

CAERPHILLY COUNTY BOROUGH COUNCIL, DIRECTORATE OF SOCIAL SERVICES

COMMISSIONING TEAM

Contract Monitoring Report

Name/Address of provider: Ty Parc Residential Home, Bargoed

Date/Time of visit: 2nd December 2025

Visiting Officer(s): Caroline Roberts, Contract Monitoring Officer
Neil Edwards, Responsible Individual
Paula Campbell, Registered Manager
Helen Clabby, Team Leader

Background

Ty Parc Residential Home provides care and support for up to 11 adults aged 18 and over who have learning disabilities, including individuals on the autistic spectrum. At the time of the visit, six of the ten residents were supported by Caerphilly Council.

The home is located in Bargoed, within easy reach of local amenities and transport links.

CCTV is installed both inside and outside the property, with consent obtained from residents or their representatives.

Under the *Active Offer – More than Just Words* (Welsh Language Act), social care providers must offer Welsh language communication without residents having to request it. During the visit, no residents communicated in Welsh. Should an individual request to converse in the medium of Welsh, their request could be met as the home employs Welsh speakers.

During the visit, the monitoring officer met with members of the staff team and only a couple of residents.

Based on the findings of this report, the provider will receive corrective and developmental actions. Corrective actions are mandatory under legislation, while developmental actions are recommendations for best practice.

Previous Findings

Corrective

None identified during this visit.

Developmental actions

For any positive feedback to be shared with the LA's Commissioning Team.

Findings

Documentation

Two resident files were viewed as part of the monitoring process, and both were verified as being Caerphilly placements.

All paper-based documentation was seen as being stored securely within the office and in a lockable cabinet. Other documentation is electronically stored on Clear Care, with the staff team having passwords to gain access.

Both files held recent photographs of the individuals, along with a brief history of the individuals' backgrounds prior to moving into Ty Parc. This continues to provide the reader a sense of knowing the individual and would also support conversation when providing care and support.

Both files held a pre-admission assessment, showing that the provider can meet the needs of the individuals moving into the property.

Both files held a Caerphilly Borough Social Services Care Plan, and all appropriate information had been transferred over to Ty Parc's Personal Plans, with no gaps identified. Both plans were written in the first person, with a signed hard copy retained separately in a lockable cupboard; therefore, evidencing that individuals or representative had been involved in the development of their Personal Plans.

The Personal Plans continue to be person centred, written in the first person, outlining likes/dislikes, and broken down into what and when support is required. An individual's agreed goals and outcomes are also clearly identified and recorded. One individual stated they wanted to lose weight, go to bingo and go to a hotel overnight, watch a band and have a nice meal. Whilst another wanted to visit Windsor Castle, run the home's tuck shop to learn more about handling money etc. Goals were observed to be monitored and when achieved, are evidenced with photographs etc. or if not, rolled over until they can be accomplished.

Appropriate Risk Assessments were observed to be in place to mitigate any accidents/incidents i.e., finance, burns (including sun), mood, behaviour, personal safety etc.

Both files had evidence of being reviewed, in a timely manner.

Daily records continue to be detailed and read as though the carers are speaking with the individuals. They outline individuals' mood, behaviour, what they did during the day, how they slept, what support was provided, medication, any refusals of support etc.

There was evidence to indicate that contact with outside agencies to support the residents is made i.e. GP, Occupational Therapy, Hospital appointments, Opticians etc.

Do Not Attempt Cardio-Pulmonary Resuscitation (DNACPR) is discussed with individuals, should they wish to do so. For the 2 files viewed, there were DNACPRs in place.

Both files held Personal Emergency Evacuation Plans (PEEPS), with two grab files also available in an event of an emergency.

Deprivation of Liberty Safeguards (DOLs) applications have been submitted in a timely manner.

Both files held an agreement for representatives to be contacted, at any time, during an emergency.

Missing Persons profiles were in place, with a current photograph. Also present on file was a consent to CCTV/filming/photography.

Activities

Residents are encouraged to participate in activities they enjoy. Daily records reflect a wide range of meaningful activities undertaken by individuals, which was positive to note. Most residents are able to express their preferences, and staff make every effort to accommodate these choices.

Activity planners remain in place but are flexible to allow for changes based on residents' wishes.

Photographs showcasing residents engaging in community outings and in-home activities are displayed and can be viewed by families or representatives at any time.

At the time of the visit, numerous seasonal activities were scheduled; however, due to several residents being unwell, it was uncertain whether all planned events would proceed.

Health and Safety

No accidents had occurred during the last month.

Fire drills are undertaken, and appropriate records continue to be maintained.

A Fire Risk Assessment was undertaken 21st November 2024.

Fire drills are held biannually, which includes day and night staff.

Mobility Aids and Equipment

Ty Parc is a home to a few individuals who use wheelchairs, slings and hoists. There is a hoist on each floor, whilst individuals have their own slings to minimise cross contamination.

One individual uses a steady. The NHS continue to service some equipment, along with another outside agency. Internal checks are also undertaken by the staff team.

All wheelchairs have footplates and safety belts and required moving and handling plans are in place for those that are required.

Medication

Medication is stored correctly in a lockable cabinet, and any controlled drugs are double locked.

When a staff member is administering medication, a tabard is worn as not to disturb the staff member when undertaking the task.

Double signatures are documented and the home uses MAR charts provided by Boots.

Medication audits are undertaken weekly by the staff team but also undertaken 2-3 times a day when administering medication. Team Leaders undertake a monthly audit, and the Registered Manager undertakes a 3 monthly audit in readiness for the RI's reporting.

