



Bodawen Nursing Home



Bodawen Nursing Home, Porthmadog, LL49 9PR



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www.cariadcarehomes.com

Date(s) of inspection visit(s):

24/04/2025, 14/04/2025

Service Information:

Operated by:	Cariad Care Homes Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing
Registered places:	40
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Requires Improvement

Summary:

Bodawen is a residential service with nursing care for adults, situated on the outskirts of Porthmadog in Gwynedd. The service is close to local amenities and attractions.

People are happy living at Bodawen. They have formed good relationships with care staff and other people who live at the service. People can contribute their views and their feedback is sought. The provider ensures people are as well as they can be by supporting access to medical support and other services, so people experience good wellbeing outcomes. People have opportunities for engagement in the service or in the community. Visitors are encouraged. People receive good care and support from staff who are well trained and experienced. People benefit from a well maintained, safe environment where the provider invests in the décor and facilities.

There is a dedicated support team for the service, which is mostly effective in its role, however the

absence of a permanent manager for a short period of time has meant some areas of leadership and management have become inconsistent in quality and require some improvement. The responsible individual (RI) is committed to providing a quality service and plans have already been put in place to address the current shortfalls.

Findings:



Well-being

Good

People are as healthy as they can be, are safe and have choice over most aspects of their life. People choose where to spend their time and who with. They have access to several indoor communal areas as well as their own rooms. We saw some people in the conservatory area, some in the small lounge and others in the larger lounge. We heard care staff offering people the option of moving to other areas through the day. Other people told us they prefer the privacy of their own rooms, especially when they have visitors so they can talk openly. The service is secure to keep people safe, but they can access the gardens and go out for walks. Everyone we spoke with told us the care staff are 'lovely' and 'very helpful.' We observed good interactions between people and care workers who addressed people with respect but also engaged in fun interactions. One person told us "*They notice the small things you need and that makes a big difference.*" People are kept stimulated through the day, chatting with each other, watching tv, listening to the radio and reading local papers. The service has a dedicated activities coordinator who has taken time to speak with and get to know people, asking about their interests so activities can be tailored to their interests. People can choose to participate in groups activities such as exercise, quizzes, bingo, and choir singing, or they can have 1:1 interaction. We saw records of people doing cross stitch, bird watching, playing games, enjoying external entertainers and visits from therapy animals. People attend the local leisure centre and community hall for events and community groups such as Dementia Active and to play boccia.

People experience good health and wellbeing outcomes. Physical health issues are monitored closely and reviewed by nursing staff to ensure that any concerns or changes are identified and addressed in a timely way. People access services from external professionals, so their health is maintained, and any guidance or treatment plans are recorded in people's records. People see a chiropodist on a regular basis and an optometrist comes to the service to check people's vision. The service offers a holistic therapist so people can experience massage and alternative therapies for their wellbeing. People told us they like having their hair done and the salon area of the service is about to be renovated. People appear clean and tidy; nails are well cared for, and people are supported to wear their jewellery and make up.

People live at a service which supports their needs and wishes. People have equipment in place to support their physical wellbeing and enable them to be as independent as they can be. The service is equipped so people can access areas without restriction. Specialist seating means people can spend time up out of bed without compromising their physical health.



Care & Support

Good

People can be assured that the service can deliver the care and support they need because the provider conducts pre assessments, speaking with people, their representatives and considering information from other professionals. Assessments consider a wide range of care needs and potential risks. This helps the provider decide if they can meet peoples needs and arrange for care staff to complete any specialist training. Care records are in the process of being transferred to a fully digital system. The provider has retained paper care records until they are satisfied that all information has been accurately transferred. We saw some electronic records to be complete and some with gaps. The detail of information within electronic records varies in quality. The interim manager has started auditing care records to identify areas for development, they are also working with the software company to amend records, so they are specific to each persons needs. This is not currently impacting on people at the service because they are supported by care staff who have worked at the service for a long time, know people well and can anticipate their needs. This is evident in the daily notes we reviewed which record detailed interactions with people. The service caters to any specific dietary needs, providing nutritionally balanced meals which most people said they enjoy. We saw meals are well presented and smelt appetising. People who did not want the main option, were able to request alternatives such as omelettes, cheese on toast and chips.

