



Tyn Y Coed Residential Home



Big House, Front Street, Milford Haven, SA73 1JT



01646602514

Date(s) of inspection visit(s):

10/06/2025, 17/06/2025, 19/06/2025

Service Information:

Operated by:	Tyn Y Coed Care 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:	9
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:

Tyn Y Coed Care Residential Home is in the rural hamlet of Rosemarket, a small village situated within easy access to Milford Haven in the county of Pembrokeshire. It provides personal care and independent living support and accommodation for persons with learning disabilities, physical disabilities, sensory impairment, autism, downs syndrome, epilepsy and mental health needs.

People have excellent well-being as they lead fulfilling lives supported by motivated and dedicated staff who know them well and can communicate in a range of ways tailored to them as individuals. People are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths, and skills.

Care and support is excellent; care planning documentation is strength-based and outcome focussed placing people at the heart of the service. Relatives gave exemplary feedback of the care provided to their loved ones and the frequent communication they have from the service.

The environment is excellent providing people with various internal and external space of which to thrive. There is clear ongoing significant investment into the home for the benefit of people.

The Leadership and management are excellent as they foster a positive, inclusive culture through being visible and being seen as role models. Governance and quality assurance arrangements are very strong.

Findings:



Well-being

Excellent

People are treated with dignity and respect and actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. There is a real strength-based ethos within the service and evidenced in all care planning documentation. Staff know people well, always referring to people in a positive light and keen to tell us about their recent achievements. These include more confidence in getting involved in activities, developing cooking skills, building a fence and attending a boxing class. Such achievements are recorded in reviews and on a “You’re the best, Because……” celebration board. We saw outcomes-based timelines giving a real sense of the person achievements in the last three months. Some people were keen to tell us how much they loved living at the home and what they enjoy doing. Others communicated their happiness in other ways, such as sign language, body language and facial expressions.

There is an outstanding and clear commitment from all leaders and staff to listening and communicate attentively, in a format people understand. People have access to highly tailored information which is personalised to meet their communication needs. Staff are well-trained in different methods of communication, including specialist methods such as British Sign Language (BSL). We saw staff using these methods tailored to the communication needs of the individual. The service uses a “Total Communication” approach to all its interactions with people. This approach creates an environment that help people communicate and interact using a range of methods.

People are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths, and skills. There are frequent opportunities for people to connect with family and friends. A relative told us *“I look forward to visiting, its home from home”* another said, *“x loves coming home is just as excited going back to their friends”*. A professional said *“each individual living there knows each other well and spends time together as groups”* and *“its nice to see the friendships grown between individuals, it’s a busy environment”*. People were out doing various activities during the inspection, and very excited on their return. People contribute and are part of the local community, regularly visiting the pub and local shops. People are actively encouraged to share their hobbies, spend time together, and help each other. We saw a packed activity board including, picnic days, ice-cream making, garden games, bowling, football and a range of organised walks throughout Pembrokeshire.



People are supported by highly skilled staff with an excellent understanding of their individual needs and preferences. Staff know people well and trained to a high standard around the needs of the individuals they support. This is supported by everyone having a dedicated keyworker. There is a proactive positive culture in the service with staff promoting a strength-based approach to all their work with people. It is clear the team place people at the heart of the service and are dedicated to improving their lives. Comments from staff include *“we always support people to do what they want to do”* and *“We adapt well to the needs of the people we support”*. A relative said *“staff always have lots of time with people, they are fabulous”*. A professional said, *“very person centred, and outcome focused for everyone”*. People’s personal plans are person-centred, outcome based and outline how staff should support people to achieve their well-being outcomes. For people who wish and able to be involved, the plan for their care and support is co-produced between them, their representatives, relevant professionals, and the service provider.

Healthy and wellbeing is actively encouraged by staff in partnership with relatives and health and social care professionals. High importance is placed on ensuring peoples’ health is promoted, improved and/ or maintained. Staff ensure people have good access to health and social care professionals and are supported to attend appointments. Care documentation is highly personalised comprehensively detailing people’s health and care needs. Health profiles enable health care professionals to have clear information on the persons health. The service encourages people to eat healthy and drink regularly which they monitor closely. There are fruit bowls and water dispensers in communal areas which staff said people use. Menus are developed with people and reflect the seasons. Picture boards clearly highlight daily food options and evidence varied meal choices based on people’s likes.

