



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty Gwyn



Ty Gwyn, 21-23 Stanwell Road, Penarth, CF64 2EZ



02920703600



<https://mha.org.uk/care-support/care-homes/ty-gwyn>

Date(s) of inspection visit(s):

23/06/2025, 26/06/2025

Service Information:

Operated by:	Methodist Homes
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:	45
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes a significant effort to promote the use of the Welsh language and culture.

Ratings:



Well-being

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Excellent

Summary:

Ty Gwyn is a nursing care home for adults, located in a residential area in Penarth town centre, close to local amenities, scenic parklands, and near the coast. The service provider is a large charitable company with links to the local Methodist local church.

People are supported by an exceptionally skilled manager and staff team, ensuring their well-being is optimised. They go the extra mile, using innovative tools to empower people to have a voice, sustain skills and relationships, and live a fulfilling life through meaningful engagement. The activities programme and support for end-of-life planning or therapeutic discussions from the chaplain are exceptional. Care and support provided is good due to plenty of consistent staff available to provide prompt assistance. The environment is good, as residents live in a clean, personalised, and well-presented home, with access to a nicely decorated outdoor seating areas as well as other various outdoor and indoor areas to suit their mood and requirements.

Findings:



Well-being

Excellent

All people and their representatives rated their experience as excellent and “a 10 out of 10 service”. People using the service describe their experience as “Excellent”, “Brilliant” and “They do so much...I am feeling more independent. They know what is important to me...there are lots of wonderful activities...the staff make me want to do things, they just talk to me, sensitively. I’ve bonded with the other residents; I have a belonging here...everybody helps each other”.

People are fully supported to maintain and form meaningful relationships. There are frequent opportunities to connect with family, friends, and the local community. The home has a safe open-door policy, and we saw many visitors. One relative described it as “a home from home”. The ‘Famelio’ service allows families to upload photos and stories, which are printed in a newsletter to stay connected with their loved ones. The home uses another innovative tool called ‘Key to Me’, which helps unlock memories and foster connections. We saw photos of people at parties, special events, and with animals. People can receive visits from family pets, and on birthdays, the chef makes personalised cakes, and staff decorate communal areas. During our inspection, we observed people enjoying a musical performance by local school children. These tools and practices to promote people’s well-being are highly creative and highly effective.

People experience enriching activities delivered in innovative ways, including community events that foster social connections and hobbies. Creative strategies like the ‘Out of the Box Activity’ use objects to explore feelings and stimulate memories. There are various daily activities, including games, pet therapy, musical concerts, and visits from community groups. For those who prefer their rooms, one-on-one discussions with the activities co-ordinator promotes meaningful engagement. The approach is flexible and tailored to suit each person. People value the weekly visits from the hairdresser at the home’s own hair salon and beauty room. The home’s ‘Seize the Day’ scheme encourages residents to embrace life’s opportunities by doing something they have always wanted to do, ranging from day trips to a meaningful place, to meals at new restaurants and holidays. Staff go the extra mile, creating opportunities for meaningful engagement and social interaction, ensuring a fulfilling and rewarding life. One relative described the staff as “first class.”

People are empowered to make choices about their end-of-life plans. The in-house chaplain supports everyone, regardless of their beliefs, and can lead funeral services with personal touches arranged by the person before they pass. The chaplain connects people to the local church if they wish promoting people’s spiritual well-being. The chaplain also engages in cross-collaborative work with other community members to learn and develop meaningful end-of-life care. By being active in a local community group, the chaplain helps people feel informed and comfortable discussing end-of-life matters. This service also supports relatives through grief. The home has an ‘Angels Wall’ to

honour those who have passed, showing they are valued and cherished even after they have gone. This service is exemplary and highly regarded.

The service actively promotes the Welsh language and culture through bilingual signs throughout the home and bilingual service information. Although there are no Welsh language speakers working at the service, there is no current requirement or request for this from those using the service. Welsh culture is celebrated through Welsh-themed events delivered by the activity coordinator.



Care & Support

Good

Many people experience care and support that is dignified and respectful. People are cared for by enough patient and caring staff. The service does not rely on agency staff due to retaining their existing staff. This means consistent staff are knowledgeable about people they support and have developed effective positive relationships. We saw people and staff laughing and chatting throughout the inspection with lots of familiar and meaningful engagement observed.

Assessments, personal plans, and reviews are conducted by a registered nurse with the relevant skills. Care is delivered in a manner that promotes the development of routines and structures for individuals, in line with their needs and preferences. We reviewed a variety of personal plans that addressed both clinical nursing needs and social and emotional needs. The service delivery culture is responsive, closely monitored, and driven forward by the manager. For instance, the digital system alerts the manager if a person is late for their next repositioning. The manager informed us that as soon as they receive a red warning alert on their dashboard, they promptly investigate the situation on the floor. We also examined quick response times to call bells being activated. People told us *"They are very quick to help me when I need it"*.