People are protected from harm and abuse. All staff complete safeguarding training and have access to policies which support this practice. Incidents, accidents, and safeguarding concerns are reviewed by the manager, operations director, and RI on a weekly basis. This ensures appropriate action has been taken and any reflective practice has been discussed.

People have their medication needs met. We found good processes for the safe management of medication in the service. Medications are stored safely and routinely audited. We observed good medication practice by nurse practitioners whilst dispensing medication. Care records show most people have regular contact with the general practitioner to review their current treatment plans.



Environment

Good

People live in a clean and safe environment. The service is currently undergoing some renovation works. The dining room and large lounge are being renovated and redecorated, and we saw a mood board had been created so people could contribute their views on the choice of décor. A salon area is being created with a backwash facility to enhance people's experience when they have a hair appointment. The activities area is being relocated so it can be accessed more easily and to make to conservatory area more accessible. The provider has ensured that people have access to sufficient specialist equipment such as profiling beds, ergonomic chairs, tracked hoists, portable hoists, and assistive bathing facilities. Lifts and ramps within the service mean people can access all areas of the service without restriction. There is a high level of compliance with the servicing and maintenance of equipment, so people and care staff are safe when using this.

Routine fire safety checks and maintenance is carried out. We saw personal emergency evacuation plans in place for people to give guidance about how to support them in the event of an evacuations. A maintenance person is at the service daily to ensure day to day health and safety of the building. People told us the maintenance person is excellent and *'much more than a handy man.'*

The team of domestic staff work hard to ensure people live in a pleasant, clean environment. Colour coded equipment is in place, and we saw personal protective equipment (PPE) is available to all staff. The service use infection prevention guidance from the health board and we saw this is mostly adhered to. Some small issues identified were rectified immediately.

The service has been inspected by the Food Standards Agency and awarded a level five rating. This indicates a high level of cleanliness and food safety within the service.



Leadership & Management

Requires Improvement

People live at a service where there are clear and effective delegations for areas of service provision. This consists of a human resources manager, training and development manager, administrator, and senior management team. They are responsible for overseeing the provision and quality of service in their area, carrying out audits and reporting monthly to the management team. This ensures any areas to be addressed are identified and actions created, with clear delegation of who is responsible and the timescale for completion. The management of care delivery is currently overseen by an interim manager and deputy manager as well as the nursing team. Due to the absence of a service manager for a period of time, some aspects of the day to day running of the service are not as effective as they could be, however the experience and dedication of the current team has ensured people continue to experience consistent care and support. Whilst the RI and operations director have begun to identify actions and are committed to rectifying them quickly, the issues we found at this inspection may pose a risk to people in terms of the day-to-day operation of the service being consistent, person centred and offering choice. The provider must ensure there are clear and effective arrangements in place to provide daily guidance and support for care staff, so people do not experience inconsistencies in the quality of the care and support they receive. This is an area for improvement, and we expect the provider to take action.

People are supported by care staff who are safely recruited, well trained, and appropriately supported. The provider ensures appropriate checks of people are carried out before they start working at the service to ensure they are safe and suitable to work with adults at risk. Care staff receive an in-depth induction and complete training which covers many subject areas. The majority of staff receive regular one to one supervision and an annual appraisal of their work. We found supervisions to be a good discussion about the job role and constructive feedback about observed practice. Registered nurses support each other with clinical supervision and attend regular training with the health board to ensure their clinical practice remains up to date.

The provider seeks the feedback of people using the service, their representatives, and staff. The results are reviewed and shared within the quality-of-care report. The RI visits the service on a regular basis as well as carrying out their quarterly audit visits where they review the service performance, speak with people, and create a report of their findings and any actions needed.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People are at risk of not receiving a consistently good level of care and support because of the lack of consistent daily management at the service. People need to be assured care staff are supported and guided so the daily running of the service is consistent and they do not experience disruption.	14/04/25

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