



Ty Mynydd



21 Brynheulog, Treherbert, CF42 5HB



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www.iriscaregroup.co.uk

The inspection visit took place on 08/10/2025

Service Information:

Operated by:	Ocean Community Services Limited
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:	5
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Ty Mynydd delivers an excellent standard of care and support to people residing at the service. Located in the village of Treherbert, the home benefits from convenient access to local amenities and community resources.

People consistently experience positive well-being outcomes, supported by a dedicated team of care staff who demonstrate exceptional skill, compassion, and commitment. This enables people to make meaningful and sustained progress toward achieving their personal goals. Relationships between people and staff are marked by emotional warmth and practical support, fostering a secure and trusting environment.

The service benefits from strong leadership and effective management. Leaders maintain excellent oversight of service delivery, and care staff are well-supported in their roles, contributing to a cohesive and high-performing team.

The physical environment is well-maintained, clean, and comfortable, and is appropriately adapted to meet the needs of people. The provider ensures regular maintenance and safety checks are carried out to uphold a safe living space.

Ty Mynydd has been rated 'Excellent' across key inspection themes including well-being, care and support, and leadership and management. The environment has been rated 'Good'.

Findings:



Well-being

Excellent

With few exceptions, People at Ty Mynydd are supported to exercise maximum control over their daily lives. Documented evidence confirms people are provided with meaningful opportunities to express their views on the care and support they receive. Regular meetings between people and care staff offer a structured forum for discussing matters of importance and setting personal goals. These goals are closely monitored, and once achieved, new goals are collaboratively established. Satisfaction surveys are used to gather feedback on people's experiences of living at the service, contributing to continuous improvement. People are actively involved in the development and review of their personal plans, ensuring their preferences and choices are clearly communicated and reflected in the support provided.

People benefit from regular opportunities to engage with family, friends, and the wider community. The service facilitates visits from family members and supports people to visit loved ones in their homes. Where appropriate, people are encouraged to access the community independently or with assistance from care staff. During our inspection, we observed people being supported to go shopping in the community. One person shared that they particularly enjoy visiting local cafés. Each person has a personalised activity planner outlining meaningful activities tailored to their preferences and needs. Participation in these activities is documented to enable monitoring of engagement and progress.

People are treated with dignity and respect. Care staff place a strong emphasis on promoting independence and work proactively with people to support the achievement of their personal outcomes. People consistently report having positive relationships with staff. One person commented, *"The staff are excellent; I get on with all of them. They are all very hard working,"* while another said, *"The staff are all lovely."* Throughout our inspection of Ty Mynydd, we observed warm and respectful interactions between care staff and people. It was evident that staff hold those they support in high regard and demonstrate genuine respect in their approach.

People live in an environment that promotes their overall well-being. The home offers ample communal spaces that are clean, comfortable, and conducive to social interaction. People's rooms are thoughtfully personalised in accordance with individual preferences, contributing to a sense of ownership and comfort. The premises are well maintained, with appropriate checks and servicing in place to ensure the safety and functionality of utilities and essential safety features.



People at Ty Mynydd benefit from high-quality, person-centred care and support which is tailored to their individual needs. This approach enables people to pursue personal goals and realise their full potential. Care staff are responsive and nurturing, actively promoting well-being and independence. People are empowered to make informed choices about their lives, with their strengths, preferences, and aspirations meaningfully reflected in care planning. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty. Personal plans are comprehensive, regularly reviewed by the service and wider multi-disciplinary team. Personal plans are co-produced with people to ensure their views shape the support they receive. Care staff demonstrate a clear understanding of each person's needs, consistently delivering personalised care that respects and values people's individuality. Many people at Ty Mynydd have complex needs and histories of trauma. Care staff foster a nurturing, therapeutic, and clinically informed environment, working consistently to support people in managing behavioural challenges and promoting recovery. The home provides a safe, family-style setting where people feel valued, respected, and heard.

People are well supported with their health needs and receive medication in accordance with prescribed instructions. Robust medication management systems are in place, ensuring safe and effective practices. Medication is securely stored and accessible only to authorised personnel. Medication Administration Record (MAR) charts are accurately completed, confirming people receive their medication at the appropriate times. A comprehensive medication policy is in place, aligned with best practice guidance. Care staff receive appropriate training and are regularly assessed to ensure they possess the necessary skills and competencies. Routine medication audits are conducted to maintain high standards of safety and effectiveness. Health needs are clearly documented within personal plans, and people have timely access to health and social care professionals. Advice and interventions are sought promptly, ensuring people's health and well-being is consistently prioritised.

