



## A1 Care Services trading as Ty Ceirios Nursing Home



A1 Care Services Ltd, Ty Ceiros Nursing Home, Pontypool, NP4 6TJ



01495 752358

Date(s) of inspection visit(s): 07<sup>th</sup> & 11<sup>th</sup> August 2025

### Service Information:

Operated by:	A1 Care Services Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Provision for mental health, Care home for adults - with personal care
Registered places:	44
Main language(s):	English
Promotion of Welsh language and culture:	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

## Ratings:



Well-being

**Good**



Care & Support

**Good**



Environment

**Good**



Leadership & Management

**Good**

## Summary:

Ty Ceirios Nursing Home, now operated by Kotcare Holdings, is located on the outskirts of Pontypool. The service continues to support people with nursing care needs, including those living with dementia.

During this inspection, we observed notable improvements across the service. People's well-being is rated good. We saw positive practice, staff checking if people were comfortable, listening to their needs and requests and responding with respect. We saw staff engaging positively with people and people responding with smiles and ease, indicating a sense of safety and trust. The care and support people receive is good. It is provided with kindness, attentiveness, and responsiveness offering reassurance where appropriate. Personal plans are in place providing guidance for care staff to follow. Personal plans require strengthening and we will review at the next inspection.

Areas of the interior environment have been enhanced with further work planned. The garden is maintained, and people can access it with support.

The leadership and management of the service is good. There are systems in place to identify and mitigate risks to people's health and safety. The responsible individual (RI) has good oversight of the service. Policies are in place and are reviewed to ensure that they are up to date and people are kept safe. Overall, all themes have been rated good and all areas identified for improvement during the previous inspection have been addressed.

## Findings:



### Well-being

Good

People are supported to live healthily and safely, their well-being is good. They are treated with dignity and respect. People are supported by a consistent and well-trained staff team who understand their needs. Pre-admission assessments are completed collaboratively with people and their representatives. Care plans detail likes and dislikes and people's preferences of how they would like to be supported. They promote independence and choice, including decisions about clothing, daily activities, and where to spend time. Representatives are involved in regular reviews and are kept informed of changes in their loved ones needs. However, there is recognition that care plans and activity provision could be further enhanced to strengthen person-centred approaches.

People's well-being and safety is prioritised by identifying and managing potential risks. This includes timely access to professionals such as GPs and social workers. Personal plans confirm that medical support is sought when required.

We observed that people have diverse needs and receive kind, compassionate care. Staff use gentle, appropriate physical prompts to engage people when needed. Interactions between staff and people are positive, and staff spoke warmly about each person's unique qualities. One representative shared that their family member had shown significant improvement in their mental and emotional well-being since moving into the service and is always well-presented during visits. People are supported to maintain and develop meaningful relationships with their loved ones who visit freely.

People are safeguarded from abuse and neglect because there are systems in place to ensure any risks are promptly identified and addressed. Safeguarding policies and procedures are in place and reviewed as required. Staff are appropriately trained, they understand their responsibilities and know how to raise a safeguarding concern if needed. The manager and RI have appropriate systems in place to formally report any safeguarding matters when there is a reason to believe a person may be at risk of harm.

People live in accommodation which meets their needs. The Provider prioritises people's well-being when evaluating whether the accommodation meets their needs. The environment is clean and well-maintained. The property is divided into three units to support smaller community living, which is particularly beneficial for individuals living with dementia. Although no residents currently speak Welsh, the service continues to promote use of Welsh words.



## Care & Support

Good

This inspection found that the quality of care is good. It has improved since the previous visit. People's preferences, interests, routines, and beliefs are documented, and their representatives are actively involved in personal plan reviews. Registered nurses contribute to specialist and complex needs assessments. However, care plans addressing specific behaviours need to be strengthened to include clearer identification of individual triggers and effective support strategies. Staff are familiar with people's needs and deliver care that supports the development of routines and structures aligned with their individual preferences.

The provider ensures access to a nutritious and balanced diet. While the service currently uses ready-made meals, there are considerations to return to homemade options based on feedback from relatives. Monitoring of people's weight, food, and fluid intake is in place to identify early signs of health deterioration which leads to/ initiates timely referrals to healthcare professionals.

The service provider has systems in place to safeguard people living in Ty Ceirios from abuse and harm. Safeguarding policies are reviewed. People's liberty is upheld in accordance with legislation, Deprivation of Liberty Safeguards (DoLS). Care staff are skilled, they told us that "*training is really good, managers are supportive, and we are reminded if training is overdue.*" Staff told us that morale has improved since the current manager took up post, contributing to greater team stability. All staff are registered with Social Care Wales in accordance with regulations and demonstrate an understanding of safeguarding procedures to ensure people's safety.

