



Ty Parc



Ty Parc, Cardiff Road, Bargoed, CF81 8NN



01443838535

Date(s) of inspection visit(s): The inspection visits for this service took place between 12/09/2025 and 18/09/2025

Service Information:

Operated by:	Parc House Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	12
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, 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:

Ty Parc is a residential care home located near Bargoed town centre, near to local shops, amenities and restaurants. The care home provides care and support for up to twelve people over 18 years of age. The service aims includes the provision of holistic, person-centred, high quality, care and support by engaging with people to identify personal goals and to provide structured support to enable people to achieve their goals.

At this inspection we found people experience excellent wellbeing due to the service wide focus on supporting people to have as much independence and control over their lives as possible. The quality of care and support provided by the service was also considered to be excellent, The environment was also considered to be excellent due to the level of personalisation to people's needs, preferences and for the achievements of their personal outcomes.

The leadership and management of the service was also found to be excellent because of the commitment of the leadership team to provide people with an excellent service, and their expertise in developing a staff team which is well supported, trained and developed. This commitment and drive to continuous learning and development provides the foundation for the provision of an excellent quality service to people.

Findings:



Well-being

Excellent

Wellbeing outcomes for people are excellent because of the exceptional support they receive to have as much independence and control over their lives as possible. We saw support staff enabling people to live fulfilling and rewarding lives. The service provider emphasises independence and choice through proactive risk management, which is applied by all staff.

People have their own key worker, who has been allocated based on compatibility and the persons preferences, who support them to identify personal goals, and to use and build on their strengths to achieve these. Where needed, the service uses their knowledge of people they support, and the views of others such as family members and Health and Social Care professionals to identify goals on behalf of those who receive support. We received feedback from Health and Social Care professionals as part of the inspection and we were told *“The staff at Ty Parc are incredibly nurturing, which has been invaluable in supporting the person I have been working with to rehabilitate his mental health”*. *“The improvement in both their physical and mental Health is evident since their move into Ty Parc.”*

There is an outstanding and clear commitment from all leaders and support staff to enable people to make well-informed choices, and for these to be respected. This highly effective approach empowers people to take charge of their lives with confidence and assurance. Support staff offer people, where needed, extra help in daily decision-making with attentiveness and empathy and using people's preferred communication methods.

People are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths, and skills. People plan and take the lead in diverse activities of their choice, with superb support from staff if needed. These well-designed and individual programs of activities support and encourage people to expand their experiences and engagement in their community as full and equal citizens, significantly enhancing people's sense of wellbeing. People spoke fondly about the friendships they have made, as well as employment they have maintained as a result. People's relatives greatly appreciate this approach, and we were told how this support had *‘Performed nothing less than a miracle’* and *‘Brought them back to themselves after being unwell for some time’*.

People's well-being and personal identity is enhanced through the promotion of the Welsh culture and language, which is integrated into the service. There are several fluent Welsh speaking staff at the service who are champions for use of the Welsh language. These champions lead on the development of activities and opportunities for people in Welsh or which celebrate Welsh culture. People are supported to visit places of national and local cultural significance, and people told us of their enjoyment of these trips.



People have excellent outcomes due to the high-quality care and support they receive. The service places exceptionally high value on their initial meetings and conversations with people to build strong relationships with them as equals. The manager leads a comprehensive initial assessment process and gathers detailed information about the person, what matters to them, their preferences and their needs, to ensure the service is able to meet these. The manager engages with the person themselves, their families, and any professionals involved to form a holistic assessment and this takes place at a pace the person is comfortable with. People have the opportunity to visit Ty Parc and meet with care staff and other people living at the service, prior to deciding if the service is right for them.

People receive exceptional care and support due to their significant involvement in the care planning process. People and their key workers co-produce highly personalised care plans together. These plans are strength-based, outcome-focused and contain enough detail to guide support staff on how to provide care and support in the persons preferred way. An electronic care record system provides support workers with instant access to all relevant information. If there are specialist care plans in place, these are referred to and are easily accessible to care workers.

During the inspection we spoke to people who enjoyed telling us about their achievements, including a visit to Windsor Castle which they planned and arranged with the help of support staff, a caravan holiday at their favourite place and hosting / cooking a meal for visiting family. We saw people being treated with dignity and respect throughout our inspection, with interactions between them and support staff being respectfully familiar.

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. Records show people are supported to access medical advice in a timely way. Where needed, care staff promptly identify any changes in a person's health or wellbeing on their behalf and make the appropriate referrals without delay.

There is a high standard of infection prevention and control (IPC) at the service. An IPC policy is in place along with specialist facilities and external cleaning providers to reduce the risk of infections at the service. The kitchen at the service has been awarded a Food Standards Rating of five, which means standards of food hygiene are very good. We saw people being involved in some kitchen tasks and they spoke to us about their understanding of food hygiene and safe practices.

