Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Gwyddfor Residential

Gwyddfor Care Home, Bodedern, Holyhead, LL65 3PD

07879955919

www.gwyddfor.com

The inspection visit took place on 15/09/2026

Service Information:

Operated by:	Gwyddfor Residential Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with mental health needs, Care and support for people living with dementia, Care and support for people requiring short-breaks or respite care, Care and support for people with a learning disability, Care and support for people with a physical disability
Registered places:	28
Main language(s):	Welsh and 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	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Well-being is good because people receive person-centred support that promotes choice, independence and meaningful engagement in daily life. People are supported to maintain relationships that are important to them and have opportunities to participate in activities and experiences that enhance their emotional, social and physical well-being.

Care and support is good because people receive care from care staff who understand their individual needs and preferences. Care records are detailed and provide guidance for care staff, while health needs are monitored effectively through regular review and good multidisciplinary involvement to support positive outcomes.

Environment is good because people live in a clean, welcoming and homely setting that supports their comfort, privacy and independence. The home is accessible and well maintained, providing a safe environment for people.

Leadership and management is good because leaders are visible and approachable, providing clear oversight of the service. Staffing arrangements are stable and quality assurance systems are established, helping to monitor service delivery and support positive outcomes for people.

Findings:

Well-being — Good

Well-being is good because people experience positive outcomes and receive support that promotes choice, dignity, independence and meaningful engagement. Throughout the inspection, people appear relaxed and comfortable in their surroundings. Care staff interact with people in a warm, respectful and person-centred manner. They know people well and demonstrate a clear understanding of individual preferences, routines, communication needs and personal histories. People maintain relationships with family and friends. Flexible visiting arrangements enable people to sustain important connections and remain involved in family life. Care records contain detailed information about people's backgrounds, interests, relationships and preferences, helping care staff provide support that reflects individual identities and life experiences.

People enjoy a wide range of activities within the home and local community. Activities include arts and crafts, music, gardening, celebrations, quizzes, visiting entertainers, school visits and outings. Dedicated activity provision helps people remain engaged, socially connected and involved in activities that matter to them. During the inspection, people choose how to spend their time and use different communal areas throughout the home. We observed people reading English and Welsh newspapers, completing jigsaws with care staff, spending time in the conservatory, engaging in conversation and participating in activities that reflect their interests. Daily records provide detailed accounts of people's experiences and demonstrate that care staff support social, emotional and psychological well-being alongside physical care needs. Records describe family visits, hobbies, conversations and outdoor activities, demonstrating varied and fulfilling daily lives.

People influence how the service operates through resident meetings and informal discussions. They contribute to decisions about menus, activities and aspects of the environment. Menus are displayed and people tell us they can choose alternatives when preferred meals are unavailable. Meals appear appetising and people enjoy a choice of alcoholic and non-alcoholic drinks in pleasant dining areas, including a welcoming bar area that supports social interaction. The service recognises and supports Welsh language preferences. Care records identify people's preferred language, and the service employs Welsh-speaking care staff and provides bilingual information. This demonstrates a positive commitment to the Welsh language active offer. Feedback from people, relatives, care staff and professionals is consistently positive. Compliments and comments gathered through quality assurance processes indicate that people value both the service and the support they receive. One person told us, *"I really enjoy living here, this is my home and I am so grateful to all the lovely staff."*

Care & Support — Good

Care and support is good because people receive care and support that is personalised, responsive and based on their assessed needs. Care planning arrangements provide care staff with detailed guidance to support safe and effective care delivery. Records we reviewed contain comprehensive information about health needs, communication, mobility, nutrition, personal care, relationships, routines, medicines and future wishes. Care records clearly identify what matters to people. Preferences relating to daily routines, personal care, food choices, communication and social engagement are documented in sufficient detail to guide practice. We saw care staff demonstrate a strong understanding of these preferences and apply them in their day-to-day interactions with people during the inspection.

Risk assessments are comprehensive and address areas such as mobility, falls, choking risks, nutrition, medicines management, environmental risks and access to outdoor areas. These assessments provide person-centred guidance that helps people remain as independent as possible whilst ensuring appropriate safeguards are in place. Records demonstrate that care staff support people to take positive risks and maintain control over aspects of their daily lives. People benefit from effective health monitoring and timely access to healthcare services. Records evidence regular involvement from a wide range of professionals, including GPs, district nurses, diabetes specialists, community psychiatric nurses, social workers and chiropodists. Care staff respond promptly to changes in people's health and work collaboratively with professionals to ensure appropriate interventions and treatment are arranged.

