



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Quality Care (Wales) Limited



Quality Care (Wales) Ltd, Glan Rhos, Llanfairpwllgwyngyll, LL61 6TZ



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www.glanrhos.co.uk

Date(s) of inspection visit(s):

09/04/2025

Service Information:

Operated by:	Quality Care (Wales) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability
Registered places:	52
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

Good

Summary:

Quality Care Ltd is a home that provides nursing care in the rural location of

Wellbeing is good because people are well cared for. Some say their wellbeing has notably improved since coming into the home and accredit this to the good nursing care provided. People feel safe and feel grateful they are able to live in Glan Rhos.

Care and support is good because people live their lives in the way they want to. Their choice and preferences are respected, and the service provides engaging activities that interest them. Personal plans identify outcomes and focus on what people can do for themselves as well as where they need support. This approach helps people maintain their skills and independence as much as possible. Risks are managed so people are kept safe while doing what they want and are able to do.

The environment is good because it meets the needs of people living here. People are actively encouraged to make their rooms their home, decorating and furnishing it according to their choice. The provider has invested in equipment to keep people safe and comfortable.

Leadership is good because the provider has good oversight of the service and knows what is working well and where improvements need to be made. Care is taken to safely recruit suitable and skilled staff; many staff have worked in the home for several years providing continuity for people living here.

Findings:



Well-being

Good

People receive support for meaningful activities, communication needs, and health needs to achieve their personal aspirations and outcomes. They are encouraged to express their views on the service they want, and their privacy and dignity is respected. We observed care staff knock on people's doors before entering their room; they took time to sit and talk to people in a respectful and unhurried manner. People look well cared for, some have their hair dressed and nails polished. An activities co-ordinator arranges activities people are interested in such as gardening, painting, crafts; other entertainment includes musicians and singers. There are monthly visits from leaders of local churches who deliver readings and prayer and spend time talking to residents. Some staff speak with people in Welsh and there is bilingual signage around the home. Personal plans identify people's preferences on how they want to be supported and their daily routines. People praise the care, some saying the nursing care has hugely improved their wellbeing.

People are safe and protected from abuse and neglect and are informed about how to raise concerns. People said they like that staff frequently come in to their rooms to chat. They feel able to express their concerns should they have any. People's rights are upheld; they are supported to vote during elections and to get legal advice if they need it. Any restrictions placed on a person's liberty are based on multi-disciplinary decisions to ensure it is in the person's best interest. While the entrance is not locked in the day, and visiting is not restricted, the corridors have CCTV to improve security and a visitor's log is kept.

Relationships and friendships are maintained through a relaxed visiting policy. We spoke to two visiting relatives who confirm 'open visiting times'; they enjoy that they can bring pet along too. People told us there is '*always a good welcome*' and that they can always see their relative in private. Visiting relatives praise the '*good, prompt communication from the home*' and say they are always kept informed of developments or illness.

The accommodation is suited to the needs of people currently living here. There are large lounges which lots of the residents choose to use. A large Smart television allows people to watch films or other programmes of interest on demand. There is a dining room although currently, most people choose to eat from table trays at their chairs. People's bedrooms are decorated to their preferences; the manager encourages family to help personalise the room for the resident, they may bring in their own furniture and pictures. One visitor told us their relative's room is a replica of their lounge at home, enhancing a sense of familiarity and comfort.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Personal plans are written from information provided by people and their families. The plans consider people's wishes, what they want to achieve, and actions needed to support people to do this. The plans identify what people can do for themselves thereby maintaining their skills. One visitor told us *'When X first came here, loads of questions were asked about what X likes doing, how does X like to do things, what does X do outside, we are constantly remembering things X used to do, and staff are always open to trying things'*. People have access to electronic tablets which they can use to speak with their families; they listen to podcasts, music or talking books. There is good continuity of staff as most have worked here for many years. People told us it feels like a family here; they know the staff well and trust them. One described staff as *'Good company'*. Records show staff consult relevant agencies and specialists when needed and they have good links with district nurses and other health professionals. Care and support is provided in the language and communication method that best meets people's needs. A relative told us X is glad their relative can use the Welsh language with staff. The service also employs a staff member who can communicate in sign language and another staff has expressed an interest in learning this.