People's physical health and overall well-being are promoted by a team of qualified nurses who have worked at the company for many years and understand the needs of people well. The provider has effective working relationships with external professionals and operates transparently, reporting and addressing any issues identified, such as pressure damage or declining health, resulting in positive outcomes for people. We observed clear recording systems on the provider's digital care records. This enables people to receive care and support at the right time, thereby improving their health and wellbeing. For example, weight monitoring records showed that people's weight had improved or stabilised, reducing the risks. Medication is consistently stored as required to ensure safety, and medication audits demonstrate adherence to appropriate administration standards. The service maintains supplies of Personal Protective Equipment (PPE) for staff use as needed. Good infection control practices were observed in the home, helping to reduce the risk of infection.

People are safeguarded from harm and abuse, with all legal requirements being met. Effective safeguarding and whistle-blowing procedures are in place, and all staff are trained to report concerns promptly. During the inspection, we found very few complaints or safeguarding concerns, due to the responsive culture and good communication systems within the service.



Environment

Good

The environment supports people to achieve their personal outcomes. The home is welcoming, comfortable, clean, and has a relaxed atmosphere. It provides ample space for socialising, with nicely presented communal living areas and private spaces in which to spend time alone, socialise or entertain visitors. Outdoor spaces are safe, attractive, and accessible. Visiting is unrestricted, allowing people to meet with their family members at any time, either in their own rooms or in one of the communal areas. Bedrooms are decorated according to personal preferences and interests, with many people displaying photos of loved ones, keepsakes, and ornaments. The home is exceptionally clean and tidy, with a fresh scent upon arrival and throughout the inspection. A dedicated housekeeping team ensures it is maintained to a high standard of cleanliness. Additionally, there is a well-organised laundry system that prevents lost items and ensures a quick turnaround of clothes.

The service uses technology and equipment to meet people's needs and to support their independence, in line with their best interests. We saw a range of equipment, including specialist chairs and telecare monitoring devices to manage risks. We saw an accessible large screen device within the home with gaming apps which people use for their own entertainment or to maintain and develop skills. Regular maintenance and immediate repairs of facilities are being improved. The current record and oversight system for ensuring repairs are managed effectively is being revised to ensure repair work is fully resolved.

People benefit from a safe and secure environment. We observed procedural oversight of health and safety at the service. Records indicate checks are conducted around the home to promptly identify and address issues. The service prioritises people's safety. Regular fire alarm checks are conducted at the home. During the inspection, the provider ensured that people have appropriate personal emergency evacuation plans (PEEPs) in place. Copies of PEEPs are readily available in an accessible file for use in emergencies. We saw fire equipment on display and accessible throughout the home.

Hygienic practices are followed, and the service effectively manages the risk of cross infection. We saw Personal Protective Equipment (PPE), and hand sanitising stations located throughout the home. The home has a four-star rating from the Food Standards Agency, indicating good hygiene standards. We observed a spacious, open-plan kitchen that is scheduled for refurbishment. The head chef and kitchen staff maintain a well-organised kitchen arrangement.



People have high levels of confidence in the service provider because leaders in the service ensure there is a very strong positive culture that is supportive, inclusive, and respectful. The home fosters a sense of unity, led by a dedicated, compassionate and highly respected manager by people, their representatives and staff. People's relatives told us the manager is "*Exceptional*", "*fantastic*", "*hard working*". Staff told us the manager is "*approachable, very supportive and a good problem solver*". One visiting professional from the community told us the manager is "*Meticulous, approachable, knowledgeable, good with communication, they balance risk assessment seriously, make timely referrals, and quickly alert us if needed. There is always good feedback from the residents.*" There is an excellent staff retention rate, and the service provider celebrates the achievements of staff through initiatives recognising those who go the extra mile.

People are confident giving feedback because they know this is welcomed and responded to in a spirit of partnership. The leadership and management team employ innovative ideas and tools to amplify people's voices and rights. The service management and staff are dedicated to listening and supporting people in making informed choices, empowering them to live confidently, ensuring their voices are heard. The 'You said We did' system exemplifies this commitment. Support is provided through resident and relative meetings with an independent advocate, as featured in the provider's service user guide. People are supported in making key decisions, and service delivery is constantly revised based on feedback from people and relatives. People feel confident raising concerns, knowing their input is welcomed as there is a highly positive culture of openness and transparency throughout the service.

Leaders confidently steer the service through challenges where necessary. Leaders are visible role models as they guide the strategic direction and the pace of change. Quality assurance systems allow for people's views to be sought on how satisfied they are with the service and how things could be improved. The Responsible Individual (RI) and manager take an active role and are present, supportive, and directive in the service. The RI produces excellent and comprehensive quality of care checks and reports, which are analytical, reflective and demonstrates continuous efforts to strive to improve the service. The manager uses comprehensive audits of all aspects of the service to monitor practices.

Training for staff is both innovative and inclusive and staff feel very well-trained and supported, enabling them to provide effective and safe care. Robust vetting and recruitment checks are carried out before care staff work at the service. Care staff and nurses are registered and appropriately supervised. We saw nurses present on each floor who were visible, easily accessible and responsive. They work in unity with the manager ensuring the safety, well-being and quality of life of those they support.

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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