



Ty Seren



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www.pfp.org.uk

Date(s) of inspection visit(s):

20/05/2025

Service Information:

Operated by:	Partnerships for Progress Limited
Care Type:	Residential Family Centre
Provision for:	Care home for children - with personal care, Provision for learning disability
Registered places:	33
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Themes:



Well-being



Care & Support



Environment



Leadership & Management

Summary:

Ty Seren provides a safe, nurturing, and structured environment where parents are supported in developing and strengthening their parenting skills. The service prioritises the safety and well-being of children, whilst offering guidance and support to parents. Comprehensive parenting assessments are undertaken to provide evidence-based information to statutory agencies, helping to inform care planning and decisions about children's futures.

Parents are encouraged and empowered to retain as much control over their lives as possible, supported by a proactive approach to risk management. Prior to their admission, they receive clear and detailed information about the service, including agreed levels of supervision, guidance, and observation. Where needed, enhanced levels of supervision, observation and monitoring of families is available, including the use of circuit-controlled television (CCTV) to keep children safe.

The care and support provided at Ty Seren is well-structured, outcome-focused, and demonstrably effective in helping parents meet the objectives of their placement and improve their overall well-being. The physical environment is safe, offering quality accommodation to meet family's needs, along with a range of communal spaces that promote comfort and social interaction.

The governance of the service is robust and highly effective, providing a quality and consistent

service to support both families and staff. Feedback is actively sought and used to inform continuous service development and improvement, ensuring the service remains reflective and responsive to meet the needs of those it supports.

Findings:



Well-being

People experience excellent well-being outcomes. They are treated with dignity and respect and have as much control over their day to day lives as possible. Parents receive clear, accessible information about the service before accepting a placement. This is provided through direct consultation with the manager or a senior member of staff and ensures parents understand the process, can make informed decisions, and give consent before signing a written agreement. The service is responsive to individual preferences, including language and cultural needs, to enhance people's well-being. Opportunities for people to access a service in Welsh is considered on admission. People receive support to ensure their rights are understood and staff are proactive in referring to independent advocacy services.

Families are encouraged and supported to live healthily. They are registered with a local general practitioner on admission and are able to access universal and specialist health services. Children receive a health visiting service, who retain their statutory responsibility to monitor their health and development. A dedicated health visitor employed by the service leads on a program of workshops and activities to support parental engagement and the development of parenting skills. Parents are encouraged to access local parenting support and play groups to build on their confidence and support social interactions in the community. There is a strong focus on providing parents with opportunities for learning to increase their understanding of their parenting role and tasks. Parents receive support to identify and access support for their mental and emotional health. The service delivers and makes referrals to programmes to support their understanding of domestic abuse to promote their well-being. Parents who work, are supported to maintain their employment where possible, and retain their financial independence. The service also organises group events and activities for families to come together.

Feedback from parents who are using or have used the service is largely positive, whilst recognising the pressures of a residential assessment on family life. Parents told us they felt listened to, comfortable, had choice and were able to develop relationships with other parents during their stay. The service actively gathers and analyses parental feedback as part of its ongoing quality assurance process, using statistical data to better understand family's experiences. A collection of thankyou cards from parents also commented on their experiences at Ty Seren. One parent wrote *"I wanted to take a moment to express my sincere gratitude for your incredible hard work and dedication. Thank you for going above and beyond to achieve our goals"*.

Robust safeguarding measures are in place and are subject to regular review. Care staff understand their safeguarding responsibilities and are confident in their knowledge and application of the service provider's policies and procedures. There is a strong culture of openness and transparency which encourages staff to ensure safety is a priority and to promptly identify and

address risks. Parents are fully informed about concerns, safe care practices and where action is needed to keep children safe.

The home environment offers families personal space and privacy, along with access to a variety of communal areas to enhance their quality of life and positively impact on their well-being.



Care & Support

People experience very high quality care and support because the provider conducts highly effective assessments to confirm if they can meet a family's needs before offering a service. Detailed information is gathered in advance from professionals, with careful consideration given to the needs of families already accessing the service. This process is conducted through a structured two-stage 'viability' assessment. The second stage involves a meeting with parents, which is highly valued for the reassurance it offers, as well as the opportunity it provides for parents to ask questions and gain a clear understanding of the service they will receive. This meeting also plays a key role in building a positive rapport and developing a relationship with families.

