

Ty Ceirios Nursing Home

Statement of Purpose

March 2026

Our Address: A1 Care Services Ltd, Ty Ceirios Nursing Home,
Pentrepod,
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Pontypool,
NP4 6TJ

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Company No: 04120909

About us

Kotcare Holdings Ltd, formed by Nikesh Kotecha and Sagar Majithia purchased A1 Care Services Ltd, Ty Ceirios Nursing Home in April 2024. Both Nikesh and Sagar are company directors alongside Karen Healey who is the registered responsible individual.

Responsible Individual – Karen Healey has been Responsible Individual for Ty Ceirios since June 2025. Karen has over 40 years' experience of Nursing in the NHS, private sector and social care. Karen is a Registered Nurse, Children's Nurse and has a BSC and MSc as well as QCF level 5 leadership & management.

Registered Manager – Emma Evans RGN, registered with Social Care Wales. Emma is both an experienced nurse and care home manager.

Location

The home is set in well-tended gardens which are to be enjoyed by all residents, visitors and staff. Ty Ceirios is easily accessed and is within easy reach of Pontypool, Cwmbran, Caerleon and Newport and has easy access to the M4 corridor. There is a main bus route that runs past the home and there is a bus stop at the end of the driveway. There are limited car parking spaces on site.

Range of service, who we care for

Ty Ceirios Nursing Home provides Respite, Long Stay Nursing, Residential, Physical Disabilities, Learning Disabilities, Dementia, Sensory Impairment, Treatment of disease disorder or injury and end of life care for mainly elderly but also for older adults. Our clientele is usually aged over sixty, however we have previously catered for younger adults when needed. Our units are gender neutral; our residents can express gender fluidity through clothing choices, hair makeup etc. none of our units houses solely one gender.

Our priority is to support our community particularly during times of emergency. We pride ourselves on completing a responsive pre-admission assessment so that we can offer emergency respite care to those most in need.

The maximum number of residents that we can accommodate is 44. We have three units that are split over two floors, Upper Cherries (11 beds), Lower Cherries (11 beds) and Cherries House, main floor (22 beds).

How our service is provided

Assessments and Care Planning

Our robust pre-admission assessment ensures that from the very start our residents and or representatives help design the care that they receive. Our management team meet with potential residents and or representatives prior to admission to capture what is important to them. For planned admissions (permanent or respite) we invite potential residents (if able) and or their representatives to visit the home, to get a feel for the environment and view available rooms, and more importantly to meet the Team. Creating open and transparent relationships from the very beginning is important to us.

Occasionally, we are asked to provide emergency assistance to those who need it, during the emergency admission process we will endeavour to obtain all care-need requirements, to ensure safety; however, the process for obtaining personal outcomes will usually happen once the person has been admitted.

Care plans are then tailor-made to meet each individual care need (except for some clinical plans that cannot be negotiated due to treatment needs). These plans will be shared and reviewed on an 8 weekly basis to ensure that any changes in taste or care need are documented and captured in the plan. Our staff will always be guided by the residents and or their representative to ensure that our residents' voices are heard, and they are able to express themselves.

Confirmation is provided in writing to the individual that the service can meet the individual's care and support needs including health, personal care, emotional, social, cultural, religious and spiritual needs. Confirmation in writing is provided where the service is unable to meet the individual's care and support needs".

Standard of Care and Support

Supporting our residents to maintain both their physical, mental and emotional needs is important to us. Via our admission process and on-going review cycle we will identify and communicate any issues that are highlighted and ensure that appropriate referrals to external agencies are made in a timely manner. Whilst health care needs are a priority supporting our residents emotional and physical wellbeing is also a priority.

Activities and engagement

Our activities coordinator, also a qualified PTI and certified in manual lymphatic drainage and has a Diploma in Occupational Therapy, ensures that our residents are engaged in activities that are appropriate to them. Individual activities plan ensures that our residents design how they spend their time, paying attention to hobbies and past interests. This information may be sourced from resident representative in the event they are unable to share their views. Our activities coordinator will ensure that all residents have one to one time to maintain or develop interests. Residents will also be encouraged to take part in planned group activities.

Spiritual and Cultural Needs

At Ty Ceirios we host regular Christian church services and hymn groups to support with our residents' religious needs. Whilst we currently only host Christian services we can organise and arrange access to other faiths should the needs arise.

Whilst we understand that religious beliefs are important, understanding our residents' cultural needs and being able to support them to achieve their personal outcomes in this area is a priority. From small things like adjusting menus to include foods that represent individual cultures to ensuring community access so that individuals can maintain links with their community and people. Celebrating diversity and supporting those who have different, unique or strong spiritual or cultural needs is a priority.

