Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Ty Pentyrch

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The inspection visits for this service took place between 02/10/2026 and 12/10/2026

Service Information:

Operated by:	Ocean Community Services Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with mental health needs, Care and support for people with a learning disability
Registered places:	5
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 Pentyrch is a care home located in a rural area of Cardiff. The service supports people living with a learning disability, those on the autistic spectrum and other associated mental health needs.

People achieve excellent well-being outcomes at Ty Pentyrch because they are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths, and skills. This ensures people experience a strong sense of purpose, achievement, and belonging.

People receive excellent care and support because the provider conducts highly effective assessments of whether they can meet the person's needs alongside those of people already accessing the service, before offering a service.

The environment at Ty Pentyrch is excellent because the service provider actively seeks out new technology and creative solutions to help people live with as few restrictions as possible. This allows people to live safely in the community and achieve their personal outcomes.

Leadership and management is excellent, because the service provider has strong working relationships with others in the sector, sharing best practice, and leaders confidently steer the service through challenges where necessary.

Findings:

Well-being — Excellent

With few exceptions, people are treated with dignity and respect. They are actively supported to identify their well-being outcomes and are encouraged to build on their strengths and abilities. People consistently achieve goals important to them. We saw examples of people accessing public transport independently for the first time, attending college, developing new skills and increasing their confidence and autonomy.

People maintain and improve their physical, mental and emotional health through high-quality support provided by care staff. People are supported through monthly multidisciplinary meetings, where personal outcomes, incidents and health needs are monitored and reviewed. Records demonstrated positive progress across a range of health and well-being outcomes. With few exceptions, sustained improvements and reduced risks have resulted in people and involved professionals agreeing reductions in staffing support, reflecting increased independence and positive outcomes.

People are well informed about their rights and receive effective support and encouragement to voice their views, wishes and concerns. People actively participate in resident and keyworker meetings, influencing decisions about their care, support and future goals. The service provider also facilitates a supported people forum, providing additional opportunities for involvement and feedback. Where appropriate, people have access to easy-read information, communication aids and accessible guidance, enabling them to understand information, express their views and exercise choice and control over their lives.

There are frequent opportunities for people to maintain and develop meaningful relationships with family, friends and their local community. People complete weekly activity planners with care staff and told us they enjoy the wide range of opportunities available. Care staff actively support people to sustain and strengthen relationships through facilitating contact, and participation in community activities. For many people, these opportunities have enabled them to rebuild social connections, form new friendships and become more actively involved in their communities. As a result, people experience a strong sense of belonging, reduced social isolation, and improved emotional well-being and quality of life.

The provider prioritises people's well-being, ensuring accommodation not only meets their needs but also significantly enhances their quality of life. People frequently achieve outstanding outcomes

because they reside in highly personalised accommodation, they feel a strong sense of ownership for.

Care & Support — Excellent

People receive exceptionally personalised care and support tailored to their individual needs, preferences and personal outcomes. Comprehensive assessments are completed before people move into the service, helping to ensure support is planned effectively from the outset. Personal plans and positive behaviour support plans are detailed, strengths-based and regularly reviewed, providing clear guidance to promote people's well-being, independence and quality of life.

People achieve excellent outcomes because care staff work proactively and creatively to help them develop skills, overcome barriers and maximise their independence. We saw evidence of people successfully transitioning from hospital settings into the community, achieving outcomes important to them and developing greater confidence, and choice in their daily lives. People are supported to access education, employment-related opportunities, community activities and meaningful relationships. Professionals spoke highly of the care and support provided and the significant positive impact this has had on people's well-being, independence and quality of life.

The service demonstrates an exemplary approach to supporting people's physical, mental and emotional health. People's health needs are closely monitored and reviewed, and they are supported to access healthcare services and specialist professionals when required. Detailed and up-to-date health passports help ensure continuity of care and coordinated support across services. Records demonstrated sustained improvements in health and well-being outcomes for people.

People's safety is promoted through proactive, person-centred and least restrictive approaches. Risk assessments are comprehensive and support people to take positive risks whilst maintaining their safety and well-being. Incident records demonstrate care staff use skilled and proactive strategies to reduce distress and prevent escalation. Best-interest decisions are made appropriately, and where required, Deprivation of Liberty Safeguards (DoLS) applications are submitted. Safeguarding arrangements are robust, and care staff demonstrated a clear understanding of their responsibilities to protect people from harm and abuse.

