



22 Tal y Wern



Port Talbot



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<https://www.communitylives.co.uk/>

Date(s) of inspection visit(s):

09/07/2025

Service Information:

| | |
|--|---|
| Operated by: | Community Lives Consortium |
| 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: | 4 |
| 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

Excellent



Leadership & Management

Excellent

Summary:

Tal Y Wern is a Care Home service for adults in a suburban area of Port Talbot which is a short distance from local shops and facilities. The home is a bungalow property located in a residential area with accommodation for up to 4 people.

People and their relatives are very happy with the care and support provided at the service. They live in a comfortable, welcoming and homely environment which is warm, clean and suitable to meet their needs.

At this inspection we found the four areas of service inspection to be excellent. This consisted of Wellbeing, Care and Support, Environment and Leadership and Management. We found that Leadership at Community Lives Consortium are visible role models as they guide the strategic direction and the pace of change.

Findings:



Well-being

Excellent

People are very happy and consistently do the things that make them happy. Families of people are very happy and confirmed they are offered choices in making everyday decisions. They are included and involved in activities and arranged events as much as they want to be. Staff provide activities and visit people in their rooms and communal areas to provide company and have a chat. 'All About me' information records people's past, their likes, dislikes and preferences. Families of people told us they get on well with staff and commented "*the staff are amazing*" and another commented "*the staff are happy, chirpy and helpful*". Care staff complete documentation to inform regular reviews and these are completed with the individual.

People are protected from harm and neglect to a very high standard. Care staff are aware of the procedures to follow if they have concerns about people they support. The provider ensures staff receive training in protecting vulnerable adults and has policies and procedures in place to support this. People are encouraged to express their concerns and preferences, reinforcing a positive culture where their involvement is highly valued. Personal plans and risk assessments are in place and reviewed regularly. Families told us they feel their relative is safe in the service. Care staff are recruited safely and there are systems in place to ensure the premises are secure to keep people safe.

People are supported in a highly creative way to maintain and sustain existing relationships with family, friends and important people in their lives as far as possible. This is facilitated by staff who respect these relationships and the importance they hold in people's lives. The service provider ensures staff receive training in matching and compatibility for staff to have the necessary skills and access to technology to support this.

The service provider makes an effort to promote the use of the Welsh language and cultural needs of people and is working towards a bi-lingual service. The service makes available documentation in the language of their choice and there is usage of bi-lingual signage in the home.

The service provider emphasises independence and choice through proactive risk management by all staff. This is achieved by all staff having an excellent understanding of safety, weighing risks and rewards to promote overall wellbeing and involvement in the community. Records show that staff are supported with positive risk-taking training. This underpins their knowledge of creative ways in which to support people, whilst balancing safety with the outcome the person wants to achieve. We observed pictures of several people undertaking activities with support from staff at the service. A relative commented "*She always has a full day. She's busier than I am.*" And another commented "*The staff are excellent, can't do enough for her.*"



Care & Support

Excellent

People are supported by highly skilled staff with an excellent understanding of their individual needs and preferences and their values and beliefs, which may influence how they want to receive care, treatment, and support. They are supported extremely well with personal plans and risk assessments that reflect their needs. A sample of personal plans viewed contain detailed information regarding personal interests, likes and dislikes. We saw personal plans are developed following discussions with people and their family. Personal plans and risk assessments are accurate and regularly reviewed in consultation with people wherever possible. Referrals for advice and professional help regarding health services are sought as needed. Health promotion is actively encouraged and highly personalised. The service provider uses very strong, established links with local health, and social care services resulting in people experiencing excellent outcomes.

People can do the things that matter to them when they want to do them. We saw there are a range of activities available which are meaningful to people. People told us they enjoy taking part in a variety of activities.

People are protected from abuse and neglect. Policies and procedures have been reviewed to make sure they are relevant and up to date. Care staff are aware these are in place to guide them and are supported by management. All staff understand and follow the Wales Safeguarding Procedures. Staff have completed safeguarding training relevant to their roles.

