

## Trem Y Mor



Trem-y-mor, Scarlet Avenue, Port Talbot, SA12 7PH



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The inspection visit took place on 15/12/2025

### Service Information:

Operated by:	Neath Port Talbot County Borough Council
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 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

**Good**



Leadership & Management

**Good**

## Summary:

Trem y mor is a respite centre and day centre. The service accommodates adults with various needs and disabilities for short- and long-term respite and placement. The service is large in layout and is on one floor and has extensive views across Swansea Bay.

People experience excellent well-being in the service. People look forward to visiting the service and their 'holidays' there. People have choice and control over how they spend their time as much as reasonably practicable. There is a varied programme of group and individual activities for people to engage in daily. People are listened to and have a say in what matters to them.

Care and support is good. People receive high-quality care and support from a dedicated and well-trained team of care workers who know them well. Personal plans reflect people's needs and how to support them well. There are good procedures in place to manage medication safely.

The environment is good. The service was purpose built as a day and respite centre and has multiple areas/ rooms to meet people's bespoke needs. Bedrooms of people living in the service long term are personalised to make them more homely. All areas in the service are clean and maintained.

Leadership and management is good. There is a respected manager in post and a newly named responsible individual (RI) who are working towards improving the documentation in use in the service. There are strong relationships with visiting health and social care professionals and effective oversight of the service on the whole is evident.

## Findings:



### Well-being

Excellent

People's voices are heard and highly respected in the service. We saw people and/or their representatives are consulted with and contribute to the development of their personal plans where possible and participate in reviews. People are consulted with for any issues in the service and these are discussed in the stakeholder engagement meetings which are usually held monthly. People are encouraged to make choices when they are in the service and this can include what to eat, what to do and where to spend their time. The manager completes daily walk around to see how things are going and speaks with people to check they are okay. The RI also engages with people during their visits to obtain the feedback and views of those who use the service as well as care staff who work there. We saw a very happy, and vibrant staff team engaging fondly with people. Professionals visiting the service confirmed this and said, *"Staff are friendly, helpful, transparent and have a person-centred ethos"*, and *"Excellent staff and management, caring and understanding of needs"*.

People are protected from harm and neglect. Care staff undertake training which includes safeguarding as well as bespoke training to meet the individual needs of people who utilise the service. District nurses also visit the service to maintain continuity of care to those with nursing needs who visit on respite. Appropriate Deprivation of Liberty Safeguards (DoLS) are in place for people lacking in capacity to make decisions about their care and accommodation. security measures are in place to keep people safe whilst they are in the service including electronic front door, and sign in book for visitors. There are robust procedures in place to ensure care workers are recruited safely. Maintenance people are employed to maintain the premises ensuring its safe.

People experience enhanced well-being due to the nature of the service and a very busy activity schedule available to them daily. We saw the activity planner which contained multiple events daily for people to choose to participate in. One to one activities are documented in daily records too, where people go out in community with support. We saw people enjoying the sensory room and joining in with various activities in the day centre. The service is decorated for Christmas, and people's arts and crafts are on display. The service promotes the maintenance of relationships and relatives of those who come to stay in the service were very complimentary of their involvement and the communication encouraged by the service.

Trem y mor is purpose built to support the needs of people for short term stays and day centre. Bedrooms are large with ensuite facilities. Each wing has its own communal lounge/ kitchen area and access to secure outdoor space. The whole service is well maintained, clean, safe and comfortable, although there are signs of wear and tear to the flooring throughout the service. Communal areas indoors and outdoors are adapted with furniture/ décor to meet people's needs.



## Care & Support

Good

People receive good care and support in Trem y mor which enables them to achieve their personal outcomes. Personal plans give care workers a good background knowledge of the person and what matters to them. They contain good information about people's care needs and how to support them as well as any associated risks. These risks are recorded on corresponding risk assessments. We saw plans and risk assessment are reviewed as required and family members are invited to participate. People receive support from dedicated and highly skilled staff who have mostly worked in the service a very long time and know the people they support very well

Medication is managed well in the service and people receive appropriate support with their health needs. Medication is stored in a locked medication room, with a separate locked trolley for each of the four respite wings and a further trolley specifically for day centre visitors. There is CCTV in place for additional monitoring of the medication rooms due to the volume of turn around of medications between the day centre and respite services. We saw that there is minimum stockpiles of medications and those seen are primarily for the individuals who are being accommodated long term as present. Good procedures are in place for ordering and returning medication no longer needed to the pharmacy. Medications Administration Records (MAR's) were viewed and are completed effectively. Daily temperatures of the storage room and fridge are logged to ensure optimum storage of medication. Communication with external health and social care professionals and families is good if there are any issues with people's health whilst staying in the service. A link social worker told us: *"I have supported many families to access this service, and they have always had positive experiences of using their service."*