Risk assessments are in place to identify and mitigate health-related risks, ensuring people are protected from potential harm. Infection prevention and control measures are effective, and the service promotes openness and transparency by learning from previous incidents, including those related to infection. Personal protective equipment (PPE) is readily available, and the home is clean.

Medication is administered safely, supported by an electronic medication system that includes regular audits and stock checks to minimise errors. Storage of medication is safe and clear guidance on covert medication is in place. The Local Health Board also conducts an annual medication audit and provides guidance to help maintain safe practices.

As part of the service's governance arrangements, the RI is visible and engaged. The RI completes quarterly reports that include discussions with people and staff. The deputy manager completes routine audits including reviews of incidents/accidents, to ensure consistency in care delivery and to uphold high standards across the service. These audits inform the RI's quality of care reports to produce aggregated data on notifiable incidents, safeguarding matters and complaints.



## Environment

Good

The home is currently undergoing refurbishment and presents as clean and well maintained. The RI informed inspectors of the plans to re decorate the corridor downstairs incorporating dementia-friendly features such as memory boxes to support orientation and independence for people. Communal areas include private spaces for residents and their representatives, promoting dignity and facilitating meaningful interactions. These areas also support independence and offer opportunities for engagement in activities. During the inspection we found that the back of the lift was not locked despite clear signage requiring it to be and there were stored items impacting on access, therefore posing a potential risk to people. However, this was addressed immediately by the provider. The outdoor space is well-kept and accessible to people, with staff support.

Security measures are in place to safeguard people. A signing-in book is used for visitors, and overt CCTV is installed in corridors, designed to respect people's privacy and dignity. A current Fire Risk assessment is available and Personal Emergency Evacuation Plans (PEEPs) provide clear guidance for safe evacuation of people during emergencies.

Infection prevention and control protocols are followed by care staff. Lifting equipment is routinely checked and serviced, and records confirm regular testing of utilities. Hazardous substances are stored securely and water safety checks, including legionella risk assessments, are completed.

People's bedrooms are personalised with photographs, artwork, and ornaments. The shower room has been refurbished and is spacious and clean. During the Inspection, deep cleaning was observed. Daily cleaning schedules are maintained, and product data sheets are available. Cleaning equipment and substances are stored in a locked cupboard.

The service provider ensures the premises comply with current legislation and national health and safety guidance. The Food Standards Agency rating is 5 meaning hygiene standards are very good. Hygienic practices are promoted, and infection risks are managed effectively. Personal Protective Equipment (PPE) and hand sanitising stations are located throughout the home, and staff confirmed that PPE supplies are sufficient. Routine maintenance is ongoing, and equipment checks are conducted regularly. The deputy manager and RI carry out regular audits, including environment checks, to maintain a quality living environment.



## Leadership & Management

Good

The service provider has established effective governance systems, including a clear management structure that supports the smooth day-to-day operation of the service. The RI and management team maintain oversight through regular monthly and quarterly care reports. These reports include observations of people's care delivery, reviews of care documentation, and feedback from representatives and professionals. This collaborative approach supports consistent and continuous improvement in service delivery. There are plans for a new data management system, to be introduced to improve people's outcomes.

The provider ensures that all relevant notifications are submitted to the appropriate authorities in a timely manner, safeguarding individuals and maintaining regulatory compliance. Staff reported that the current management team promotes a culture of transparency by openly sharing information about incidents, their impact, and the actions taken in response. The manager operates an open-door policy, staff told us the manager is approachable, and they feel able to discuss any concerns they have, and this contribute to staff stability. This means that people benefit from consistent care due to the provider's commitment to retaining qualified and knowledgeable staff. Staff turnover has remained low since October 2024. Although agency staff are still used, this is infrequent and does not impact continuity of care.

Representatives of people using the service expressed confidence in the leadership, noting that the service promotes a positive, inclusive, and respectful culture. Quality monitoring systems are in place, including routine audits of people's care and support. These are informed by regular visits from the RI, who engages with people, their families, staff and visiting professionals. Information gathered is used to inform service improvements.

Recruitment, induction, training, and support systems are well established and contribute positively to improve people's quality of life. Staff receive regular supervision, and annual appraisals are scheduled. The manager confirmed that the team receives strong support from both the staff group and the RI.

The Statement of Purpose accurately reflects the aims and scope of the service. Monitoring systems are used effectively to drive ongoing improvements and ensure compliance with relevant standards and legislation.

## 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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