



## Vyrnwy Nursing Home



Vyrnwy Nursing Home, Llansantffraid, SY22 6AU



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[www.surecaregroup.com](http://www.surecaregroup.com)

The inspection visit took place on 09/10/2025

### Service Information:

Operated by:	Sure Care (UK) Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	39
Main language(s):	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

**Excellent**



Care & Support

**Good**



Environment

**Good**



Leadership & Management

**Good**

## Summary:

People are happy living at The Vyrnwy and told us they feel safe and well cared for. People experience excellent wellbeing outcomes because they have a high level of choice and control over their lives and are very well supported. People engage in interesting and meaningful activities.

People experience good care and support. People have choice and input on their care plans, activities, meals, and room decorations. Personal plans accurately reflect people's needs and how to care for them and are reviewed regularly.

The environment at the service is good. The building is well maintained and safe. People have access to the equipment they need to support their wellbeing.

The leadership and management of the service is good. There is effective oversight to monitor quality and a commitment from the organisation to develop the service. Care staff are safely recruited and well supported.

## Findings:



### Well-being

Excellent

People live healthily and safely with control over their lives. We found people are consulted to gain their views and feedback about the service and to contribute to what they want to see going on in the service. People have access to written information regarding the home and the service they can receive, this is available in Welsh if required. There is a positive atmosphere with staff giving feedback that they are valued and there is a feeling of a team working together. People are very positive about the activities on offer at the service. We saw an excellent variation in activities within the service and in people's local communities. This includes pet therapy, world dining events, bingo, and trips out. People told us about a fashion show they had attended the previous evening where they had purchased items for themselves and met up with people they know. The dedicated activity coordinator ensures everyone at the service has the opportunity for one-to-one engagement, either in communal areas or in their rooms. People are treated with kindness, dignity, and respect by the care staff team. We witnessed patient, empathetic, and fun interactions between people and all member of staff at the service. One person told us *"Staff are wonderful," another person told us "It's excellent here."* We saw a member of staff spending time supporting a person to reorientate to time and place with great care and empathy. This provided them with reassurance and allowed them to then engage positively with an activity going on in the lounge. There is a positive atmosphere and staff communicated they are valued and feel they work together as a team.

People are safe living at The Vyrnwy Nursing Home. People have access to bilingual information about the service which includes how to raise a concern or make a complaint. Relatives told us they are happy with the service and said the service meets people's needs. We saw people have access to advocacy services and we saw records of visits by representatives. Legal restrictions in place to protect people are very well managed ensuring people's rights are protected.

People are supported to form meaningful connections and maintain contact with people who are important to them. We observed an open-door approach at the service where visitors can spend time with people freely. We saw a lot of laughter and friendships and people told us that they were very happy at Vyrnwy. People have clearly developed trusting connections with staff at the service, evidenced through the interactions we observed and the body language of people when they are around staff. Families and representatives are invited to participate in activities and events which fosters excellent connections between people, those who are important to them and the service. This further supports positive wellbeing outcomes for people.



## Care & Support

Good

People receive quality care and are involved, where possible to co-produce their personal care plans. These plans are comprehensive, outcome focussed, and strengths based. They are also regularly reviewed. There was a robust programme of audit in place with immediate action taken if there were any gaps. Appropriate risk assessment and risk management plans support staff to deliver care safely. We could see clear evidence of plans being reviewed and updated. Risk assessments include falls prevention, skin integrity and moving and handling. We saw pre-admission assessments and initial care plans prior to people being admitted. Care staff told us that they were aware of people's needs prior to and on admission. The service uses an electronic care record system, so care plans and risk assessments are easily accessible to care staff. We saw evidence people attend appointments with external healthcare professionals or health professionals visiting the home. The hairdresser and chiropodist attend regularly. The staff appropriately access suitable advice, for example with the local tissue Viability Nurse and any guidance is recorded within care records. We saw clear evidence of very good continuity of support in relation to pressure area management. People report the food is very good quality and they have a good choice. We observed meals to be nutritionally balanced and meet a number of dietary requirements. We saw good record of what people had eaten and how much as well as fluid intake. Weight loss or gain is closely monitored and managed appropriately.

People are protected from harm and abuse. There are safeguarding policies and procedures in place which are in line with the relevant legal framework. Care staff spoken to were aware of their roles and duty in keeping people safe and had undertaken safeguarding training. We saw evidence the service provider takes immediate action to ensure the safety of those receiving care and support, and makes appropriate referrals to relevant agencies, such as local authorities. The manager is proactive in leading reflective practice, implementing and supporting any changes needed. This could be seen in staff meetings, one to one supervision and by reviewing care records and care intervention records.

Peoples risk of infection is minimised. We found the service to be clean throughout with appropriate infection control and prevention procedures in place. Staff have access to personal protective equipment and clinical waste is appropriately managed.



## Environment

**Good**

People live in an environment which is clean, safe, and homely. The service employs a dedicated maintenance operative which ensures any issues are addressed as they arise. The internal and external environment are well maintained and there is an ongoing programme of refurbishment. We saw continued improvements to the flooring, paintwork, and bathrooms. Audit records show areas of health and safety are routinely checked. The utilities such as gas, electric and water are tested by external contractors to ensure they are safe and well maintained with the appropriate certification seen. Laundry facilities are well organised and comply with the regulations. Laundry facilities are well organised and comply with the regulations. There is insurance cover in place which is in date.

The home is secure; visitors are required to sign in and out. There are keypads on doors. There are various spaces for people to use including a large lounge and a separate dining room. Communal spaces such as the dining room and lounge are homely and comfortable. People's rooms are personalised with their possessions, and they have influence on their furniture and decorations. They have their own pictures and photographs on the wall. Staff reported that they had appropriate equipment to care for people, and we saw that this equipment was clean and well maintained. Equipment includes specialist beds, call systems, moving and handling equipment. Bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility.

There are weekly fire alarm checks and staff receive fire evacuation training. People have a Personal Emergency Evacuation Plan, (PEEP), to ensure they are safely supported should there be an emergency. The service achieved a rating of 5 following a recent inspection by the Food Standards Agency. This indicates a high level of cleanliness and food management compliance.



## Leadership & Management

Good

People are supported to achieve their outcomes because they receive a high-quality service led by effective support and good governance arrangements. A responsive, supportive, and experienced manager leads the service. Good processes are in place to monitor the quality and effectiveness of the service. These processes are carried out at service level, overseen by the organisational management team which includes the responsible individual (RI). We were told the RI provides support to the service, and we saw evidence of good oversight within their quarterly reports following each visit to the service. The opinions of people, staff and family are included in the reports, with evidence of action and improvement plans from feedback. The quality-of-care report is comprehensive, providing an overall overview of the service. This includes feedback from people, their families, and staff. Staff spoke highly about their experiences of working at the home, reflecting that it felt like caring for their family. The team can express their views if they have any concerns. The Statement of Purpose document meets the regulatory requirements; it accurately describes the service provided and is regularly updated. Appropriate policies and procedures are in place to support staff in their roles.

The service provider makes sure there are enough suitably qualified and trained staff to deliver quality care and support. We saw that care staff complete regular training, in both mandatory subjects and areas specific to the needs of the people using the service, they had recently had training on Pressure Ulcer Management. The manager collaborates with commissioners to identify areas for practice development. Clinical staff are supported to complete clinical training and maintain their professional registrations. Staff have regular one-to-one supervision with their line manager and an annual appraisal to provide feedback and support ongoing learning and development. A member of staff told us *“Management are supportive and treat us all with respect.”*

## 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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