Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Ty Eirin

Ty Eirin Care Home, Thomastown, Tonyrefail, Porth, CF39 8EE

01443675010

www.harbourhealthcare.co.uk

The inspection visits for this service took place between 28/09/2026 and 29/09/2026

Service Information:

Operated by:	Harbour Healthcare SW Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care and support for people living with dementia, Care and support for people requiring short-breaks or respite care
Registered places:	90
Main language(s):	Welsh and 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	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Ty Eirin is a purpose-built care home in Tonyrefail providing nursing and residential care for up to 90 people.

People experience excellent well-being outcomes. Staff know people extremely well and provide compassionate, respectful support that promotes dignity, choice, independence and rights. People maintain relationships with family and friends and enjoy a wide range of meaningful activities.

People receive excellent care and support from a dedicated and highly skilled staff team. Comprehensive assessments and detailed personal plans help ensure support is personalised and reflects what matters most to people. Staff respond promptly to people's needs and work closely with healthcare professionals to promote positive outcomes.

The environment is excellent. The home is welcoming, safe and accessible, with a variety of attractive communal and outdoor areas that support social interaction, independence and well-being. Bedrooms are comfortable, personalised and homely, helping people feel settled and secure.

Leadership and management are excellent. The experienced management team promotes a positive culture where people are at the centre of the service. Staff receive regular training, supervision and support, and robust quality assurance systems help ensure high standards are maintained and drive continuous improvement.

Findings:

Well-being — Excellent

People experience excellent well-being outcomes because they are treated with dignity and respect and have meaningful control over their daily lives. People are encouraged to make choices where they could and told us staff are kind and respectful. They can choose when to get up, go to bed, receive visitors and participate in activities. Regular resident/relative meetings take place, whereby people can have a say in the running of the home. People are supported to maintain good nutrition and hydration. We observed a positive lunchtime experience where people were supported in a calm and respectful manner. Meals are varied, nutritious and presented attractively, including modified meals where required.

People benefit from extensive opportunities to take part in meaningful activities and maintain social connections. The service employs three activity coordinators and provides a varied programme of activities, including reminiscence sessions, exercise classes, community outings and one-to-one support. Innovative initiatives such as the Dementia Café, resident advocates and the "Well of Wishes" project help people remain engaged, valued and connected to those who matter to them. Family members are actively encouraged to engage with the service through regular events and a family support group led by current and former relatives.

We observed warm, respectful and meaningful interactions and people appeared relaxed and comfortable in the presence of staff. Relatives and professionals consistently speak positively about the quality of care and support provided. People living in Ty Eirin told us, *"The staff are lovely", "Everything about the place is great, you can't find a fault here"* and *"Everyone has been a high 5, amazing!"* Staff respond promptly to requests for assistance and there are sufficient staff available to provide support in a calm and unhurried manner. People feel safe and know who to speak to if they have concerns. Information about advocacy services and how to raise concerns is readily available throughout the home.

Robust safeguarding and risk management arrangements help ensure people remain safe while promoting independence. Care plans and risk assessments viewed were highly effective and help staff support people safely while promoting their independence. Specialist equipment such as sensor mats and call bells are available to enable people to receive the care that they need in a timely manner. Incidents and accidents are recorded and, where appropriate, reported to relevant agencies.

The service makes a positive effort to promote Welsh language and culture through Welsh-themed displays, Welsh language activities and staff who can communicate in basic Welsh.

Care & Support — Excellent

Staff know people exceptionally well and provide highly personalised support that reflects their individual needs and preferences. The service undertakes detailed pre-admission assessments to ensure it can fully meet people's needs. Prospective residents and their families are encouraged to visit the service prior to admission.

Personal plans are person centred and provide staff with clear information about how to support people effectively. Personal plans are reviewed monthly and people and their representatives are actively involved where possible. Risk assessments are detailed, enabling people to make informed choices while ensuring appropriate measures are in place to keep them safe. We spoke to people's relatives who were visiting on the day of our inspection, and the feedback was excellent. One told us, *"On the ground staff - first class care! The love and the care they show is amazing!"*

People experience excellent continuity of care because the service has a stable staff team with low staff turnover. We saw appointments with professionals including GPs and district nurses are recorded, with any advice given, documented in people's personal plans. People's rights to liberty are protected and safeguarded. The provider reports any concerns about people's safety to local safeguarding teams and makes Deprivation of Liberty Safeguarding (DoLS) referrals when there is a risk that care arrangements may deprive them of their liberty.

