Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Wimsly Care Home

9 St. Davids Road, Llandudno, LL30 2UL

01492877761

The inspection visits for this service took place between 28/08/2026 and 03/09/2026

Service Information:

Operated by:	Bhusan Ramnath
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people requiring short-breaks or respite care, Care and support for people with a physical disability
Registered places:	19
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

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

Summary:

Wimsly Care Home provides care and support for adults in a homely environment which is close to the shops, sea front and local amenities in Llandudno.

The well-being for people living in Wimsley is rated as good. This is because people receive continuation in care from a stable staff group who know their needs well. People have choices and a voice in their care and are treated with dignity and respect. People are offered regular activities to encourage socialisation, and they remain a part of the local community.

Care and support are rated good in the home. People can influence their plan of care which is person centred to enable people to attain their personal objectives. Medicines are well managed and people receive their medications as prescribed. People told us they feel safe and comfortable in the home.

The environment is rated as good. The home presents as clean and tidy; the dining room is bright

and modern so people have a pleasant dining experience. People told us they are happy with their bedrooms and can personalise them. Maintenance and health and safety checks are in date to enable people's safety.

Leadership and management are good. There is good over-sight of the quality of care given to people by senior staff. Care staff receive timely training and supervision to ensure good practice. Care staff told us they are well supported and are happy in their work.

Findings:

Well-being — Good

People live healthily and safely with control over their lives. People are supported with positive risk management, they are enabled to be as independent as possible, and people go out to local shops and entertainments as able. People receive visitors and have spaces for privacy as they require it. There is a dedicated activities person providing activities and socialisation and care staff also provide some activities and read to people. There is a good community in the home, people and care staff described themselves as, "*a family."* We saw residents watching television in the lounge and talking and laughing with care staff.

We observed staff treating people with sensitivity. Care staff know people well and can anticipate their needs. People can access information about the service and make an informed decision before deciding to live in the home. People have information regarding raising concerns if they have any worries regarding their care.

People have their first language choices recorded and acknowledged when giving them care. Some staff members can speak Welsh, and residents know who to approach for a conversation in Welsh. A member of care staff can use sign language to support residents who have hearing challenges. Residents who speak other languages also live in the home and care staff use information technology for translation services to enable effective communication. People from other countries are offered foods and TV channels that support their cultural choices.

People are protected from abuse and neglect. Care staff receive updated safeguarding training to keep people safe and know how to contact the safeguarding team if they are worried about anyone's care. Care staff are supported with policies to aid their practice. These are regularly reviewed and are to hand for care staff. People told us they feel safe and well cared for in the home, a person said, "*They're all lovely. Food is good and there is plenty of it. I feel happy and safe here."* Another person said, "*I'm happy and comfortable here and feel safe in the home."*

People have good nutrition. We saw the lunch was appetising on the day of inspection and people said they enjoyed it. We saw a colourful photo-based menu up on a board so people can easily make their daily meal choices. The dining room is bright and has seasonal decorations, people enjoyed a pleasant dining experience together sat around nicely laid tables.

People live in accommodation that supports their well-being outcomes. The home presents as clean and tidy. People can personalise their bedrooms with objects of importance to them to enable them to feel at home. The home is well maintained, has appropriate facilities, and people can choose where to spend their day for socialisation or peace.



Care & Support — Good

People receive the quality of care and support they need to achieve their personal outcomes. Care is planned with the person receiving the service, personal plans reflect people's wishes, aspirations, objectives, risks and specialist needs. We saw personal plans contain detailed records of people's wishes and preferences. People are re-assessed after returning from hospital or if their condition changes. We saw the person's voice is reflected throughout the record with positive feedback for the service, for example, one person commented, *"I'm happy to be coming back and living with you guys!"* Personal plans and risk assessments are regularly reviewed to ensure they remain appropriate for the person's needs. Personal plans take account of the person's activities of daily living and nationally recognised risk assessments are used for people's health and safety. Care staff have mouth care and assessment training from "Gwen Am Byth", mouth care plans and assessments are kept updated to ensure good oral hygiene for people. People receive care in the language of their choice and receive support with any sensory issues such as hearing challenges.