Safeguarding is a clear priority at Ty Mynydd, supported by robust and well-established procedures. Care staff participate in regular, structured training and receive updates to ensure they remain confident and competent in identifying and responding to safeguarding concerns. Care staff work collaboratively with internal colleagues and external professionals to assess and manage potential risks, ensuring people are cared for in a safe and supportive environment. A culture of openness and respect enables people to raise concerns safely, with prompt and appropriate action taken when issues arise.



Environment

Good

The physical environment at Ty Mynydd is well-suited to the needs of the people living there. Multiple communal areas are available, which are clean, comfortable, and accessible. Observations we made indicate people appear relaxed and at ease in these spaces, suggesting satisfaction with their surroundings. People have autonomy over where they spend their time, freely moving between their rooms and communal areas. Bedrooms are of a sufficient size and are personalised with meaningful items, contributing to a homely and welcoming atmosphere.

The home benefits from a spacious garden with seating, and there are plans in place to further enhance this outdoor space for people's enjoyment. The provider demonstrates a strong commitment to maintaining the premises and equipment to a high standard. Environmental issues are promptly reported and addressed. Utilities such as electricity and gas are routinely serviced by external contractors, and fire safety is prioritised through regular assessments and maintenance by qualified professionals. Each person living at the home has a personal emergency evacuation plan, and fire drills are conducted routinely to ensure safe evacuation procedures are in place.

Health and safety audits are carried out regularly to identify and resolve any environmental concerns. Standards of hygiene and cleanliness are consistently high, with staff completing cleaning tasks to maintain a tidy and sanitary environment. The kitchen has received a rating of five from the Food Standards Agency, indicating very good food hygiene practices. Laundry facilities are appropriate for the size of the home, and cleaning products are stored safely in accordance with Control of Substances Hazardous to Health (COSHH) guidelines.

Security measures are in place to safeguard people. Access to the home is secure; visitors are required to announce their arrival, verify their identity, and sign in and out of the premises.



Leadership & Management

Excellent

The service operates within a robust governance framework that underpins accountability and continuous quality improvement. Regular internal audits and scheduled visits by the Responsible Individual (RI), and a comprehensive monitoring system ensure the service remains responsive and compliant with regulatory requirements. Quality assurance processes actively involve people using the service, ensuring their feedback informs ongoing development. Documentation is thorough and supports the RI's oversight responsibilities, providing clear, auditable evidence of the service's commitment to high standards and continuous improvement.

People at Ty Mynydd are supported by a team of care staff who demonstrate the appropriate expertise, skills, and qualifications to meet individual care and support needs effectively. The service provider ensures a sufficient number of knowledgeable, and competent staff are deployed throughout the service to maintain safe, consistent, and high-quality care. Care staff benefit from ongoing training and professional development opportunities, which enhance their practice and contribute to the delivery of person-centred support. In addition to training provided by the service, care staff are encouraged to complete recognised qualifications in health and social care. Care staff receive the required levels of formal support and feel supported by the management. One staff member told us, "*The manager is a fabulous person, very supportive*". Care staff can also access an employee assist programme where additional benefits such as a confidential counselling service is on offer to provide support if needed.

The service provider has robust recruitment and vetting procedures in place to ensure staff are suitably qualified and trustworthy. Personnel files reviewed during the inspection evidenced that all required pre-employment checks are completed, including references from previous employers, verification of employment history, and Disclosure and Barring Service (DBS) checks. New staff undertake a structured induction programme designed to help them understand their roles and the specific care and support needs of the people they will be working with. All care staff are registered with Social Care Wales, the workforce regulator, ensuring compliance with professional standards and regulatory requirements.

The provider has established clear policies and procedures supporting safe and effective practice across the service. Care staff are aware of how to access these documents when needed, ensuring they are equipped to respond appropriately in various situations. Policies and procedures are reviewed regularly to ensure they remain aligned with current legislation and national guidance. Additional documentation reviewed during the inspection included the Statement of Purpose and the Service User Guide. Both documents contain relevant and accessible information about the service and are subject to regular review and updates to reflect any changes in service provision.

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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