People receive their medicines safely and as prescribed through a well-managed electronic medication system. Robust arrangements are in place for the ordering, storage, administration and monitoring of medicines. Controlled drugs are stored and administered appropriately, and clear guidance was available for the administration of medicines prescribed on an 'as required' (PRN) basis. Staff receive regular medication training and competency assessments to ensure they have the knowledge and skills required to administer medicines safely. Routine audits and effective managerial oversight promote excellent practice and help ensure medication management remains safe, effective and person-centred. Staff use innovative pain assessment technology to support people who may be unable to communicate when they are experiencing pain. This enables staff to identify concerns promptly, respond effectively, and improve people's comfort and well-being.

Infection prevention and control measures are in place to protect people from the risk of cross contamination. Highly effective daily cleaning schedules are in place, and the home is clean and tidy throughout. Care staff receive relevant training and demonstrate a good understanding and use personal protective equipment (PPE) which is readily available throughout the service. The service is supported by an infection control policy, and regular infection control audits are completed to support safe practice.

Environment — Excellent

People benefit from an exceptional environment that is thoughtfully designed. Providing a range of welcoming communal areas where people can relax, socialise and participate in meaningful activities. Themed lounges, activity areas, quiet spaces and secure outdoor areas give people choice about how and where they spend their time. We observed people throughout the home appearing comfortable, relaxed and engaged in their surroundings. The environment reflects a strong understanding of supporting people living with dementia. People have access to spacious bedrooms and are encouraged to personalise them with their own furniture, photographs and possessions. Communal areas are attractively furnished and well maintained, while specialist bathing facilities and equipment help ensure people's individual needs can be met safely.

People enjoy living in a clean, welcoming, and comfortable home. Dedicated housekeeping staff help keep the environment tidy, hygienic, and well cared for. The kitchen has achieved a Food Hygiene Rating of five, demonstrating very good standards of food hygiene and safety. The provider demonstrates a strong commitment to maintaining a safe environment. Effective systems are in place to monitor and maintain the premises, equipment and grounds. A rolling programme of servicing and maintenance ensures equipment remains safe and fit for purpose. Up-to-date certification is available for gas and electrical installations, while water systems are routinely monitored and managed. Fire safety arrangements are robust, with regular testing of alarms, emergency lighting and fire equipment. Each person has a Personal Emergency Evacuation Plan (PEEP) tailored to their individual needs, and staff participate in regular fire drills to ensure they can respond effectively in an emergency. Substances hazardous to health (COSHH) were stored securely and appropriate laundry facilities support the safe management of linen

Measures are in place to maintain the security of the home. Visitors are required to sign in and out electronically, helping to protect people from unauthorised access. The environment is safe, accessible and welcoming, providing people with an excellent place to live that promotes positive outcomes and enhances their daily lives.

Leadership & Management — Excellent

People benefit from excellent leadership and management that is focused on achieving the best possible outcomes for people. The service provider has created a strong, positive culture where people are at the heart of the service and staff are encouraged to provide compassionate, person-centred care. The home is led by an experienced and dedicated management team who are visible, approachable and committed to continuous improvement. The provider demonstrates a strong commitment to ensuring there are enough skilled, competent and knowledgeable staff available to meet people's needs. On the day of our inspection, staffing levels were appropriate and sufficient to meet people's needs. Robust recruitment processes are followed to ensure staff are suitable for their roles. We sampled staff personnel files and found the required pre-employment checks were completed, including appropriate references and Disclosure and Barring Service (DBS) checks. Nurses are registered with the nursing and midwifery council (NMC), which evidences their suitability for practice. Care staff are registered with Social Care Wales (SCW) the work force regulator.

People benefit from a staff team that is exceptionally well trained, well supported and highly motivated. Staff told us they undertake a comprehensive programme of mandatory and specialist training through a combination of face-to-face and e-learning opportunities. This includes safeguarding, infection prevention and control, dementia care, stoma care and falls prevention. Training compliance levels are excellent. Staff told us they feel valued and supported by the management team and records confirmed they receive regular supervision, guidance and opportunities for professional development. Staff feedback was positive, including comments such as, "*Staff enjoy working here and have really good relationships with people* " and "*The manager is lovely*". Stable staffing arrangements help promote continuity of care and enable staff to develop meaningful relationships with people.

Robust governance and quality assurance systems provide excellent oversight of the service. Comprehensive audits are completed across all areas of service provision and are analysed in detail to identify trends, drive improvement and maintain high standards. Feedback from people, relatives, professionals and staff is actively sought and used to inform service development. People and their representatives have a range of formal and informal opportunities to share their views and contribute to the ongoing development of the home. The Responsible Individual maintains effective oversight through regular monitoring and quality reviews. The service works openly with Care Inspectorate Wales (CIW), local authority social services, and commissioning teams. It maintains positive working relationships with partner agencies and meets its statutory notification responsibilities in a timely manner.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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