Independence and personal relationships

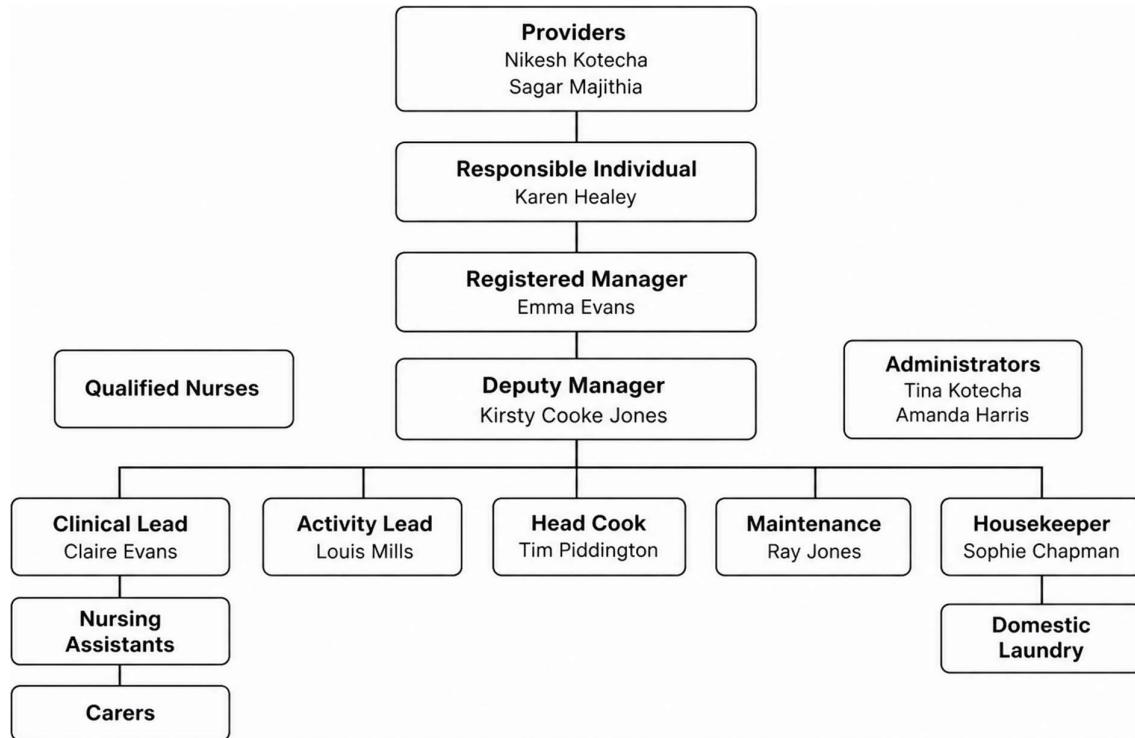
It is important that you feel at home from the very beginning, your family and friends can visit at any time, although we do request that mealtimes are avoided to ensure that appropriate support can be given to those residents who require it. We will support residents to continue to have access to the wider community including events, where appropriate. However, for those unable we will endeavour to bring the wider community to you, through planned activities and events.

Communication and Languages

In an ever-changing society it is important to the Company that we remain diverse and embrace language. It is important to us that our residents feel they can use their first language without request, and whilst we will endeavour to support residents whose first language is not English, we recognise that this may not always be possible. In these circumstances we will endeavour to incorporate individual languages into everyday things, using labels and flash cards to support communications, doing our very best to make people feel at home.

For those individuals who are hearing impaired it will be our priority to ensure that any aids used are maintained, we will monitor for changes and ensure that appropriate referrals are made when needed.

Ty Ceirios Nursing Home - Company Structure



People and staffing

Responsible Individual, Karen Healey RGN:RSCN, ensures that the management team maintain an overview of the day to day running of the home through auditing and evaluation of every aspect, in conjunction with her managers who she meets to discuss the infrastructure of the home with, on a regular basis.

Emma Evans, RGN and Registered Manager, has over 7 years' experience of leading both clinical and non-clinical teams within a care home environment. Emma is Registered with Social Care Wales and has a QCF level 5 Leadership & Management qualification.

Claire Evans RGN, Clinical Lead has previous experience in a Clinical Lead role.

Our qualified nursing team, provide around the clock nursing care. Clinically skilled and able to provide onsite catheter care, venipuncture, specialist dressing changes,

intravenous injections to name but a few. We ensure that our nurses are kept up to date with the latest changes and ensure they maintain and enhance their skills.

