Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Gwyddfor Domiciliary

Gwyddfor Care Home, Bodedern, Holyhead, LL65 3PD

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www.gwyddfor.com

Date(s) of inspection visit(s):

11/06/2025

Service Information:

Operated by:	Gwyddfor Residential Ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Gwyddfor Domiciliary provides care and support to people in their own homes. The office is located within Gwyddfor Residential Home in Bodedern, Holyhead, where the manager and responsible individual are based.

This service has been awarded Excellent for Well-being, Care and Support and Leadership and Management. This is because we saw several examples where people receive a high-quality service, which supports them to achieve their outcomes and beyond. People are fully involved in all decisions relating to their care package and they praise the standard of care they receive. Relatives are also very impressed with the service provided. People have positive relationships with their care workers and with the management team. The care workers are motivated in their roles, they receive the correct training and are very well supported by the manager. The RI consistently monitors the quality of the service to ensure it is excellent, and that people are always fully satisfied with the support they receive.

Findings:

Well-being — Excellent

People are supported in various ways to live a healthy life. Each person's health conditions, and how they are managed, are recorded in their personal plans. Assistance is provided to attend medical appointments, which ensures people can access health professionals input when they need to. Positive risk taking is promoted so that people can be as independent as possible. We saw people are supported to take part in community social events which positively promotes people's well-being. Relatives told us care workers are quick to notice any changes in people's health and they proactively contact health professionals for advice and guidance.

People are safe and protected from harm. A safeguarding policy is in place and care workers receive appropriate training. Those we spoke with demonstrated a clear understanding of their roles and responsibilities in relation to keeping people safe. Robust checks are in place to check new care workers are of a suitable character to work with people with care needs.

People are happy with the care they receive, and they have positive relationships with the care workers who support them. They told us the care workers treat them with respect, and they always listen to their views. People describe the care workers as *"amazing, patient and caring"* and *"methu go-ganmol nhw" (*which means *"I cannot praise them enough*") They told us the service is *"beyond excellent", "they go above and beyond"* and *"always very professional".* Relatives told us the manager is *"approachable",* and they receive excellent communication from them, which provides them with a high level of reassurance their loved one is well cared for.

Care & Support — Excellent

People are involved in creating their personal plans. They have choices regarding how they want to be supported, and their preferences are recorded. Records show people's care and support needs are known, and understood, before they are offered a service. Care workers confirmed they always have access to written information regarding the support each person requires, before they attend to their first call. This means people can be confident care workers are fully aware of their care needs and their individual preferences from the start. Written records are available to show the care people receive at each call and these are monitored weekly by the manager. Personal plans and risk assessments are detailed and are updated regularly. Relatives told us the care workers are sensitive to people's feelings when they receive care and support for the first time. They use empathy skills to reassure people during the transition from being fully independent to requiring some support from others. This caring approach helps people to adjust to receiving support, which enables them to continue to live safely in their own home for as long as they can. People receive continuity in the care delivered because they always have the same small group of care workers providing their support.

People's medication is safely managed. Care workers complete medication training, which includes having their practical understanding and competency tested. There is a medication policy in place which ensures the arrangements for medication are safe. Records show people are supported to have their medication as prescribed, which helps people to stay well. These are checked regularly by the manager as part of their oversight of the service provided.

There are good infection control practices in place. Care workers complete infection control training and are provided with comprehensive personal protection equipment (PPE) which protects their health, and those who they are supporting.

A service is provided in Welsh, so far as is possible. Some care workers can speak Welsh, and this means people can at times receive their care and support in their preferred language.

Leadership & Management — Excellent

Robust systems are in place to check new employees are of a suitable character to work with people who use the service. The required pre-employment checks take place before care workers are employed. This includes obtaining references from previous employers and obtaining a Disclosure and Barring Service (DBS) check. The care workers we spoke with told us they *"Love"* their work, they feel valued in their roles and receive excellent support from the manager. Records show appropriate training is provided and care workers receive one-to-one supervision with the manager every three months.

There are comprehensive managerial and leadership arrangements in place to ensure the service runs smoothly. We saw the service delivered is consistently of a very high standard, which enables people to achieve their outcomes. There is always a manager, or a senior member of the team, on call should care workers need advice or to respond to any urgent situations. The manager and RI have regular contact with people who use the service, they have a clear understanding of each person's circumstances and their needs. The RI has systems in place to monitor the quality of the service provided on a regular basis. This includes gathering feedback from people who use the service, speaking with the care workers and completing audits of care documents.

People told us they feel able to raise any concerns they may have. A complaint policy is available, and we saw arrangements are in place to receive and to respond to any concerns received. No complaints have been received over the past year. Rotas show sufficient time is allocated for people's calls and realistic travelling time is allocated for care workers to travel between their calls. The care workers we spoke with confirmed they have enough time to provide people's care and to travel from one call to the next. This means people can be confident the care workers will always arrive at their calls at the expected time.

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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