People are protected from harm and abuse. Staff have been trained in the safeguarding of vulnerable adults and follow the service's own safeguarding policy. Staff use electronic devices to check care plans and record interventions, and the device also has a Wales Safeguarding Procedures app they can refer to. All new staff are required to work alongside experienced staff until they are competent, and the service can be sure they are compatible for the role.

People's medication is safely managed. Monthly audits carried out by the service, ensure correct procedures are being followed and medication management is compliant with regulations. We saw good arrangements in place to ensure medications are delivered and stocked in a safe and manageable way. Storage is secure and records are checked for accuracy. Nursing staff are employed in ample numbers to allow the medication administration to be carried out without interruption. Medication management competency checks take place to ensure trained people always follow proper processes.

People's risk of infection is minimised because the service provider promotes good hygiene practices. They carry out their own infection control audit and take actions recommended by the Local Health Board, so they keep improving. The service has recently appointed someone as a quality assurance officer, and they carry out monthly checks of the environment to ensure it is clean and hygienic.



Environment

Good

People live in an environment with good, well-maintained facilities and equipment to help them achieve their well-being outcomes. Risks are effectively assessed to keep people safe. We saw monthly environment audits identify where improvements need to be made and dates when actions need to be taken. There is a good range of equipment which are checked inhouse and by external agencies to ensure they are fit and safe for use. There are ceiling track hoists for people unable to mobilise without this support; people use wheelchairs and walking aids. The provider of the service has purchased specialist chairs to ensure maximum comfort for those who need to sit for long periods of time; specialist mattresses and profiling, adjustable beds help reduce the risk of pressure damage to the skin. The provider arranges routine inspection of the electrical installation, water hygiene, portable electrical equipment and the fire safety system.

People's rooms reflect their interests and preferences. Some rooms have been decorated by family to make them reflect the person they know. We saw photos, trinkets and other memorabilia which made the room personal. Some people have designed their own wall decorations as part of arts and crafts activities, which they display with pride. All rooms have ensuite toilets and sinks; some have a shower. There are assisted baths and showers on each corridor. People enjoy sitting in the vast, beautifully kept gardens when the weather allows. They told us they are happy with their environment.



Leadership & Management

Good

The service provider has good organisational arrangements, governance and oversight to help ensure smooth operations and high-quality care. This includes a person specifically designated to check and drive- up quality of the service. The provider is further developing this role to ensure all elements of the service and associated records are checked for compliance and accuracy routinely. Nursing staff are 'champions' in different elements of care so they develop expertise and disseminate this information to staff. The RI (responsible individual) is available daily and also completes formal reports every three months which capture audits, people spoken with and views shared. They observe practice and draw conclusions and implement action plans. The RI also completes a biannual report of what the service is doing well and identifying areas for improvement. The provider is proactive in seeking ways to improve; they have invested in an electronic recording system which they are currently transitioning over to. As part of this process, the service is reviewing how personal plans are written and the way in which reviews are completed so any improvements can be incorporated onto the new system.

People are supported by skilled staff who have been safely recruited and who have the necessary qualifications for the role. There are four trained nurses on duty each day and care staff also have a variety of relevant training and recognised qualifications in care. The provider is keen to develop staff and is proactive in arranging training they think will assist them in their role. Recruitment files show safe vetting procedures are carried out prior to employment. Induction procedures are designed to check new staff have knowledge about the service, it's policies and procedures; they are familiar with the home and know what is expected of them. Training records show staff have a good range of skills and expertise, and ongoing competency checks help ensure people remember and utilise their knowledge correctly. Staff told us they feel supported and valued and records show they have a regular one to one meeting with a senior to talk about their work and development plans.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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