



## Ty Gurnos Newydd Residential Home



Ty Gurnos Newydd, Gurnos Road, Merthyr Tydfil, CF47 9PT



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[www.merthyr.gov.uk](http://www.merthyr.gov.uk)

Date(s) of inspection visit(s):

04/07/2025

### 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:	16
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

**Excellent**



Care & Support

**Good**



Environment

**Excellent**



Leadership & Management

**Good**

## Summary:

Ty Gurnos Newydd is a service for older people living with dementia operated by the Local Authority, located in the heart of the Gurnos in Merthyr Tydfil.

People experience excellent well-being outcomes owing to measures taken by the service to promote and enhance people's lives. The service uses a range of creative approaches to provide people with meaningful activities and opportunities to do the things that matter to them. People are treated with dignity and respect. Systems are in place which help safeguard people, within an environment that supports their needs. Care and support is good, with people and families providing positive feedback. Detailed personal plans are kept under review and give clear instructions to staff. Effective processes are in place for medication management, infection control, and safeguarding. The environment is excellent, being exceptionally well-presented and meeting the needs of people. Leadership and management is good. An enthusiastic and committed management team underpins the governance and operation of the service, supported by a dedicated Responsible Individual (RI). Care staff have appropriate training and are recruited safely.

## Findings:



### Well-being

**Excellent**

Ty Gurnos Newydd takes excellent measures to promote and enhance people's well-being, placing them at the heart of the service. The service employs an activity coordinator to plan and lead on activities throughout the week. One-off activities are arranged, such as themed events and entertainers, which people tell us they enjoy and is well-evidenced by the service. An activity information sheet keeps people informed of what activities are coming up. The service has developed innovative and creative initiatives that go beyond expectations and are sector leading. The service uses existing staffing resources to enable all people to have an opportunity to undertake an activity of their choosing in the community every month. People are supported by care staff on a one-to-one basis to enable this. This is closely monitored to ensure all people have this opportunity every month. The service has been creative in accessing local authority transport to provide regular trips out for groups of people to locations such as Barry Island. People tell us they have enjoyed these trips, and we heard people reminisce about these. The service has linked in extremely well with local schools to give people and pupils the chance spend time together. People are supported to exchange follow up letters with the children they meet. This is positive in promoting community cohesion. The service is developing memory boxes for people to store keepsakes from their time at Ty Gurnos Newydd. A memory book is in place to help remember former residents, with plans for memorial plaques in the garden being progressed. Care staff are closely involved in planning and putting these measures into practice, with the manager telling us these could not be done without their efforts. These measures provide valued experiences for people, promoting choice, opportunity and social inclusion. More generally, we found care staff treat people with dignity and respect with few exceptions. Both people and their families speak very highly of the support provided. People and their families work with the service to agree what kind of support is needed, with their wishes and preferences shaping the care they receive. Personal plans detail people's preferences, how they like to be supported and are extremely person-centred. People are provided with information about the service through a very well-presented service user guide. This includes information on how to raise concerns and make a complaint to the Local Authority if needed. The service is extremely proactive in promoting the Welsh language and culture. This includes a Wales board in the foyer, use of a Welsh word of the week, dual-language signage, provision of key documents in Welsh if needed, and the use of 'Cymraeg' lanyards to identify Welsh-speaking staff.

People receive timely support to maintain their health. Any health issues are promptly referred to the relevant professionals, with staff following guidance given. Medication is administered correctly in line with a medication policy. Care staff know people well and can recognise changes in their presentation. Meal choices are balanced and adapted for specific needs. Infection control

measures support the service to remain clean.

Safeguarding systems help protect people from abuse and neglect. Staff are supported by policies and procedures that guide good practice. Care staff feel confident if they raise concerns with the managers, they would be dealt with appropriately. They understand their safeguarding responsibilities and how to respond to any issues. Pre-employment checks are completed, and ongoing supervision and training support staff development. Incidents and accidents are recorded, and the service takes appropriate action in response. Risks to people are assessed, with management plans in place. People and families say they feel confident the service is safe and could visit the service whenever they wanted to.

The service is a purpose-built home for older people living with dementia. The environment is exceptionally well-presented and supports people's well-being. Bedrooms are comfortable and personalised, with communal areas and outdoor space available. The home is clean, extremely spacious and well looked-after. Mobility aids are available as needed. The location of the service provides easy access to nearby facilities and amenities, which people use regularly.



## Care & Support

Good

People receive good care and support at Ty Gurnos Newydd. People and their families speak very positively about the service, telling us “*all of them are good as gold – they’re always so pleasant*”, “*my loved one loves the carers*”, “*they make us extremely welcome*”, “*it doesn’t matter who you speak to, they’re all so approachable*”, “*from day one they’ve been fantastic*” and “*there’s a lovely atmosphere*”. Visiting professionals told us “*they’re on the ball*”, “*it’s more progressive and forward thinking – it’s quite refreshing*” and “*they do what they say they’re going to do*”. People appear comfortable and settled in their surroundings, with care staff being calm, kind, and respectful in their interactions. We saw mealtimes are relaxed and pleasant. The service assesses people’s needs before they move in to ensure appropriate support can be provided. Personal plans are clear and person-centred, with very specific detail recorded. Appropriate risk assessments are in place. Personal plans are kept under regular review and involve the person or their representative, to ensure these remain accurate and up to date. Care staff complete detailed daily records, using a format that helps easily identify key information about the person’s day.