Our Nursing Assistants are suitably qualified to support the Nurse in managing the clinical needs of our residents. Qualified in phlebotomy, vital signs and medication delivery they can support the Nurse in most aspects of care.

Daily staffing levels

Dependency levels are determined by management responding to the needs of each unit on the day. Through our monthly audits we determine the staffing levels required for each unit.

Monday to Friday both the Manager and Clinical Lead (both qualified nurses) are available to support both staff, residents and relatives should they have any queries or concerns. Our Clinical Lead also supports nurses with daily tasks, and any clinical needs the residents may have e.g. wound management, dressing changes, catheter care etc.

Day Shift: 1 x Registered Nurse, 8 x Care Staff, 3 x Nursing Assistant

Night Shift: 1 x Registered Nurse, 5 x Care staff, 1 Nursing assistant

Staffing levels can be greater depending on care needs of the residents and represent minimum staffing levels.

Upper Cherries

3 x carer staff including nursing assistant

Lower Cherries

3 x care staff including nursing assistant

Main floor

5 x care staff including nursing assistant

Nighttime staffing levels

Nighttime staffing whilst reduced compared to the daytime, consists of 1 x qualified nurse.

Upper Cherries

1 x care staff and 1 nursing assistant

Lower Cherries

2 x care staff

Main floor

2 x care staff

Task delegation

Ty Ceirios is proud to have been part of the pilot scheme, within Aneurin Bevan Health Board to launch delegated medication within a Nursing Home environment. As a result, of the research this has since been rolled out across the whole health board. Our Nursing Assistants are qualified and able to use our digital medication system, with oversight from the qualified nurse on site. This in turn supports the Nurse to be able to focus on clinical elements of the care required.

Oversight of all clinical delegated tasks falls to our Clinical Lead and is monitored via quality assurance dashboard and audit schedule, but the Registered Manager remains accountable.

Supervision and Support

Our communal lounges are always supervised by at least one member of staff whilst in use. This ensures the safety and support available to residents throughout the day and night if necessary.

Staff Training

It is important to us that our staff are skilled and knowledgeable in their respective positions, and so all staff are required to complete mandatory training, tailor-made for their specific role within the house.

Our care staff are required to register with Social Care Wales, within the first 6 months of employment, to ensure that our staff can meet the continuous professional development (CPD) requirement, we use care skills academy e-learning provider to support us in achieving this.

Care Skills Academy is a care skill endorsed e-learning provider; their accredited courses ensure that our staff are knowledgeable and skilled to provide care our residents.

The following courses are mandatory and are completed annually by care staff:

Behaviours that Challenge	First Aid
COSHH	Food Hygiene
Dementia Awareness	Health & Safety
Fire Safety	Infection Control
Managing Continence	Moving and Handling
Nutrition & Hydration	Personal Care
Safeguarding Adults	

In addition to our internal e-learning training we also use external training providers, who support us in the delivery of manual handling and other courses as required to meet the needs of the residents.

Aneurin Bevan Health Board, also support us with additional training for both our care staff and qualified nurses.

Staff supervisions are completed every 12 weeks as a minimum, more often if required. This allows us to monitor and discuss performance and to offer support and guidance to those who need it.

Supporting our staff to be the best that they can be is our priority.

Facilities and Services

Ty Ceirios comprises of 42 bedrooms spread over three units.

We have two double rooms that are suitable for people with a close connection or relation to share. Our double rooms have twin profiling beds and furniture, with one providing en-suite shower and toilet facilities.

We have 40 single rooms, two of which have en-suite shower and toilet facilities. All rooms have a single profiling bed, and furniture, with a lockable box or draw where personal items can be stored securely.

Each bed has built-in full-length bed rails should they be needed. Each bed is fitted with a standard foam mattress unless it is identified that a specialist mattress is required (provided by the company).

Rooms 1a and 15a can only be allocated to residents who are ambulant and do not require the use of a wheelchair.

We encourage residents to personalise their rooms, with soft furnishings and pictures to create a homely feel, and where appropriate allow items of furniture (to be discussed with management). We encourage residents to use digital TV, such as amazon fire or roku sticks – due to our location our TV service often gets interrupted particularly in bad weather. We have a limited supply of TV's that we can provide, however it is possible for residents to bring their own, we will arrange for PAT testing to be completed before installation. Any electrical equipment such as lamps etc. should also be brought to the office before installation to ensure that PAT testing is complete.

We have 3 designated dining rooms / spaces, located on lower Main floor, Upper Main floor and in the Conservatory area in Lower Cherries. We also have Lounge / Dining spaces in Lower Main, and upper Cherries.

We have 3 lounge / communal spaces where residents are encouraged to socialise and take part in activities. Residents are encouraged to move around the home utilising communal spaces and to engage in community activities.

