



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Cysgod Y Coed Ltd



Cysgod Y Coed Residential Home, Llanilar, Aberystwyth, SY23 4NR



01974241475

The inspection visit took place on 15/07/2026

Service Information:

Operated by:	Cysgod Y Coed Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	15
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:

People living at Cysgod Y Coed receive good-quality, person-centred care in a warm, homely, and supportive environment. Well-being is rated Good, reflecting the positive experiences of people who told us they feel safe, valued, and well supported by caring staff who knew them well and respect their choices, preferences, and independence. People are supported to exercise choice and control in their daily lives, maintain important relationships, and communicate in Welsh, helping to promote their cultural identity and sense of belonging.

Care and Support is rated Good. Care arrangements are tailored to people's assessed needs and regularly reviewed to ensure support remains responsive to changing circumstances. A stable and experienced staff team promote continuity of care and demonstrate a good understanding of the people they support.

Environment is rated Good. The home is clean, comfortable, and well maintained, providing a range of communal and private spaces that enables people to socialise, relax, and maintain their

independence. Leadership and Management is rated Good. Strong leadership, effective governance, and visible management oversight contributes to a positive culture within the home.

Findings:



Well-being

Good

People experience a service that promotes their voice, choice and control and supports positive risk management. People told us that Cysgod Y Coed feels homely and safe, with caring staff who know them well and respect what matters to them; comments included that the service is “*great*” and that care staff are “*lovely and kind*” indicating trust and gratification with day-to-day living arrangements and relationships. People enjoy warm, dignified interactions and are offered choices about meals, routines and social engagement. Cysgod Y Coed offers a varied programme of activities that reflects people’s individual interests, preferences, and choices. People can choose to take part in daily activities such as, cake decorating, arts and crafts and games.

People have control over many aspects of their daily lives and are supported to make choices about how they spend their time. During the inspection, we observed people choose whether to spend time in communal areas, their bedrooms or outdoor spaces. Bedrooms are personalised with photographs, ornaments and personal possessions that reflect people's interests and life experiences. Freshly prepared food with alternatives is available, and menus are influenced by people’s feedback, supporting well-being and autonomy in daily life.

People’s communication and language needs are supported by a staff team that includes Welsh speakers. Management told us that several staff members can communicate in Welsh, and we observed Welsh being used naturally and confidently during interactions with people living at the home. This enables people to communicate in their preferred language, promotes meaningful relationships, and supports their sense of identity, culture, and belonging. One relative told us they valued the presence of Welsh-speaking staff as it made “*Mum feel at home.*” These arrangements demonstrate a positive and proactive approach to recognising and meeting people’s Welsh language needs.

We reviewed personal plans and found they were person-centred and reflected people's assessed needs and preferences. Personal plans contained relevant information to guide staff in supporting people to maintain control over their daily lives and promote independence. This helps ensure care and support is delivered consistently and reflects what matters to people.



Care & Support

Good

People receive good quality care and support because care is personalised and responsive to their individual needs and preferences. Through our review of personal plans and discussions with the management team, we found the service takes time to understand people's individual circumstances and deliver care in a way that promotes dignity, independence and well-being. Feedback from people, relatives, staff and professionals was consistently positive regarding the care provided. One professional told us that the service has been “*accommodating*” and “*proactive*” to ensure the service provided personalised care.

People receive care and support that reflects their assessed needs. Staff spoke confidently about the people they support and demonstrated a good understanding of people's routines, preferences and support requirements. We reviewed a sample of care records and found they contained relevant, up-to-date information to guide staff practice and support the consistent delivery of care. The records demonstrated that people are receiving care and support in line with their assessed needs and personal preferences. Care arrangements are regularly monitored and reviewed with people to ensure support remained responsive to changing needs and circumstances. These arrangements promoted continuity of care and helped people to maintain their health, safety, and overall well-being.

Many people maintain important relationships because the service supports contact with family and friends. Relatives can visit freely and people are encouraged to spend time with those who are important to them. Feedback indicated people feel welcomed and supported to maintain valued relationships. These arrangements help people maintain connections that are important to their emotional well-being and quality of life.

