities and uphold these safeguards. We identified personal plans need to include more detail about the conditions attached to DoLS authorisations. The provider has confirmed improvements will be made.

Staff are trained to implement effective infection prevention and control measures. Infection control training forms a core component of the service's mandatory training programme, supported by a comprehensive policy that promotes best practice. During our inspection, we conducted a visual review of the environment and observed staff wearing appropriate levels of personal protective equipment (PPE) while delivering care and support. There is a plentiful supply of PPE on-site, and it is readily accessible for staff use.



Environment

Good

People live in a clean, comfortable, and homely environment. The home is undergoing a major refurbishment, with communal areas, bedrooms, and bathroom facilities being systematically upgraded. Admissions have been temporarily suspended while these works are completed. Our visual inspection confirmed there are sufficient communal spaces for socialising and activities. People can personalise their rooms with their own belongings to create a sense of home. The kitchen holds a Food Standards Agency rating of five, reflecting very good hygiene standards. Domestic staff are on-site daily to maintain cleanliness. Outdoor areas include a large garden and an accessible patio with seating, both of which are being improved as part of the refurbishment. There are adequate bathroom facilities and specialist moving and handling equipment for those who need it. A lift provides access to upper floors for people with mobility needs. Laundry facilities are appropriate for the size of the home and include an in/out system to minimise cross-contamination.

The service takes appropriate measures to maintain safety and security. Regular servicing, maintenance, and repairs are carried out to ensure the well-being of people living at the home. Health and safety audits are completed by the manager, and utilities such as electricity and gas are serviced by accredited contractors. Specialist equipment is maintained in line with manufacturers' guidelines. A fire risk assessment is in place, supported by routine fire safety checks and servicing by qualified professionals. Actions identified during a recent fire service inspection are currently being addressed.

Security measures are in place to safeguard people. The premises are secured to prevent unauthorised access, and all visitors are required to sign in and out under staff supervision. Confidential information is stored securely and accessed only by authorised personnel.



Leadership & Management

Good

The provider is committed to maintaining a skilled and knowledgeable workforce. During our visit, we observed appropriate staffing levels, and staff confirmed that current arrangements meet the needs of the service. Staff receive training tailored to the needs of the people they support, and records show most mandatory training is up to date. Staff told us they feel supported in their roles and benefit from regular supervision. However, we found some staff had not received supervision at the required three-month intervals. The provider has assured us that this will be addressed.

The service follows a robust recruitment process to ensure staff are suitably qualified and trustworthy. All required pre-employment checks are completed, including references, employment history verification, and Disclosure and Barring Service (DBS) checks. Nurses are registered with the Nursing and Midwifery Council (NMC), and care staff are registered with Social Care Wales (SCW). New staff complete a structured induction programme to familiarise them with their roles and the specific needs of people living at the service. We noted that some DBS certificates had recently expired; however, the provider has assured us this will be addressed promptly.

The provider has appropriate governance and quality assurance systems in place to ensure the service runs smoothly. The Responsible Individual (RI) maintains oversight of operations and engages with people using the service and staff during visits. The manager completes regular audits covering key areas such as health and safety, infection control, and medication management, helping to identify issues and take timely action. We noted some auditing processes, such as medication audits, need strengthening to clearly record actions taken when discrepancies are identified. The provider has assured us this will be addressed. In addition, an area manager provides an extra layer of quality assurance through regular visits, reviewing the environment, staffing, and the experiences of people living at the service. The provider has policies and procedures in place promoting safe practice within the service. Staff are aware of how to access these documents when required. We noted some policies require some minor adjustments to ensure they are suitably robust and aligned with best practice.

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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