People are protected from harm and abuse. Care staff complete safeguarding training and are aware of the procedures to follow if they have concerns about the people they support. Care staff also undertake individualised training to support people's individualised medical needs to recognise any deterioration in health and to take prompt action. The kitchen team have a good understanding of people's individualised nutritional needs and preferences. Menus are planned, with feedback obtained from people via stakeholders' meetings, and choices are always available to people. There are good recording and monitoring of people who have specific needs such as specific fluid intake requirements. The service is secure, so unwanted visitors are unable to gain access to the service.



## Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment to help them achieve their well-being outcomes. The service is still relatively new and was purpose built as a respite and day centre. The day centre is primarily at the rear of the building overlooking the sea and consists of large rooms with partitions. There is a games room at the far end, a lounge area and dining area, and multiple activities take place across these areas. The main kitchen is also in this area of the building. The kitchen is well-equipped and was spotlessly clean during the visit. The last Food Standards Agency report awarded the kitchen a rating of 5, which means hygiene standards are "Very Good". The respite area of the service is divided into four wings or pods. Each pod has a communal lounge/ dining area and kitchen, four ensuite bath/shower rooms and access to an external garden. Each of the gardens are secure as they are encircled by the bedrooms. The service also has a separate computer room, quiet games lounge and sensory room, as well as a large bed bathroom. All corridors are extra wide to accommodate mobility vehicles and wheelchairs. We found the service to be clean and uncluttered and despite the signs of wear and tear on the flooring in places and a leak in the roof in one area, in a good state of repair. The manager and RI are aware of these issues, and they are being addressed as well as other issues such as the broken swing in the garden via a programme of improvements.

The service provider identifies and mitigates risks to health and safety. Hard-working domestic staff work tirelessly to keep the service clean. There is a maintenance person in post who carries out daily checks and routine maintenance in the service. These checks include equipment checks, fire safety and a range of environment checks in the service. Comprehensive risk management plans are in place around the individual needs of people and up to date Personal Emergency Evacuation Plans (PEEPs) are also in place. Utilities in the service are regularly serviced, and we saw service certificates in place for these including gas, water and electricity. Manual handling equipment in the service is checked and serviced routinely and stored appropriately, ensuring corridors and walkways remain clutter free. Staff have easy access to hygiene stations stocked with ample Personal Protective Equipment (PPE) to support effective infection control.



## Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The manager of Trem y mor is visible and actively engaged in the daily operation of the service and held in high regard by the care team and external professionals with their consistency of good communication and oversight. Daily walkarounds are completed where the manager engages with people and staff and ensures they are visible. Care workers feedback that the manager and management team are very supportive of them and are approachable. The provider has policies and procedures in place to support the smooth running of the service, and these align with legislative requirements and the needs of people using the service. There are clear recordings of accidents, incidents and complaints with appropriate remedial actions and details recorded. We viewed the Statement of Purpose, and this continues to reflect the service well. The RI visits the service routinely and speaks with people, staff and the management team to obtain their feedback to drive improvements in the service. Documentation is dip sampled, and any issues are discussed with the manager.

People are supported by care staff with the necessary expertise, skills, and qualifications to meet their care and support needs. Many of the care team in Trem y Mor have been in place since the centre opened and previously in other services within the local authority, they have become very familiar to people who visit the service. The manager of the service is aware of the need to mentor newer staff with the existing staff team to ensure skills and knowledge is maintained to ensure a smooth transition as these staff retire. We looked at a sample of personnel files and found the required documentation to evidence safe recruitment, including up to date Disclosure and Barring checks, (DBS) identification checks and previous employment checks in place. Staff's continuous learning is encouraged, with many staff expressing how they are encouraged to progress in the service. Staff participate in supervision and annual appraisals and ensuring supervisions are carried out quarterly is a priority at present. Feedback from care staff in the service was positive, comments included: *"We have a supportive manager and good training opportunities to develop our careers"*, *"The staff try their best at all times, and our manager is fantastic with new ideas"* and *"Great people, great service, great job satisfaction"*.

## 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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