Families are actively involved in the planning process, with their individual needs and preferences clearly reflected in their personal plans. They are encouraged to identify both their own needs and those of their children, helping the service consider how they can best support them. This approach empowers parents to set personal goals and build on their existing strengths. Personal plans are written from the child's perspective and presented in an accessible format. They provide staff with clear, detailed guidance on how to support each family member. Regular reviews of the provider's assessment offer reassurance that the service is continually evaluating families' evolving needs and its capacity to meet them. Risk assessments are comprehensive, regularly reviewed, and consistently updated to ensure accuracy. Any changes are clearly highlighted, enabling staff to promptly identify and respond to emerging risks.

People are supported by skilled and competent staff. An internal multi-disciplinary team (MDT), comprising of the service's Managers, social workers, health visitor and key workers, maintain oversight of each family's progress. The team also considers the direct work and activities available to help parents develop their parenting skills. There is a structured review process in place, with the MDT meeting at regular intervals in addition to a number of meetings held with the placing social workers and families to formally review the family's progress. Where a parenting assessment is commissioned by the placing local authority, this information also informs the assessment. Assessment requests and considerations are made by the placing social worker and are mostly directed by a letter of instruction. Final reports provide a comprehensive evaluation of the family's progress, identifying risks and making clear recommendations. The service supports families at the end of the placement, helping them transition back into the community or, where necessary, manage the separation of parents from their children. A 'step down' programme is in the process of being developed to further support families during this transition phase.

Parents are encouraged to discuss and reflect on their behaviour and approach to parenting. Staff engage in respectful, supportive conversations and may use relevant CCTV footage clips to aid these discussions. Where parents have engaged in positive interactions with their child, CCTV footage is also used to show this as an example. Shift handovers are coordinated by a shift co-ordinator, with comprehensive updates shared in relation to family's activities, as well as children's feeding and changing logs. The placing local authority social workers receive weekly reports, case notes and information logs. Parents are given the opportunity to view and comment on their weekly reports before it is shared, ensuring they can express agreement or raise concerns.

Feedback from external professionals is overwhelmingly positive, highlighting excellent communication, detailed reports, and a responsive approach to emerging concerns and issues.

The inclusion of families in the admission process and the management of difficult conversations was recognised. When concerns have arisen, the service has responded with clear explanations and action taken and recognition of learning gained from instances where differing perspectives on family's progress has emerged.

Families are kept safe through a robust and proactive approach to safeguarding. The service promotes a 'safety first' culture, with continuous improvement driven by learning, reflection, and the implementation of updated processes. Staff at all levels take appropriate and timely action to safeguard children. Parents are clearly informed about the consequences of breaching their service agreement, with a structured warning system in place that escalates before any decision is made to end a placement. To ensure children's safety, body maps are completed upon arrival and discharge from the service. Safeguarding referrals are made, and notifications submitted to CIW, as required. All staff understand their safeguarding responsibilities and receive comprehensive training, including service-specific safeguarding training.

Medication management within the service is carefully monitored. Parents are able to independently manage their own and their children's medication, depending on their individual risk assessment. Staff maintain oversight and undertake audits to ensure medication is stored and administered safely. Identified risks are clearly documented across all relevant documents. The service has a clear medication policy, and staff receive training in medication procedures and a range of health related issues. The manager has recently introduced workbooks to support and develop staff's competency, knowledge and understanding of medication management.

The service ensures people are protected by promoting high standards of hygiene to minimise the risk of infection. A comprehensive infection control policy and risk assessment are in place to guide good practice. Staff receive training in infection prevention and relevant health and safety training. The service provides laundry facilities and promotes regular handwashing, with accessible hand sanitisers and clear signage is displayed to reinforce good hygiene practices.



Environment

Families live in a safe environment equipped with appropriate facilities and equipment. The service provides a range of high-standard accommodation for families. All family rooms include an en-suite toilet and shower. Some rooms have their own kitchen, others use communal kitchens and dining rooms. Wherever possible, families are able to choose their preferred room. There are several communal dining rooms, lounges, a nursery, two laundry rooms, and family bathrooms. Families receive welcome packs along with all necessary linen, towels, and equipment to support their needs and the care of their children. They are able to personalise their rooms and bring items to make them as homely as possible. A lift supports safe movement throughout the building. The service ensures all internal areas are suitably furnished, clean and comfortable.

Externally, a large car park at the front of the property to ensure peoples' safety when entering the property. At the rear, there is a garden area with a secure astro turf area and play equipment for families to use, and where some family group activities are held. A rotary clothes dryer is available for families to use. A designated smoking area for parents is distanced from the garden area to promote safety. Staff have use of a separate outdoor area during breaks.

