



Tyn Y Coed DCA



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



01646602514

The inspection visit took place on 03/02/2026

Service Information:

Operated by:	Tyn Y Coed Care Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	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



Leadership & Management

Excellent

Summary:

Ty'n Y Coed Care Ltd is a domiciliary support service operating in the West Wales Regional Partnership area. It offers a comprehensive range of personal and practical care services for people with a learning and/or physical disability and people who need assistance due to illness to enable them to continue living in the community or shared living accommodation.

People have excellent well-being outcomes as they are supported to thrive and have meaningful opportunities to develop their interests, strengths, and skills significantly impacting on their health and wellbeing.

Care and support is excellent provided by a highly experienced team that know people extremely well. People consistently achieve their personal aspirations and highly positive outcomes through individualised care and support

Leadership and management is excellent as people and staff have high levels of confidence in leaders who are visible role models guiding the strategic direction of the service. Leaders are well known, value-driven, ensuring highly skilled staff continue to make a real difference in people's lives.

Findings:



Well-being

Excellent

People experience care that promotes their dignity, rights, and well-being. Staff actively support people to identify their personal outcomes and build on their strengths. People are involved in all decisions affecting their lives, and their views are consistently listened to and acted upon. We observed a strong culture of openness and respect, led by a leadership team with clear, value-based principles. Staff turnover is low, and staff know people and their relatives very well. People told us, *“I love staff, they are my family”* and *“they really care about us.”* A representative described the service as *“excellent... it has made a huge difference to me.”* A professional commented that *“staff are great; they really ensure compatibility of staff to people.”*

People are supported to thrive and have meaningful opportunities to develop their interests, strengths, and skills. Staff encourage people to share their hobbies and spend time with others supported by the service. People also develop and maintain positive relationships in their local community through accessing amenities, leisure facilities, and volunteering opportunities. Staff help people sustain important relationships with their families and friends. For example, one person enjoys weekly visits to a close relative for tea, supported by a staff member. We were told this significantly benefits both individuals.

People maintain and improve their physical, mental, and emotional health because of the high-quality support they receive. We saw clear examples of people achieving significant well-being outcomes that would have been difficult to attain without consistent encouragement and tailored support. Records show people access health and social care services when needed, and detailed health information is readily available to relevant professionals. Where people display behaviours that require support, staff act with skill and sensitivity, safeguarding the dignity and rights of everyone involved.

A strong, well-coordinated support system ensures risks are identified and managed promptly. Staff use clear risk assessments, robust safeguarding procedures, and regular training to help keep people safe. Staff know people extremely well and are supported to carry out their roles confidently. People are encouraged to take positive, well-managed risks, monitored appropriately by staff. Leaders provide extensive operational oversight and communicate effectively with staff and people. The Responsible Individual (RI) completes thorough quarterly reports and biannual quality-of-care reviews, and this information informs continuous improvements across the service.



The service provider consistently celebrates the achievements of people and staff. We saw enthusiastic and highly skilled staff who have an excellent understanding of each person's needs and preferences. Staff spoke positively about people and were eager to share examples of progress. People and their relatives discuss and celebrate achievements during weekly house meetings, staff meetings, and regular reviews. These achievements are also displayed on "Achievement" and "You're the Best" notice boards for everyone to view. A professional told us, *"Staff really do have a good rapport with people."*

People consistently achieve their personal aspirations and highly positive outcomes. These outcomes include increased independence, developing daily living skills such as cooking and cleaning, weight loss, and opportunities to go on holidays. Staff provide care and support that helps people maintain routines and structure in line with their preferences. Personal plans and detailed risk assessments guide this approach. A highly experienced team delivers individualised care and support, and staff know people extremely well. Staff ensure people have choice and flexibility in their daily activities. One person told us, *"I am out every day doing lots of things,"* and a representative said, *"they really treat people as individuals."*

People remain safe through a strong and proactive approach to safeguarding. The service provides comprehensive and accessible safeguarding and whistleblowing procedures. Regular staff training supports an open culture where staff reflect on accidents and incidents and share learning. Staff understand the Wales Safeguarding Procedures and act confidently on any concerns. Staff regularly review individual risk assessments to ensure they remain current. Leaders promote a culture of candour and respond quickly to any expressions of dissatisfaction.

Health promotion is highly personalised and firmly embedded in practice. People receive their medication as prescribed, in line with national guidelines and the provider's medication policy. Where appropriate, people manage their own medication with robust risk assessments and regular audits are in place. The service has strong, well-established links with local mental health, health, and social care services. Care documentation is detailed and personalised, clearly setting out each person's needs. Health passports are current, clear, and regularly updated. We saw excellent examples of people achieving significant health and well-being outcomes because of the consistent, high-quality support they receive.



People have high levels of confidence in leaders who are visible role models guiding the strategic direction of the service. The leadership team have developed a very strong culture that is positive, supportive, inclusive, and respectful. Staff are highly motivated, professional and demonstrate a high level of respect for people. Staff told us, *"They are always there for us"* and *"I rate the management team very well."* A person supported by the service said, *"They really care about us"*, this was supported by a representative saying, *"Communication with the service is excellent."*

There are comprehensive quality monitoring systems. This includes audits of care and support being provided, visits to the service by leaders, and feedback from people, staff, and visiting professionals. This information is used to drive continuous improvements in the service. We found the management team to be very accessible and having an exceptional knowledge of the operational workings of the service.

The provider has effective aims and objectives to ensure the service has a clear philosophy and a high-quality approach to the care and support being provided. This is person centred ensuring people are placed at the heart of the service. We found very-much a partnership approach between staff and people. We saw key documents such as the statement of purpose (SoP) and guide to service comprehensively and accurately describe the service. They also are accessible to people with speech and language needs in different formats, including a pictorial version. 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.

Staff well-being, training, support and development is prioritised. The service provider has strict selection and vetting processes for hiring staff to ensure all staff and volunteers are qualified and trustworthy. We found staff to be extensively trained and supported enabling them to provide excellent care and support to people. An approachable, accessible and inclusive leadership team really care about the wellbeing of people and staff. There are clear staff development opportunities, and any poor performance is immediately addressed in a fair and supportive manner. Staff contribution is highly recognised through achievement awards. This provides recognition for providing outstanding support, as well as completing high levels of training and attendance.

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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