



Hallmark Ty Porth Luxury Care Home



Ty Porth Care Home, Cemetery Road, Porth, CF39 0BH



01443680011



www.hallmarkcarehomes.co.uk

Date(s) of inspection visit(s): The inspection visit took place on 04/09/2025

Service Information:

Operated by:	Hallmark Care Homes (Porth) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	83
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

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Ty Porth Care Home provides care and support to up to 83 people, some of whom have nursing needs and dementia care needs. It is located in a Valleys community, close to amenities.

The wellbeing outcomes for people living in Ty Porth are excellent. Lifestyle co-ordinators create innovative activities and projects that give people purpose and make them feel valued within the home community. People are asked for their feedback on all aspects of their care, and there is a strong ethos in the service to make people, and their families and friends feel welcome and part of a wider network.

The care and support given to people living in Ty Porth is excellent. Care documentation is detailed and covers all aspect of people's care needs and potential risks to their health or safety. Strong links with external health professionals ensure people receive additional treatment when necessary. The in-house dementia specialist practitioner creates plans for individualised support

that makes a noticeable difference to people's outcomes.

Ty Porth's environment is excellent. The service is immaculately clean, tidy and well-maintained. All aspects of health and safety are considered. The outside space is tailored to the needs of people living in the service.

The leadership and management at Ty Porth is excellent. Quality Assurance processes are robust and have a meaningful effect on people's confidence in the ongoing high standards of care. The management team support and encourage a team of well-trained staff, who work together efficiently.

Findings:



Well-being

Excellent

There are excellent opportunities for people to be stimulated, engaged and feel valued as part of projects and activities. There are three lifestyles co-ordinators who go above and beyond to develop tailored activities and projects to suit different people with different capabilities. They consult with people on what matters to them, what hobbies they used to have, and what they enjoy. They use this information to create projects that are engaging and stimulating but also provide people with purpose and make them feel valued. People are asked for feedback on the activities they have been offered, so the lifestyles team can make their experience as good as it can be.

There is a strong ethos and culture in the service to build and nurture social networks and a feeling of community. Relatives and friends are encouraged to get involved in events wherever possible. People are welcome to visit their loved ones any time, and are offered snacks, drinks and meals during their visit. One relative wrote a letter thanking the staff at Ty Porth for the kindness that they showed not only their loved one, but also themselves. Staff go the extra mile to make visitors feel included and part of the experience of their loved ones' stay in the service. Ty Porth has strong community links, and encourage community groups such as the church, and local schools to be part of activities and events in the service.

People are actively involved in decisions that affect them, ensuring their voices are respected and acted upon. People are offered choices throughout their daily routines and have all aspects of their care and environment reviewed monthly with them as part of a 'Resident of the Day' system. On their 'day', people are consulted not only on their care, but also their activities and food choices. One person told us: *"the food here is good. The chef came to talk to me yesterday; he listens to me"*. People with dementia are assessed for their suitability to use 'talking mats', a communication method to support people to communicate their wishes and feelings when they may not be able to do so verbally. The service also considers people's language preferences. One of the lifestyles co-ordinators is a fluent Welsh speaker and was able to tell us which residents at the home speak Welsh and how much they communicate in Welsh. Documentation is also available bilingually if requested.



Care & Support

Excellent

People and their families are very happy with the care and support provided. People living at Ty Porth told us: *“It’s marvellous here, they are very obliging”, “they do their best for us”, “we can’t ask for anymore”*. Relatives told us: *“My [loved one] has nursing care here, we couldn’t ask for better as a family”, “It’s one of the best [services]”*.

People receive care and support to an excellent standard which is specifically tailored to meet their individual needs. The service has recently transferred all care documentation on to an electronic care management system. Care plans and risk assessments are detailed and thorough, identifying care needs, preferences, and any identified risks to people’s health or safety. These are reviewed monthly, and we saw evidence of regular consultation with people and their relatives/representatives on the care they receive.