All staff are trained in safeguarding and are aware of their duties to record and report any indicators of abuse and neglect. Policies to guide staff on what actions to take are up-to-date and the leaders at the service are available to staff to discuss any concerns they may have. All staff we spoke to told us they are confident any member of the leadership team would listen to their concerns and take action as needed. People's rights to liberty are also protected and safeguarded and the service makes referrals to specialist teams as needed.



People living at Ty Parc experience excellent outcomes because of the enabling environment which meets their individual needs and supports them to maintain and build upon their strengths. Where needs or outcomes change, the provider is highly responsive in adapting the environment and ensures people are meaningfully involved throughout. People's privacy and dignity is always prioritised in the design, layout and use of living spaces. People have their own rooms which are personalised in line with their preferences and needs. There is a lift at the service which is maintained in line with legislation, and we saw records of regular maintenance being completed.

People benefit from excellent use of the space available including creative use of living areas. For example, we saw one family room being used by a person to play skittles with their visitors. Along with the catering kitchen there is a home style kitchen which people can access as they want to, which promotes their independence. People told us they invite family over regularly and are supported to make a meal for them, which they enjoy together in the family room. A professional who visits the service told us '*The service provides a warm, caring, and enabling environment, placing the person and their family at the centre of its approach*'.

People can be confident there are highly effective safety management systems in place throughout the service. The safety of people and staff is a priority and key consideration for the provider, who has invested in further training for the building safety team, to promote safety and mitigate risks. We saw records and building risk assessments which showed safety and fire checks are completed regularly in line with legislation, and where action is needed, these records evidenced this is done swiftly.

People live in an environment which is secure from unauthorised visitors. When we inspected, we were required to provide proof of Identification prior to entering and register as a visitor to the service. There is CCTV in operation within the communal areas of the service and we saw clear signage to this effect. There is an up-to-date policy in place outlining how this is used to ensure people's rights, privacy and dignity are protected. These measures ensure the protection of personal property and facilitate proper and respectful access to and from the premises.

Accessible outdoor space is limited; however, the provider showcases exceptional resourcefulness by supporting individuals to access alternative outdoor areas within both the local and wider community. People talked enthusiastically about these trips, including a recent trip to an aquarium and another to an immersive experience. To ensure people have regular access to outdoor areas the provider has invested in vehicles for staff to drive, some of which are fully wheelchair accessible. These measures significantly enhance people's physical, mental, and emotional well-being, as well as broadening the opportunities available to them.



People are supported to achieve excellent outcomes because the service provider has highly effective organisational arrangements, governance and oversight to ensure smooth operations and delivery of high-quality care. People and their relatives, have high levels of confidence in the service provider because leaders at the service ensure there is a very strong positive culture that is supportive, inclusive, and respectful. All relatives we spoke to gave consistently positive praise on how the service is run, particularly in relation to the responsible individual (RI), who is actively involved in the daily running of the service. The RI was described to us a 'An angel' and their dedication to spending time with people and their relatives is held in high esteem.

The provider uses comprehensive audits of all aspects of the service to monitor practices and standards. The RI completes the required regulatory reviews of the quality of service delivery which include detailed analysis of audit findings. The RI is transparent with the findings, and we saw evidence they take action as a result to promote and uphold high standards of care quality. Health and Social Care professionals involved with the service also praised how the service engages with them and acts on any feedback. We were told *"Communication is excellent."* and *"Whenever records are required, they are made available immediately, and the manager is always happy for me to visit, whether unannounced or announced"*.

People can be confident support staff have been safely recruited, and have completed, or are in the process of completing, the appropriate training and induction. The provider told us they actively involve people in staff interviews and recruitment decisions. Records we saw showed all established staff are up to date with their training requirements. We also found that all staff have regular formal supervision meetings in line with regulations in addition to the manager and RI having an 'open door policy,' which means staff can access them for advice and support as needed and in addition to formal supervision meetings. This includes evenings and weekends as the service has a 24 hour on call system to ensure there is always a member of the leadership team accessible.

Leaders at the service confidently steer the service through challenges where necessary, leading by example and modelling best practice. The service provider celebrates the achievements of staff through initiatives recognising those who provide outstanding care and support. They positively engage with all staff to generate ideas for improving the service and involve them in planning and putting those ideas into practice. There is a very strong commitment to fostering development of leadership skills for staff at all levels.

The provider places a high value on relationship and outcome focused support and allocates resource across the service to enable this. During our inspection we saw rotas evidencing there are a high number of support staff working to facilitate this. We also saw people and support staff working together in a relaxed and unrushed manner and enjoying activities together.

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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