Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bodawen Nursing Home

Bodawen Nursing Home, Porthmadog, LL49 9PR

01766513422

www.cariadcarehomes.com

The inspection visit took place on 15/07/2026

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 provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Bodawen Nursing Home is a residential service with the provision for nursing care. The service is in Porthmadog within Snowdonia National Park, close to the local town and amenities.

People experience good wellbeing outcomes because they are consulted about how they want to be supported and are encouraged to make choices about their day to day lives. People's views are sought and listened to, with the provider being proactive in taking action to facilitate people's wants and wishes.

The care and support people receive at Bodawen is good. A high level of clinical oversight means people receive the care and treatment they need to be healthy and live well. Care records require some development to ensure they are a well-rounded representation of the whole person and records of daily care reflect the information within personal plans.

People live in accommodation, which is safe, well maintained and meets their needs.

The leadership and management of the service is good. A strong leadership team are establishing processes to develop the quality of the service and support a positive culture within the home.

Findings:

Well-being — Good

Many people experience positive wellbeing outcomes and are supported to live healthily and safely whilst maintaining control over their day to day lives. We saw examples of residents making informed decisions about where they wished to live and how they wanted to spend their time. Staff worked creatively with individuals and families to support personal outcomes, including enabling people to spend time at home, maintain family relationships and plan for future aspirations. Residents are supported to exercise choice throughout the day, including decisions about meals, drinks, activities, and daily routines. Residents are treated with dignity and respect by staff who know them well and demonstrate a person-centred approach to care. One person described staff as *"brilliant"* and said they *"go out of their way to help."* Another said, *"Y* staff yn brilliant, can't ask for better."

Communication needs are recognised and supported. Staff communicate with people in their preferred language and demonstrate an understanding of the importance of Welsh language and culture. Residents have access to Welsh newspapers, Welsh conversations were heard throughout the inspection, and staff adapted their communication style according to people's needs. We also saw efforts to support people with other language needs using translation technology and support from multilingual-speaking staff within the wider organisation. This approach means the person has their views heard and engages in the day-to-day happenings in the service such as activities.

People benefit from opportunities to engage in meaningful activities and maintain interests important to them. Residents were observed participating in conversations, social interactions, and physical activities. Personal interests were evident throughout the home, including knitting, puzzles, artwork, music and reading. The activities co-ordinator demonstrated enthusiasm and commitment to developing further opportunities for residents based on their individual preferences and life experiences. Planned activities, impromptu interactions and community links help support people's emotional well-being and quality of life. Residents also have access to the garden, hairdressing facilities and community outings supported by the home's minibus.

People are supported to maintain important relationships with family and friends. We saw families visiting during the inspection and there was evidence of a welcoming environment which promotes family involvement. The service provides private areas where residents can spend time with visitors and staff recognise the importance of sustaining relationships. The support provided to couples and people wishing to spend time with family demonstrates a strong commitment to maintaining meaningful connections. Families can use the accessible transport to take loved ones out into the community.

Care & Support — Good

People can be assured 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 people's needs and arrange for care staff to complete any specialist training. Care records are on a digital system. Not all individuals currently have person-centred plans in place which provide sufficient information about their personal outcomes, life history, preferences, and how they wish to be supported, although information about clinical care and support needs is clear and detailed. While care staff demonstrate a good knowledge and understanding of people's needs and preferences, this information is not consistently recorded within care records. Daily care and support records do not always evidence social interactions, meaningful engagement, or participation in activities. In addition, people using the service, or their representatives where appropriate, should be offered opportunities to contribute to care planning and review processes to ensure care remains responsive to their needs, wishes, and outcomes. This is an area for improvement, and we expect the provider to take action.

People receive the care they need when they need it. Requests for support are met in a timely way, and call bells are answered promptly. There is a high level of clinical oversight which means all aspects of people's physical and mental wellbeing are carefully monitored and any concerns are responded to quickly. People receive specialist support from external health practitioners and are also supported to attend hospital appointments. Any guidance or treatment plans are recorded in people's personal plans. People told us they like having their hair done, and they enjoy this in the 'salon' complete with backwash and stylist chair, as well as a manicure table. People are supported to be clean and tidy with staff supporting people to put on make up and jewellery as per their personal preferences.

People are protected from abuse and neglect. All staff complete safeguarding training and policies, reflective of Welsh guidance, support this learning. Good processes are in place for recording, reporting, and reviewing any incidents, accidents, or safeguarding concerns. Processes in relation to falls and tissue viability, follow best practice guidance and ensure a thorough post incident review so all actions are met. Incident data is reviewed by the management team on a regular basis to help identify trends, and any areas for development.

Medication is managed safely within the service. Medications are stored safely and routinely audited. The service operates in line with the health board standard operating procedures for North Wales. We observed compassionate and professional support in relation to pain management.

Environment

Good

People live in an environment which supports their well-being outcomes. The home provides a range of communal and private spaces, including a welcoming entrance area, a quiet lounge for visitors and families, and a newly refurbished dining room. People's personal spaces are personalised with belongings, furnishings, and equipment to support individual needs. Specialist equipment, including call bells, air mattresses, ceiling track hoists and a defibrillator, are available to support people's safety, comfort, and independence. People can spend time in a safe outdoor space, which is accessible and facilitates events and activities. Care staff offer and encourage people to spend time in different areas of the service through the day and people who can do so, are able to mobilise independently around the service. We observed good manual handling procedures when supporting people.

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 evacuation. Manual handling equipment is well maintained and clean. The 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 received excellent feedback from their most recent visit. 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 — Good

The service is led by a management team who demonstrates commitment to providing positive outcomes for people. Staff speak positively about the manager and are clear about their roles and responsibilities. We found leaders are visible within the service and promote an open culture where staff feel able to raise concerns and discuss practice issues. Staff told us they feel valued and are supported to provide care which reflects people's individual needs and preferences.

Leaders have developed positive relationships with people, relatives, and external professionals. Feedback indicated management work collaboratively with others to support people's health, well-being, and personal outcomes. We found examples of managers responding proactively to changing circumstances and supporting people to make important decisions about their future care and accommodation arrangements. This helps ensure care remains focused on achieving outcomes which matter to people.

The provider has systems in place to monitor the quality of the service and identify areas for improvement. We saw evidence of audits and oversight processes, and improvements had been made to parts of the environment. The management team demonstrate awareness of areas requiring further development and are receptive to feedback provided as part of this inspection.

People are supported by care staff and clinical staff who have been safely recruited. We found all the required pre-employment checks to be in place, including obtaining a disclosure and barring service check (DBS) and appropriate references. These processes ensure people employed at the service are safe and suitable to work with adults at risk. Care staff complete an in-depth induction and are supported to register and maintain professional registrations with Social Care Wales and the Nursing and Midwifery Council. All staff receive supervision and competency assessments where their practice is observed by the training coordinator to ensure they are confident and competent in their work. The provider recognises and celebrates the hard work and achievements of the staff team. A monthly award initiative sees the staff team, residents and visitors nominate members of the staff team for an award. This promotes a positive and supportive culture where the workforce feels valued. Care staff told us they are very happy working at Bodawen.

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
Not all individuals currently have personal plans in place which give sufficient information about their personal outcomes, life history and individual preferences. Care staff know people extremely well but this information is not always recorded within care records. This includes records of daily care and support to evidence social interactions and engagement with activities. People or their representatives must be offered the opportunity to contribute to the review process.	15/07/26

CIW has not issued any Priority action notices following this inspection.

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