Medication is managed safely and effectively. Medicines are stored securely and administered by trained and competent care staff. Regular audits, checks and competency assessments support safe practice, while medication reviews help ensure treatment continues to meet people's individual needs.

The service maintains effective infection prevention and control arrangements. The home was

clean, comfortable and well maintained, with suitable systems in place for cleaning, food safety and environmental monitoring, supporting people's health, safety and overall well-being.

Environment — Excellent

The environment at Ty Pentyrch has been purpose-built to enable people to live as safely, independently and comfortably as possible. People have access to their own flat or studio-style accommodation, promoting privacy, dignity and a sense of ownership. The service provider actively seeks innovative technologies and solutions to reduce restrictions and improve people's experiences. For example, flats are equipped with specialised equipment, including robust anti-ligature bathroom fittings, anti-tamper button-operated taps, magnetic window blinds, and individually controlled underfloor heating and air conditioning. The environment is thoughtfully designed to meet people's diverse needs and preferences, while supporting independence and well-being.

People's privacy, dignity and independence are embedded within the design and use of the environment. A variety of communal and private spaces enable people to choose how and where they spend their time. People have access to an attractive and fully accessible garden, which promotes relaxation, social interaction and well-being. People are encouraged and supported to personalise their flats and told us they had chosen features such as paint colours and furnishings, contributing to a strong sense of ownership and pride in their home. People consistently told us they were happy living at Ty Pentyrch.

People's care and support needs are met through a highly effective safety management system which anticipates and manages risks whilst maximizing freedom and choice. Risk assessments and best-interest decisions are used positively to enable people to access activities, facilities and personal possessions safely, rather than imposing unnecessary restrictions. For example, people are supported to use daily items and equipment appropriate to their individual needs, while environmental measures discreetly reduce identified risks. Daily environmental checks help ensure the home remains safe, comfortable and responsive to people's needs, enabling them to live with as few restrictions as possible.

The provider ensures regular servicing, maintenance and prompt repairs are completed supporting the safety and well-being of people using the service. Comprehensive security arrangements protect people and their personal property whilst maintaining their rights, privacy and dignity. These measures support safe access to and from the service and provide people with confidence in their home environment.

Leadership & Management — Excellent

The service benefits from strong and effective leadership which promotes a positive culture focused on achieving the best possible outcomes for people. Comprehensive quality assurance and monitoring systems are embedded throughout the service, including audits of medication, finances and health and safety. The Responsible Individual (RI) completes six-monthly quality of care reviews, informed by regular visits and feedback from people, relatives and involved professionals. Information gathered through these processes is used proactively to drive continuous improvement and ensure the service remains responsive to people's needs.

Leaders maintain effective oversight of the service and promote open and transparent communication. Professionals and relatives told us they are kept informed of significant developments affecting people using the service and spoke positively about communication from the management team. The provider has established a strong learning culture and actively invests in workforce development at all levels. Care staff qualifications, competencies and training are closely monitored, with high levels of compliance achieved. Robust recruitment processes, supported by regular audits, help ensure people receive support from a skilled, competent and values-driven workforce. Care staff are encouraged and supported to register with the workforce regulator, Social Care Wales.

Records reviewed during the inspection confirmed care staff receive regular supervision and annual appraisals. Care staff told us these sessions are meaningful, reflective and support their professional development. The provider promotes staff well-being through a range of initiatives, including access to an Employee Assistance Programme, whistleblowing support and staff recognition events. The diversity of the workforce is recognised and celebrated through staff networking groups, including a multicultural network. As a result, care staff told us they feel valued, supported and confident in their roles.

The provider demonstrates a proactive approach to workforce planning. Staffing levels and skill mix are regularly reviewed and adjusted to reflect people's changing needs and the complexity of the support required. Where workforce challenges have arisen, leaders have taken timely and effective action to maintain service quality and continuity of care. Minimal use of agency staff and feedback from care staff indicated the workforce was stable and well supported. This strong leadership and management approach helps ensure people receive consistent, high-quality care and support from a service continually striving to improve.

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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