There is a specialist in-house dementia practitioner, who assesses people with dementia care needs and creates bespoke support plans, focusing on what motivates people and gives them a feeling of purpose. This helps care staff to individualise their approach to individuals experiencing distress, resulting in a clear, notable difference to people’s confidence and feelings of calm and safety. Care and nursing staff input completed tasks in real time, which management have close oversight of, and analyse to maintain a high standard of care.

Medication management systems are safe, and people have reliable and timely access to health care professionals when needed. Medication is stored safely and administered as prescribed. Medication administration is regularly audited to ensure any errors are identified and responded to quickly. Nurses have excellent knowledge of the people they support, and their health needs. There are strong links with external health professionals, including GPs and community nurses. Any treatment plans or guidance is included in care plans and implemented competently by staff.

People are kept safe by a strong approach to safeguarding. There is a proactive and positive culture of safety in the service, based on openness and honesty. All staff receive regular safeguarding training and there is an up-to-date safeguarding policy in place at the service to underpin good practice. The manager is fully transparent about any safeguarding concerns and consistently asks advice from the Local Authority safeguarding team. Any action plans are implemented without delay, and the staff team work together to implement positive changes.



Environment

Excellent

People's wellbeing is enhanced by their environment at Ty Porth. Different areas are available for preferred activities, private space for family or alone time, all maintained to a very high standard. All areas of the home are immaculate. There is a team of domestic and laundry staff who keep the service very clean. All staff follow clear and effective infection control processes. People's bedrooms are nicely decorated and include their personal items to make them feel more at home. There is a dining room and lounge on every floor of the service, and a lift to enable people to move between floors for entertainment or to socialise with fellow residents. There is a 'café' on the ground floor of the home, where people can engage in activities or have a pleasant space to meet with their visitors. Drinks and snacks are always available.

There is an excellent outdoor garden area, which is accessible to all residents. It is decorated to be stimulating to people and a lovely place to spend time. There is also a safe and secure terrace garden, which is accessible to people in the dementia community. These outside spaces are used to engage people and give them purposeful and meaningful tasks and activities, with visible outcomes.

The provider demonstrates a very strong commitment to ensuring the premises and any equipment is maintained and serviced to a very high standard. There are appropriate mobility aids and equipment available at the service for people who need them. There are robust health and safety audits and processes in place, overseen by the manager. In house maintenance workers complete regular fire safety, water and lighting checks. External contractors service and maintain equipment and facilities, such as the lift. Any repairs or replacements are made in a timely manner.



People have high levels of confidence in the service provider because the management of the service ensure there is a very strong positive culture that is supportive, inclusive, and respectful. Staff members gave very positive feedback about working at Ty Porth. They told us: *“I feel valued and listened to”, “we all love the people who live here”, “our manager is lovely, really helpful and approachable”*. The manager and deputy manager have strong links with health and social care professionals and regularly request advice or support to make sure they are providing high quality care. The manager has also provided support and guidance to managers of other services in the area. The manager supports and develops their staff and encourages and celebrates their achievements. One member of the staff team has recently been shortlisted for a care award, and there are carers at Ty Porth enrolled on a nursing degree program, funded by the service provider.

People achieve excellent outcomes because the provider has a very strong commitment to ensuring high numbers of skilled and knowledgeable staff work in the service at all times. Staff are safely recruited and vetted to ensure they are fit for their roles. They all work with Disclosure and Barring (DBS) checks and are registered with Social Care Wales, the workforce regulator. Most staff are up to date with all training and refreshers, which is closely monitored by the manager. One to one supervisions sessions are held regularly, and staff told us they would feel comfortable approaching management with any concerns or issues. All departments in the staff team have good communication with each other and work well together, with handovers and information shared between the teams daily.

The provider uses comprehensive audits of all aspects of the service to monitor practices. These audits form part of thorough and robust quality assurance systems, providing excellent oversight of the service and a constant drive to maintain high standards of care and support. There are regular internal inspections completed by the in-house quality team, which not only monitors how people receive their service, but also educates and familiarises staff with being observed and asked questions about their 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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