People experience continuity of care because they are supported by a stable and experienced staff team within a warm, family-friendly home. Consistent staffing helps ensure staff understand people's changing needs and preferences and supports the delivery of care in a familiar and reassuring manner. We observed positive interactions between people and staff throughout the inspection and found evidence of effective communication between the care staff team.

People are protected from the risk of infection because the service maintains good hygiene and infection prevention and control practices. The home was clean, tidy and well maintained throughout the inspection and appropriate supplies of personal protective equipment were available for staff use. Staff demonstrated an understanding of infection prevention and control responsibilities, and we observed good hygiene practices being followed. These arrangements help support people's health, safety and well-being.



Environment

Good

People live in an environment that supports their comfort, safety and well-being. The home is welcoming, homely and well maintained. Bedrooms are personalised and reflect people's preferences and identities. Communal areas are comfortable, clean and furnished in a manner which supports social interaction and daily living. People have access to a range of communal spaces and during the inspection people were observed moving around the home comfortably and safely. These arrangements support people to feel settled and at home.

People benefit from an environment that provides choice in how they spend their time. Several communal areas are available, allowing people to take part in activities, spend time with others or enjoy quieter spaces when preferred. Outdoor areas are accessible and accommodation and people can use these spaces as they wish. This helps support people's independence, emotional well-being and quality of life.

We found evidence of ongoing investment in the environment and a commitment to maintaining safe premises. Management demonstrated awareness of recommendations arising from recent fire safety assessments and had begun implementing actions to address identified issues. The home presented as comfortable and cared for, and there is evidence management monitor the environment and take steps to maintain standards.

The provider demonstrates a positive approach to maintaining and improving the environment. However, we identified some areas where safety arrangements could be strengthened, including the installation of window restrictors on applicable upstairs windows and ensuring fire doors are not held open with inappropriate objects. Management acknowledged these issues during the inspection and provided reassurance that action was being taken to address them. This demonstrates a proactive response to identified risks and a commitment to maintaining a safe environment for people living at the service.

The home provides ample accessible bathroom and toilet facilities that promote privacy and dignity. The kitchen was spacious, clean and organised, with appropriate checks in place. The service has achieved a food hygiene rating of 5 (Very Good), demonstrating strong infection control and food safety practices.



Leadership & Management

Good

People are supported to receive good care and support through effective leadership, robust governance, and strong oversight arrangements. The management team has a visible presence within the home and demonstrates a strong commitment and dedication to the people living there. Throughout the inspection, we observed positive interactions between managers, staff, and people using the service, helping to create a welcoming and supportive environment.

Feedback from people, relatives, staff, and professionals was consistently positive about the leadership and management of the home. Staff spoke highly of the support available to them, with one describing the management team as “*fantastic*” and another as “*very supportive*.” Staff told us they felt comfortable approaching managers for guidance, advice, and support whenever needed, describing them as approachable, accessible, and receptive to feedback. They said their views were listened to and acted upon, and that they were encouraged to share ideas and contribute to the ongoing development of the service. This supportive and inclusive approach fosters a positive culture, promotes continuous improvement, and helps ensure people feel safe, valued, and confident in the care and support they receive.

People benefit from care provided by a stable and experienced workforce. Some staff have worked at the service for a considerable period, which promotes continuity of care and enables them to develop positive, trusting relationships with people receiving support. Care staff spoke positively about their roles and demonstrated a good understanding of the people they support. Observations throughout the inspection highlighted a relaxed and welcoming atmosphere, with warm and respectful interactions between staff and people living at the home. This contributes to positive experiences for people and promotes a sense of belonging within the service.

There are effective quality assurance arrangements in place to ensure people receive a service tailored to them as individuals. The Responsible Individual (RI) is actively involved, undertaking Regulation 73 visits that include speaking with people, their families and visiting professionals. Feedback gathered during these visits is used to inform service development and drive improvements where needed. This level of oversight helps ensure the service remains responsive, well-managed and centred on achieving positive outcomes for the people who live there.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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