At the time of visit, no individual was in receipt of covert medication.

Managing residents' money

The home operates a double signature process with regards to money going in and out of the home. The records and receipts were verified by the visiting officer at the time of the visit.

An audit continues to be undertaken monthly by the head office.

The Home Environment

The home environment presented no concerns during the visit. The property is spacious and welcoming, featuring a well-sized kitchen located adjacent to the dining and lounge area.

The lounge is an open and inviting space furnished with two sofas and a large wall-mounted television.

Each resident has their own bedroom with an ensuite, all decorated to reflect individual tastes and personalities. Rooms are generously sized, offering ample space for relaxation and quiet time.

Upstairs, there is a dedicated relaxation room frequently used by families when visiting residents. This room includes a balcony that provides a pleasant view of the surrounding valley.

The company has also acquired an additional building next to Ty Parc, which is scheduled to open in 2026.

Nutrition

Each resident's likes and dislikes are recorded on their individual files and displayed in the kitchen to ensure meals reflect personal preferences.

A two-week menu is in place, and residents are asked the day before what they would like to eat. Allergies and specific health needs are always taken into consideration. To promote a healthy, balanced diet, the home monitors the frequency of takeaway meals and ensures plenty of fresh fruit and vegetables are available, which was confirmed during the visit.

Residents are free to choose when they wish to eat. When at home, they often enjoy dining together and engaging in conversation. It was positive to observe staff sitting with residents during meals, fostering a relaxed and social atmosphere.

Meals are freshly prepared by the chef and presented in an appetizing manner. The home was last inspected by Environmental Services in November 2023 and achieved a Food Hygiene rating of 5.

The main food shop is managed by the chef and Home Manager. Additional items, such as treats or personal products, are purchased during community outings.

If any changes in dietary needs are identified, appropriate medical advice and support are sought promptly.

Quality Assurance

All policies and procedures were observed to be up-to-date and are reviewed annually, or sooner should there be any changes.

Regulation 73 and 80 reports were viewed by the monitoring officer, and continue to be detailed, involving conversations with both staff members and the individuals/representatives. Documentation is viewed as part of the report process, and any recommendations are outlined as an Action Plan.

Staffing

The monitoring officer reviewed the training matrix and confirmed that staff have completed all mandatory training, including Safeguarding, Medication, Health & Safety, Food Hygiene, Infection Control, Moving and Handling, and First Aid. It was encouraging to note that the provider also promotes additional specialist training to ensure staff can meet residents' needs effectively, such as stoma care, oral care, obesity in adults, bipolar disorder, and ADHD awareness and more.

The Supervision/Appraisal matrix was examined and showed that supervision sessions are held every two to three months as required. The system includes alerts to flag overdue sessions. Appraisals were also observed to have been completed or scheduled.

A review of two staff files confirmed that each contained a detailed application form, interview record, two references, a job description, a signed employment contract, birth certificate, staff photograph, and a current DBS (Disclosure and Barring Service) check. It was positive to note that interviews are conducted by two staff members and include a structured scoring system.

Staff Questions

During the monitoring process, one staff member was spoken with. The individual was knowledgeable about the residents and advised where they would locate the Personal Plans and Risk Assessments.

The staff member reported that the manager is approachable and actively engages with both residents and staff, providing guidance and support as needed.

They also noted that the home frequently welcomes visitors and that residents enjoy participating in activities within the home or accessing the local community.

When asked about a specific resident, the staff member was able to provide relevant details, including their preferences and interests.

For residents with communication difficulties, facial expressions are commonly used, and observations confirmed that staff have a strong understanding of the individuals they support.

The staff member expressed feeling flexible in their role and encouraged to contribute ideas for improving the service.

No concerns were raised during the discussion, and the staff member demonstrated awareness of safeguarding responsibilities and the steps required should any issues arise.

Residents Questions

As most residents were unwell during the visit, only one individual was spoken to. They appeared happy, appropriately dressed, and expressed that they were content living at Ty Parc.

General

It was encouraging to overhear positive interactions between staff and residents, particularly when residents were receiving care in their rooms. These exchanges demonstrated empathy and understanding toward those feeling unwell.

Staff displayed a clear awareness of each resident's needs and provided support in a respectful and caring manner.

The communal areas of the home were clean and welcoming. With residents' consent, during previous visits, individual rooms were viewed and found to be personalised according to their preferences.

No hazards or unpleasant odours were noted during the visit.

Corrective and Developmental Actions

Corrective

None identified during this visit.

Developmental actions

For any positive feedback to be shared with the LA's Commissioning Team.

Conclusion

Unfortunately, at the time of the visit, individuals were not in the communal area due to being unwell. However, it was positive to note staff wearing appropriate PPE and offering empathy and compassion when supporting the individuals.

There was a good staff presence and staff feel they are well supported by the Home Manager and the Responsible Individual who often visits the home.

The home offers lots of activities and having recovered from their illness, the individuals recently enjoyed a festive lunch with the staff team, followed by an interactive pantomime. A local choir also attends every Christmas to provide a rendition of carols and songs for all to enjoy followed by lunch with the residents and their relatives.

The service is currently expanding, with new opportunities being developed for 2026.

The visit to Ty Parc, was positive and unless required, a further monitoring visit will be undertaken in 12 months' time.

The monitoring officer would like to thank all involved for their time, the information shared, and the hospitality shown during the visit.

Author: Caroline Roberts
Designation: Contract Monitoring officer
Date: 22nd December 2025

N.B. This report will be made available via Caerphilly County Borough Council's Internet site. Hard copies of the report will also be made available to prospective residents and/or their families should they ask to see them.