People receive their medication as prescribed in accordance with national guidelines and the service provider’s medication policy. Medication is consistently stored as required to ensure its efficacy and safety. People receive medication in a person-centred way, clearly referenced in documentation. Staff who administer medication are all up to date with training. Regular audits and staff competency checks are completed by senior staff ensuring consistency of practice and good standards are maintained. We saw the manager addresses any improvements needed by staff in relation to administering medication within a reflective and recorded *“improved practice”* discussion meeting.



Environment

Excellent

The provider always prioritises people's well-being, ensuring their accommodation not only meets their needs but also significantly enhances their quality of life. The home is a purpose built, single storey building with nine bedrooms in a lovely semi-rural location. There is good access to the local community and a range of amenities. The home is slightly elevated and set within extensive and meticulously maintained grounds overlooking the beautiful Pembrokeshire countryside. Both the front and rear grounds are very accessible to people including a large summer house, polytunnels, mature trees, and raised beds for gardening. These areas are often used by people who told us *"they loved"* living at the home. A relative said *"it's a beautiful home, always made to feel welcome"*. A professional familiar with the service told us *"People are always very happy, it's a lovely place"*.

People were excited to show us around the inside of the home. We saw a high-quality shared kitchen, dining and living facilities, including a large communal lounge and conservatory. These benefited from picturesque views over the garden. People were extremely proud to show us their bedrooms all nine having en-suite bathroom facilities. We saw all bedrooms are personalised reflecting the interests of the person as well as photographs of their friends, family and pets. All areas of the home were easily accessible, except areas such as storage facilities for chemicals and/ or hazardous substances. These areas are risk assessed and have appropriate security measures in place.

The provider demonstrates a strong commitment to ensuring the premises is maintained to a very high standard. People are protected as much as possible from the risk of infection because the premises is kept clean and hygienic. Food hygiene practices are appropriate. People are encouraged to maintain and develop daily living skills through being actively involved in the upkeep of the home. This we saw they enjoyed doing and it was clear it was their home of which they were proud. The management team oversee highly effective health and safety systems that reduce and mitigate risks. The environment is safe, secure and there are robust processes in place to ensure checks are completed and documented. Security arrangements are in place to protect people without compromising their rights, privacy, and dignity.



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 leadership team actively demonstrate the organisational ethos “of providing a safe and empowering environment with trained and motivated support staff so that individuals can live a fulfilled and meaningful life”. Leaders are visible and seen as role models always available to assist staff. Staff are highly motivated, professional and demonstrate a high level of respect for people. This was seen throughout the inspection in all interactions. We saw and people told as staff make a real difference in their lives. Staff told us *“the managers are approachable and always around”* and *“we are a real family; we all want the best for people”*. A relative said *“the managers are excellent; I have real peace of mind”*.

The provider uses comprehensive quality monitoring systems in all aspects of the service to ensure people get a high-quality service. The manager is supported by an experienced management team that undertake a range of detailed audits. These include the environment; care documentation and the care and support provided. The Responsible Individual (RI) visits the service regularly, basing themselves there a couple of days a week. They are accessible to people, staff and relatives ensuring feedback is a key area of their quality monitoring. These informed detailed and thorough quarterly reports and biannual quality of care reviews. This information is used to drive continuous improvements in the service.

The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service and extensively understood and implemented by staff. Policies and procedures are reviewed regularly to ensure they align with current legislation and national guidance. Leaders foster a culture of candour and take immediate action regarding any expressions of dissatisfaction. All staff are fully aware of key procedures such as safeguarding complaints and the appropriate action to take. These are available in a pictorial format for people with communication support needs.

People are supported by staff who are appropriately recruited, well-supported, qualified and professional. The service provider has strict selection and vetting processes. There are highly effective support systems in place for staff wellbeing and professional development. These include daily communication, team meetings, regular supervision and annual appraisals. The provider ensures continuous learning and development opportunities are provided for staff. Staffing levels are appropriate with minimal use of agency staff as turn-over staff is low. The managers place great importance on ensuring compatibility between people and staff.

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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