People's medications are stored and administered safely in line with statutory and non-statutory guidance. There are safe procedures for accepting incoming, returning, storing, and administering medication. People who may lack the capacity to make decisions about their medication are exceptionally well supported to ensure their best interests are thoroughly considered, and best-interest procedures are followed in line with legislation. Fully trained staff administer people's medication. A suitably experienced and qualified person regularly reviews staff competencies. There is a medication policy in place. Medication is stored appropriately in secure locked cabinets. As and when required medication (PRN) is administered appropriately. Medication storage temperature is checked daily to ensure medication is stored at the correct temperature.

Staff demonstrate an understanding of infection control and the use of personal protective equipment (PPE). Staff wear appropriate PPE and follow correct procedures. Staff maintain appropriate standards of hygiene which means the service is clean and tidy. Effective oversight and auditing of infection control measures are in place. The service has sufficient stocks of PPE.



Environment

Excellent

The service provider has ensured that the premises has been adapted to meet the safety needs of the people who live at the property. The accommodation is very comfortable, well-maintained and decorated in a homely style. On the day of the inspection, we found the environment to be calm and relaxing. The provider demonstrates a very strong commitment to ensuring the premises and any equipment is maintained and serviced to a very high standard. The service provider identifies areas of wear and tear around the home and makes repairs without delay. We observed the environment to be free of clutter throughout. We saw people sitting in the dining room and lounge of the premises and in the comfort of their bedrooms which are personalised to their tastes.

People experience outstanding care and support because the provider has very strong systems in place for identifying and making any environment or equipment adjustments people require. The service provider has strong systems of monitoring and auditing of health and safety in place. Records show this was sufficiently robust. This is managed by the social landlord with support from the manager at the service, under the guidance of the Responsible Individual (RI). The sample of three bedrooms viewed had facilities and equipment that is suitable for the individuals.

Records are maintained which include fire practice drills, tests and any action taken to remedy any defects in fire equipment. The fire risk assessment and personal emergency evacuation plans (PEEPS) have been updated.

The laundry room and laundry systems are appropriate, and all laundry equipment is in working order. There is an organised storage area for household waste and clinical waste bins. Storage of substances which have the potential to cause harm is sufficient because we found materials used for cleaning are stored in an appropriate locked cupboard.

There are highly effective procedures in place to monitor the environment to keep people safe including entry to the service. Visiting professionals are requested to sign into a visitors' book on arrival, ensuring people's safety is maintained. Information is stored securely in locked cupboards and care documentation is treated sensitively ensuring people's privacy is upheld.



People have very 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. Leaders confidently steer the service through challenges where necessary. The service provider has governance arrangements in place to support the smooth operation of the service. Arrangements for the oversight of the service are in place, such as systems for assessment, care planning, monitoring, and review to enable people to achieve their personal outcomes. The service is provided in line with the objectives of the Statement of Purpose and Guide to the Service, which are regularly reviewed.

Leaders engage commissioners, professionals, staff, and people in quality assurance processes, valuing their feedback to drive continuous, highly effective and sustainable improvements. The service provider has highly effective systems to monitor the quality of all aspects of the service they receive. Records show that the RI visits the home to complete the statutory visits and meets with people and staff. A report is completed following these visits. We viewed the latest quality of care review reports which were consistently good and completed at the required frequency and amount. We saw evidence the RI has oversight of the service, and the service management team conduct a quality assurance system to ensure quality care is delivered.

The service provider has very strong oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. The RI told us of investment such as *“The biannual “What We Think” survey, based on Welsh Government Wellbeing Outcomes, has an 85% return rate and informs user-led governance.”* And *“Community Lives Consortium is piloting digital apps to help individuals document wellbeing with their support networks.”*

Staff recruitment pre-employment checks are completed prior to employment commencing. Supporting and developing staff with supervision, appraisal and training is in place and is highly effective. Care staff told us they feel valued and supported by the manager. The service provider celebrates the achievements of staff through initiatives recognising those who provide outstanding care and support. There are enough staff on duty to safely support and care for people. Records show there is a stable and consistent team in place with a mixture of experienced and new staff available, and this was seen during our inspection.

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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