Daily environmental health and safety checks are undertaken across all internal and external areas, including family rooms, with appropriate actions taken as needed. Fire safety measures are in place, with regular servicing and checks carried out at the required intervals. All maintenance, servicing, and contractual arrangements are overseen by an operations lead responsible for the environment and utilities.

Robust measures are in place to prevent unauthorised access to the building. The service uses CCTV with audio recording to monitor and record family activity in most areas of the service. A generator ensures the continuation of CCTV monitoring should a power outage occur. Parents provide consent on or before their admission, which is documented in a CCTV agreement. A door entry system ensures visitors are received by staff, who record their details in a visitor's book and provide an information statement regarding the use of CCTV and audio monitoring (which operates in all communal areas, except bathrooms, the lift, and staff only areas). Access control door systems throughout the service are operated by key cards issued to families upon arrival. These allow families free access to their room and designated communal areas, whilst also enabling the service to restrict access of families to unauthorised areas.



Leadership & Management

The service provider has robust organisational systems, effective governance, and strong oversight to ensure the smooth and efficient operation of the service. The leadership and management team adopt a positive, inclusive culture grounded in clear organisational values whilst promoting openness, transparency, and accountability. The organisation embraces learning and reflection as core principles. It has established policies and procedures that are kept under review and information is shared with staff with clear oversight to ensure all staff are aware of changes. The service provider is establishing working relationships with other providers in the sector, sharing best practices to promote a high-quality service to families.

The manager has highly effective oversight of all aspects of the day to day running of the service. The responsible individual (RI) is highly visible and integral to the operation of the service, providing advice, support and undertaking comprehensive audits during visits. Monthly reports are provided by the manager in relation to the service which provides information for the RI to analyse and consider actions to be taken. These inform the quality of care review with reports completed every six months. Reports are detailed and reflect stakeholder feedback from social workers and families. The manager, lead social worker, RI and Development Director collaborate to finalise the quality of care report and this is shared with the service provider via a Quality Panel Meeting and Board of Directors. There is a strong and detailed response to complaints about the service with clear processes for investigation and outcomes which are communicated respectfully and sensitively. Responses to concerns demonstrate a positive culture of openness and transparency and actions taken where there are identified areas requiring improvement.

The provider is strongly committed to ensuring a high number of skilled and knowledgeable staff are available at all times. Robust recruitment practices and vetting processes are in place. New employees undergo a comprehensive induction process and are subject to a probationary period with regular performance reviews, overseen by a Learning and Development Coordinator. The staff induction includes classroom-based guidance, training, and role-playing, followed by shadowing senior staff for at least four shifts before starting their own shifts. The RI or Development Director meets and delivers elements of the induction program. New staff can extend their induction to build confidence if needed. Staff are required to complete the All-Wales Induction Framework within their six-month probationary period and register with Social Care Wales, the workforce regulator. Regular supervision and annual appraisals are strength-based and explore further development opportunities. Team meetings are held regularly and attended by the RI or Development Director. Staff training is extensive, including mandatory training with clear guidance on completing recordings, daily and weekly logs and reports. Service-specific training is provided before working with families, during the probation period, within the first year of employment, and before taking on senior responsibilities. The manager has also undertaken additional training in Dialectical Behaviour Therapy (DBT). A trauma-informed model of care is being delivered to staff to support a

more informed and compassionate approach to family support.

Staff receive generous performance based incentives and recognition for their commitment to their professional and service development. Staff well-being is considered in supervision. Staff are also encouraged to seek independent support and access counselling. A suggestion feedback box provides staff with opportunities to raise issues confidentially.

Feedback from staff reflects a highly committed and motivated team who feel very well supported in their roles. The team culture was described as nurturing, collaborative and values driven. Staff reported on good opportunities for professional growth which was rated as 'excellent' by most respondents of surveys completed for this inspection. The demanding nature of the work was cited as having potential to impact on some staff although the well-being support offered is valued and staff feel able to reflect and contribute to the development of the service. Comments we received include:

"Very supportive atmosphere... caring professional team ... excellent training opportunities... comprehensive induction process."

"I have never felt as supported in a work environment as I do in Ty Seren."

"Excellent induction. Focus on training and specialism. Good morale and team support."

"A good organisational culture which promotes being open and transparent for both families 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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