



## Ty Bargoed Newydd Residential Home



Ty Bargoed Newydd, Williams Terrace, Treharris, CF46 5HH



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Date of Inspection Visit(s):  
21/11/2025

### Service Information:

Operated by:	Merthyr Tydfil County Borough Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	32
Main language(s):	English
Promotion of Welsh language and culture:	The service 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

Requires Improvement

## Summary:

Ty Bargoed Newydd is a residential home in Treharris. The service supports people who live with dementia, mental health needs, or a learning disability. The service is in a residential area, close to local amenities.

People experience good well-being outcomes and are treated with dignity and warmth. People are supported to stay as healthy as possible, with systems in place to protect them. Care and support is good, with people having a positive experience. Care documents are detailed and person-centred. The environment is good. It meets people's needs, and people have an input on how the service is decorated. There are plans for refurbishment which will further enhance people's experiences. The leadership and management of the service requires improvement. While the service has been well developed by the management team, with good levels of staff satisfaction, improvements are needed around ensuring people have continuity of care.

## Findings:



### Well-being

Good

Ty Bargoed Newydd encourages people to live with respect and dignity. People are treated with kindness and supported to make decisions about their care. Independence is promoted. Feedback from relatives and people was generally very positive. A relative we spoke with stated staff are “*lovely*” to their loved one. People can partake in a variety of activities, and there is an activities co-ordinator in place. We received feedback suggesting a mixture of afternoon and weekend activities would further enhance the lived experiences of their relatives. The home is taking steps to develop this. People can make decisions around their bedtimes, meals, activities and where they wish to spend time.

The service is proactive and refers any relevant issues to external health professionals, and follows guidance given. People are supported to attend health-related appointments. Medication is administered correctly in line with the service’s policy. Healthy meal options are provided, and staff understand individual dietary needs and how to support these.

People are protected from abuse and neglect, in a secure setting. People take part in meetings, and their opinions are heard. People we spoke with advised they felt safe, and staff are approachable if they did have concerns. The service has a safeguarding policy in place. Risks to people and care staff are managed via risk assessments. There is a detailed service user guide in place, with information on raising complaints. Relatives advise they can visit whenever they like.

People are encouraged to do things they wish, and positive risk-taking takes place. People live in an environment which supports their needs. Ty Bargoed Newydd is set over one storey. Bedrooms are personalised and comfortable. There are multiple communal areas, and access to a garden. Suitable mobility aids are in place to help people where needed. The overall environment is welcoming, and well-maintained.



## Care & Support

Good

People have a good standard of care and support at Ty Bargoed Newydd. Care staff are kind and attentive. People appear comfortable, and mealtimes are relaxed with people getting the support they need. People are provided with drinks and snacks throughout the day. Personal plans are outcome-focused, with people and their families involved. People and their families are generally positive about the service, with a relative stating “*staff are lovely - can't fault the staff...Nothing's too much*”. A supported person stated, “*I love it here*”. A professional advised they are “*confident*” the service will follow medical advice given. Personalised risk assessments are in place. Personal plans are kept up to date and care staff complete daily notes and monitoring charts to track health needs and progress.

Care staff understand their safeguarding responsibilities. They know how to respond to any issues and report concerns. Care staff advised they trust management will act correctly to safeguarding issues, to ensure people are kept safe from harm and abuse. Accidents and incidents are reported to relevant agencies, and the service has a safeguarding policy. People and relatives feel the service is safe. Where people lack capacity around their care and support, the service ensures Deprivation of Liberty Safeguards (DoLS) applications are made.

The service has a medication policy in place, and medicines are stored securely and administered as prescribed. Medication reviews and audits take place with external health professionals. The service carries out weekly medication audits with senior care staff. Care staff receive training in safe medication handling and administration.

People are protected as much as possible from the risk of infection. The service on the whole is kept clean and hygienic. Domestic staff follow a cleaning schedule. Care staff have access to sufficient protective equipment and understand infection control generally. Clinical waste is disposed of correctly. The kitchen has a Food Hygiene Rating of 5, evidencing food hygiene is ‘very good’.



## Environment

**Good**

Ty Bargoed Newydd's environment supports people to meet their needs and achieve their outcomes. The service is a secure single storey home close to local amenities. The environment promotes the local community with people enjoying the mining murals, and historic photos of the building. The service is welcoming, and there are many communal rooms for visitors and socialising. The service will be benefitting from a renovation, with the manager sharing plans to modernise and add more activity options to communal rooms. People have been consulted on this and have chosen the names of each wing of the home. The service has a garden which is accessible by all, and people enjoy helping to maintain this. Bedrooms are comfortable and personalised. There are sufficient numbers of toilet and bathing facilities.

The service ensures effective systems are in place to maintain the standard of the environment. Equipment checks and servicing is up to date, and any repairs are completed promptly. Equipment is stored safely. Fire safety drills are carried out. Personal emergency evacuation plans are in place, so care staff are able to identify support needs of people in an emergency. Fire exits are kept clear, and the building is free from any obvious trip hazards. Hazardous substances are locked securely. Maintenance and repair arrangements are in place. Records confirm regular testing and servicing of gas, electricity, and water facilities. Window restrictors are in place where needed.



## Leadership & Management

## Requires Improvement

The service has governance and oversight arrangements in place to support its operation. Improvements have been made across many areas by the current manager and Responsible Individual (RI). An environment of openness and candour is encouraged, and the staff team take part in meetings and feel supported. Care staff feedback was generally positive, telling us they feel valued, and they receive regular supervisions. They told us the service is “*a lovely place to work*” they “*love the residents and hearing their stories*” and management go “*above and beyond*”. We found the service is open and transparent, making the legally required notifications to Care Inspectorate Wales, and sharing information with external organisations. The RI undertakes their required oversight role very well, visiting the service every three months to meet people and staff, and completing six-monthly quality of care reviews which includes individual meetings with relatives. Auditing and quality assurance processes are used to identify what is working well and where improvements are required. The service guide is very detailed and helpful. Policies and procedures provide guidance around staff roles, responsibilities, and how the service is to be run. The service has whistleblowing procedures, with staff understanding how to raise a concern if needed.

Improvements are needed to ensure people are receiving continuity of care. People benefit from being supported by a stable staff team as much as possible. However, the reliance of unfamiliar agency staff was raised by almost all people we spoke with. The RI provided assurances they are looking at employing casual staff to cover staff absences, but this is not yet in place. This is an area for improvement, and we expect the service to address in a timely manner. Training records are up to date and evidences core training is taking place. The correct recruitment arrangements are in place, with care staff files containing all legally required information such as proof of identity and employment references. Disclosure and Barring Service checks are undertaken. Care staff are registered with the workforce regulator, Social Care Wales. New staff complete an induction and probation period to ensure their performance is satisfactory. Care staff understand their roles and duties in relation to key areas of care, such as safeguarding and infection control.

## 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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Individuals are not always receiving continuity of care as is reasonable to meet their needs for care and support.	21/11/25

**CIW has not issued any Priority action notices following this inspection.**

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