Care staff effectively monitor and manage long-term health conditions. Records demonstrate ongoing assessment, review and communication with healthcare professionals. Care staff maintain appropriate documentation and respond to professional guidance, supporting continuity of care and positive health outcomes. People receive support to maintain good nutrition and hydration. The service provides a varied menu cycle that includes home-cooked meals and a broad range of options. Alternative choices are readily available, and records identify individual dietary needs, preferences and specialist requirements. Mealtime experiences are relaxed and sociable, promoting enjoyment and choice. Medicines management systems support safe administration practices. Trained care staff administer medication, and the service operates competency assessments, audits and monitoring arrangements that promote good practice. Medication administration records, controlled drug documentation and associated records are maintained appropriately. Safeguarding arrangements are established and support the protection of people from harm. Care staff receive safeguarding training and understand reporting procedures. Records demonstrate consideration of capacity issues and include relevant mental capacity and deprivation of liberty documentation where appropriate. Feedback from a visiting health professional is positive, with recognition of the service's communication and responsiveness. Overall, people receive high-quality, person-centred care that is coordinated, responsive and focused on promoting health, safety and well-being.

Environment

Good

Environment is good because people live in a welcoming, comfortable, safe and supportive environment that promotes their well-being. The home provides a pleasant and homely atmosphere where people move freely, access different areas and spend time in spaces that reflect their preferences and interests. Communal areas are bright, spacious and well maintained. Lounges, dining areas, the conservatory, library space, salon, bar area and outdoor spaces provide a variety of opportunities for relaxation, social interaction and engagement. The home has a warm and personalised feel. Residents' artwork is displayed throughout the building, contributing to a sense of ownership and identity. Decorative features, varied colour schemes and thoughtful design elements create a welcoming environment that feels less institutional and more reflective of a person's home. Bedrooms viewed during the inspection are clean, comfortable and personalised. People decorate their rooms with photographs, personal belongings and furnishings that reflect their individual preferences. Bedrooms provide privacy, personal space, and opportunities to maintain familiarity and comfort. The dining environment supports positive mealtime experiences. Menus are clearly displayed, and dining spaces are welcoming and sociable. A range of communal areas enables people to choose where they spend their time and eat their meals, supporting individual preferences and varied daily routines.

Accessibility arrangements support people with differing mobility needs. The service provides lift access, evacuation equipment, handrails, adapted bathrooms and spacious communal areas. Outdoor spaces, including patio areas and seating, encourage people to access fresh air and enjoy the garden environment. Infection prevention and control arrangements support a clean environment. Bathrooms and communal areas are clean and well stocked. Personal protective equipment is readily available, and care staff demonstrate an awareness of infection prevention and control practices. Laundry arrangements support the safe segregation of clean and used items. The provider continues to invest in the environment through refurbishment and improvement work. Completed areas are finished to a good standard and enhance people's living experience. Fire safety, maintenance and equipment servicing arrangements support people's safety and provide assurance that the environment remains fit for purpose.

Leadership & Management — Good

Leadership and management is good because the service benefits from visible leadership, an established management structure and a stable workforce. Governance arrangements provide effective oversight of service delivery and support the provision of safe, person-centred care. Care staff, people and professionals speak positively about the culture within the service and the support provided by management. One member of care staff told us, *"I love working here, I treat the residents as if they were my family and how I would like them to be treated."*

Leaders maintain a strong presence within the home and demonstrate a commitment to supporting people and care staff. Care staff consistently describe managers as approachable, responsive and supportive. They report feeling valued, listened to, and able to raise concerns or seek advice whenever required. The service maintains good staffing stability and does not rely on agency staff. Recruitment practices support the appointment of suitable care staff, and personnel records contain appropriate employment information, references, disclosure checks and recruitment documentation. Care staff either hold, or are working towards, recognised qualifications relevant to their roles. Training, supervision, appraisal and competency assessment arrangements support care staff development and accountability. Care staff have access to mandatory and role-specific training, helping them maintain the knowledge and skills needed to meet people's needs safely and effectively. Care staff demonstrate a good understanding of people's individual requirements and apply this knowledge confidently in practice.

Quality assurance systems cover a broad range of operational areas, including medicines management, health and safety, food safety, and infection prevention and control. Managers undertake audits regularly, helping them maintain oversight of service quality and compliance. We see evidence that care staff address and follow up issues identified through monitoring appropriately. The service demonstrates a willingness to learn and improve. Leaders actively seek feedback from people, relatives, care staff and professionals and use it to inform service development. Managers handle complaints professionally and use learning opportunities to strengthen systems and improve people's experiences. One example is the introduction of an electronic appointments overview system to enhance communication and oversight. The Responsible Individual maintains a strong and highly visible presence within the service. He is readily accessible to people, relatives and care staff, attends the home daily, and provides excellent oversight of service delivery. He demonstrates a good understanding of people's experiences, the day-to-day operation of the service and its overall performance. Feedback collected through quality assurance activities is consistently positive and highlights approachable care staff, a welcoming atmosphere and confidence in the care provided. Residents and their families receive an excellent service guide that clearly explains the support and facilities available.

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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