Established systems are in place to help safeguard people from harm. Care staff are knowledgeable about safeguarding procedures and understand their responsibilities, including recognising and reporting concerns. They trust the management team to address issues appropriately. All incidents and accidents are documented, and risk assessments are used to help care staff support people safely. People and their families report feeling secure within the service. Where people lack mental capacity to make decisions about their care and living arrangements, Deprivation of Liberty Safeguard (DoLS) applications are submitted. Care staff have a good understanding of what a DoLS authorisation is.

People’s medication is well-managed. Medicines are kept in a locked room and are administered in accordance with the prescribers’ instructions. Medication charts are accurate and reflect the medication in place. A medication policy is adhered to, with weekly audits ensuring supplies are in order. Care staff undergo training on safe medication handling and administration.

Infection prevention is effectively managed, with measures in place to reduce risks. Care staff have access to and use protective equipment when needed, with a good understanding of infection control knowledge more generally. Cleaning is undertaken by domestic staff according to routine schedules. Laundry procedures are well-managed and clinical waste is disposed of properly.



## Environment

**Excellent**

Ty Gurnos Newydd is an exceptionally well-presented service which enhances people's well-being. The service is a purpose-built home, located in the Gurnos area of Merthyr Tydfil. It is clean, tidy, and spacious. The service is only accessible to authorised persons, with all visitors required to sign in upon arrival and again when leaving. Bedrooms are very large, comfortable and include ensuite facilities. Each room is personalised to reflect people's preferences. The service also offers a spacious lounge, a dedicated dining room, and a well-used and comfortable foyer. All have been decorated to an exceptionally high level and provide a superb living environment. An activity space equipped with games and a small bar is also available as an additional area. There are ample toilet and bathing facilities. We were advised of plans to further develop some of the rooms, such as a hair salon. The kitchen facilities are suitable for the service and have recently been awarded a Food Hygiene Rating of 5, meaning a 'very good' standard. A garden area is available to the rear of the service, with seating available. Person-centred signage is used creatively throughout the service to help people orient themselves. For example, as well as using current pictures of people next to their rooms, pictures from when people were younger are starting to be used to help identify themselves where they have difficulty recognising their current self. The service has good safety measures and hazardous substances are safely stored in locked cupboards. All bedrooms and bathrooms are fitted with window restrictors. Fire exits are free from obstructions and gangways are clear more generally. A dedicated maintenance person oversees upkeep, with records showing regular testing of utilities. Equipment audits and servicing are current, and fire safety drills and checks are routinely carried out. Each person has a personal emergency evacuation plan, with key details about their needs readily available should an emergency arise. Work is due to be completed to ensure the lift to another part of the building can only be accessed with an authorised electronic key.



## Leadership & Management

Good

The service has a strong leadership team in place, supported by effective governance and oversight processes. There is a clear ethos of being a person-centred service focusing on the experiences and well-being of people. Systems for auditing and quality assurance help assess performance and highlight any areas to improve. Policies and procedures set out care staff responsibilities and service expectations. Care staff have a very good understanding of their duties and what their roles are. The RI is closely involved with the service and visits regularly. They meet their statutory duties by carrying out the required quarterly visits, engaging with both people and care staff. Quality of care reviews are completed every six months, with action plans created to aid service development. The service responds appropriately where issues arise. A whistleblowing policy is in place for care staff to voice concerns if needed. The service is transparent, making the required notifications to Care Inspectorate Wales and relevant bodies such as the Local Authority Safeguarding Team. Care staff speak positively about the people they work for and their colleagues, saying “*I like my work colleagues*” and “*I enjoy working with the residents*”.

Care staff are appropriately qualified and trained to support a wide range of needs. Records show continuous training in essential areas, with additional training available for specialist care when necessary. Staff display good knowledge about their roles and feel well-equipped to provide safe and confident care. Recruitment practices follow regulatory standards, with necessary documentation in place such as references, Disclosure and Barring Service (DBS) checks, and proof of identity. We discussed with the RI the importance of ensuring all required staff documentation being available at the service. Every care staff member is registered with Social Care Wales. New staff complete an induction and probation period to confirm suitability for their role. Ongoing professional development is maintained through regular supervision. We discussed with the RI the need to ensure the appraisal format is suitable for individual staff members and how this can be strengthened. The care staff team is stable and experienced. Staffing arrangements are based on the assessed needs of people, with the rota confirming staffing targets are being met. We saw the service appeared well-staffed.

## 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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