We have several bath and shower options that residents can access on all units. Lower main floor has a bathroom with bath chair hoist to allow residents who are less able to

continue to access the bath, there is also a separate WC on this unit suitable for residents and visitors.

Upper main floor has two shower rooms, one of which is of larger capacity to be able to accommodate larger shower chairs, it has a large rain shower head and handheld shower. Both shower rooms also have toilet and sink facilities.

Lower Cherries and Upper Cherries both have separate bathroom and wet/shower room facilities both of which include toilet and sink facilities.

Ty Ceirios has extensive landscaped gardens that residents can use whilst being supported by staff. We also have a large patio and pergola area, where residents can sit with family & friends. Dotted through the grounds are picnic benches and a woodland walk that is wheelchair friendly.

Laundry

At Ty Ceirios ensuring that our residents have the best quality of service is our priority. We use Elis, our external laundry partner who provide a service that's tailor-made to our needs as a care home. Elis provide specific labels for each resident and apply them to all items of clothing that requires laundering. The labels are heat sealed onto each item of clothing to ensure that items do not go astray. Each resident then has a named and barcoded net bag that is used to collect items to be laundered with additional red bags for items that are not to be tumbled dried or are delicate.

The residents clothing is then transported to Elis's dedicated residents clothing laundry facility where it is washed at low temperature to maintain integrity of the clothing. Delicate detergent suitable for sensitive skin is used, as well as colour capture and fabric conditioner to protect garments and a chemical disinfection to ensure that all garments are hygienically clean and pristine.

Our domestic staff will then ensure that items are delivered back to resident bedrooms following their return, assessing if ironing or steaming of creases is required. We have two collections / deliveries per week.

Kitchen and Dining

Our dedicated kitchen staff provide high quality, specialist meals for residents. Cooked on site, in partnership with *Apetito*, to ensure that our residents receive the best quality food that is nutritionally balanced. We can cater for all dietary needs, including allergens, intolerances and those requiring international dysphasia diet standardisation (IDDSI) meals.

Hair dressing and Chiropody (charged locally)

Our hairdresser visits on a weekly basis to provide full hair dressing services to those who wish to receive them.

Our chiropodist visits approximately every 6 weeks to provide specialist nails care to those who require it, he has extensive knowledge and a good understanding of working with people with dementia.

Governance and Quality Assurance

We have robust audit and quality assurance processes to ensure that the quality of care being delivered is to the highest of standards. The Registered Manager completes monthly audits, and we have a quality assurance dashboard to monitor and meet all regulatory and legislative requirements. This allows us to analyse care being delivered and to measure elements such as staffing levels depending on the residents who are living in the home at the time of audit. We recognise that care needs can change quickly, and this can affect how we deliver care. This also includes clinical requirements and allows us to assess nursing levels across the home.

Our Responsible Individual visits on a weekly basis providing support and guidance to both the Registered Manager, Deputy Manager and Clinical Lead. Every 3 months the Responsible Individual completes a report covering all elements of the home (regulation 73 visit) and will spend time speaking to families and representatives, gauging their views of life at Ty Ceirios. Every 6 months the Responsible Individual will complete a quality-of-care review, the review brings together the information gathered during the weekly visits and is analysed to assess if the home is achieving outcomes for individuals. It establishes how our staff, visiting professionals and family or residents / representatives feel about the service, asking them to participate in questionnaires to inform the report. If any issues are identified these will then be shared with Registered Manager and an action plan will be drawn up and completed.

The Registered Manager is responsible for the daily running of the home Monday to Friday in her absence the Deputy Manager, Kirsty Cooke Jones will deputise, both work Mon- Fri with weekend on call duties shared. Over the weekend the qualified nurse will deal with any concerns or complaints. The Responsible Individual is also on call to support at any time, in her absence the provider will support.

We host regular resident / resident representative meetings where we discuss life at Ty Ceirios, the Responsible Individual and Providers often attend these meetings to ensure that people can not only, get to know us but also so that any issues concerns or complaints can be handled by the correct people.

Complaints and Concerns

At Ty Ceirios we recognise that we may not always get things right. We promote an open and transparent approach to the way in which we deal with concerns and complaints. When a complaint or concern is raised, we record them on our form, this is then passed to the manager / clinical lead who will explore and or investigate the complaint. A member of the management team will then contact the person raising the concern to discuss the outcome, all of which is then recorded on our form and kept in the office.

We encourage our residents and their representatives to contact us regarding any concerns in the first instance; however, we do advise if they still feel their complaint has not been heard, that they can contact the Responsible Individual and or Providers to discuss.