People experience continuity of care from care staff who are familiar and know their needs well. Retention rates are good with many staff working for the service for several years. We saw examples of sensitive and supportive care given to people by care staff. We heard lots of natural conversation and laughter between people and care staff. People spoken with are happy with their care, people and care staff both describe their relationship as, "*one big family."*

People are protected from harm and abuse. Senior staff report any issues affecting people or the smooth running of the service appropriately to Care Inspectorate Wales (CIW), and local authorities. Safeguarding issues are reported appropriately and in a timely manner. Health and safety risk assessments for people and the environment are in date to ensure people are as safe as possible. People can access information on how to raise concerns if they wish to and are supported by care staff. People can access an advocate to ensure their rights if they require one.

People's medications are safely managed. Senior staff regularly audit medicines administration and storage to ensure people receive their medications as prescribed. Storage of medicines is good and there is a record of medicines entering and leaving the home. Medication administration records (MAR) are accurately completed and maintained, and care staff receive medications training and competency testing to ensure good practice.

Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. We found records are well kept regarding the environment and maintenance checks for the home. Utility checks such as water, gas and electricity are conducted by qualified practitioners and certificates are in date. The home presents as clean and tidy; the provider employs dedicated housekeeping staff. Walkways are clear of clutter and obstacles for people's safety. People can access equipment needed for their care, these are serviced regularly to ensure they are fit for purpose and safe to use.

Fire safety checks are consistent in the home. Fire alarm tests are conducted weekly; emergency lights and firefighting equipment are regularly tested. Any failures to the system are reported in a timely way and addressed by engineers. Care staff receive fire evacuation training and support. People have personal emergency evacuation plans (PEEPS), which are kept in an accessible place for rapid access by the emergency services.

The kitchen is kept in good order by dedicated kitchen staff who are aware of their health and safety responsibilities. The food hygiene rating is 5, (very good), which shows good compliance to legislation.

Infection control is good in the service. Pedal bins, paper tissues and liquid soap are in place in communal toilets and bathrooms to enable good hand hygiene. The service notifies CIW if there is an outbreak of infection and takes appropriate actions to guard against the spread of infection. Care staff receive regular infection control training to ensure good practice. Senior staff audit the service to measure infection control standards and share results with care staff and the provider to ensure a continually improving service.

People are happy with their bedrooms and can personalise them as they wish. We viewed a selection of bedrooms and saw they are clean and tidy and are compliant to legislation. People have a call bell to hand to call for assistance if they need it. People have a light to hand if they require it at night. En-suite facilities are clean and people have their own toiletries and mouthcare equipment. Clothes are well laundered and pressed, people told us they are happy with this service and have their own clothes returned to them.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance, and oversight to ensure smooth operations and high-quality care. The responsible individual (R.I.) produces visit and quality reports about the service in line with legislation to assess the quality-of-care standards in the home. The R.I. is working on adding feedback comments from people, families, care staff and health care professionals in visit and quality reports to reflect people's voices regarding the care provided. Care staff say they meet with the R.I. regularly and feel they have good support from senior staff who are approachable and proactive. There are periodic staff meetings where care staff views are considered and listened to. Care staff say they have a voice in the service. Senior staff are supported by the R.I. and can access training needed for their role.

The Statement of Purpose document regarding the service provision is up to date and is available for people to make informed decisions about their care and support with any concerns they may have. Policies are regularly reviewed and are readily available for care staff, including the whistleblowing policy to support care staff if they have worries about people's care. The provider ensures regulatory bodies and commissioners of care are provided with relevant, updated information regarding the service and its delivery.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. We saw records showing care staff receive training to support them in their practice in line with legislation. Care staff receive regular supervision with senior staff and have support with any well-being issues. Employment checks are in place for care staff ensuring they are appropriate to work with vulnerable adults. Care staff are satisfied they are enabled to give people good care, one said, "we *have good support from the manager and we support each other, we are a good team, both staff and residents get along well together."* Another care staff member said, "*care is good here, people are happy."* A care staff member said people are treated as individuals and, "*people are listened to."*

The provider invests in the service providing a comfortable and safe home for people. People have varied meals and snacks made with fresh ingredients. Care staff are trained in line with legislation. Care staff numbers are good and correspond to the staff numbers specified in the Statement of Purpose document and staff work rotas.



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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