



New Cranford EMI Care Home



The New Cranford, 13 Carmen Sylva Road, Llandudno, LL30 1LZ



01492877828

The inspection visits for this service took place between 09/04/2026 and 16/04/2026

Service Information:

Operated by:	TC60 LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	22
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:

New Cranford Care Home is situated in a peaceful, residential area of Craig Y Don. It is close to local shops, amenities, the theatre and sea front.

The rating for well-being in the home is good. People are supported to maintain their independence as far as is practicable and remain part of the local community. People can join local events and other activities within the home. Families gave good feedback about the service and people feel they are treated with dignity and respect.

The rating for care and support in the home is good. People have timely access to health care professionals to maintain their health. Personal plans are personalised to the person's preferences and objectives. People have choices and feel listened to. Medicine administration practices are good in the home.

The rating for environment is good. People are happy with their bedrooms and can personalise

them. The home presents as clean and health and safety hazards are mitigated as far as is possible.

Leadership and management are rated as good. The manager is visible and care staff feel they are approachable. The responsible individual (RI) visits the home frequently and produces quality reports in line with legislation.

Findings:



Well-being

Good

People are supported to achieve positive well-being outcomes. People have positive relationships with care staff who treat them with dignity and respect. Daily choices are given to people such as when to get up, and how they want to spend their day. Care staff demonstrate an understanding of people's preferences and needs, which helps people feel valued and listened to. We heard care staff speak to people in a friendly manner and being sensitive to people's needs. We received positive feedback from people's families saying the environment is pleasant, the diet offered to people is good, care staff are very welcoming, and overall, they are happy with their relative's care. Recent thank you cards seen from people's relatives and friends had positive comments such as, *"we are grateful for the carers at New Cranford"*, *"To all the wonderful staff, thank you for all your kindness,"* *"I truly believe they were happy, and have never seen them smile so much."* People spoken with said they are comfortable and happy with their care. The home is working towards an active Welsh offer, some staff can speak Welsh, and signage is bilingual in the building.

Activities are regularly offered to people to stimulate their interest. We saw chair yoga in progress on the day of inspection and people said they enjoyed it. We saw evidence of people making seasonal decorations and crafts. Some people were sitting together watching television, we heard them conversing and laughing. The manager said local churches invite people to events which people enjoy. People are assisted to the seafront on sunny days or trips to the local shops with family or friends.

People are happy with their bedrooms and communal areas in the home. We saw people can personalise their rooms with things of importance to them. They told us they are comfortable in the home and have a choice if they wish to spend their day in the lounge. People can choose where to have their meals, to be sociable or in peace in their bedroom. People said the food is good, they have choices regarding their meals and can access snacks and drinks as they need them.

Care staff feel supported in their role and receive training to keep people safe. Care staff told us they are aware of how to contact the safeguarding team should they be worried about people's care. People have access to information and support should they wish to raise any concerns. People said they feel safe in the home.



Care & Support

Good

People have person centred care and are supported to meet their personal objectives. Personal plans contain plans of care designed around the needs of each person and reflect their personal choices. They contain a good pen picture of the person, their history and preferences. Personal plans contain good detail to guide care staff towards people's care needs. Plans are reviewed regularly to ensure they are current to support people's care. We saw good health monitoring and use of body maps to record any sores or wounds. Care staff have good oversight of people's nutrition and record their weights. Falls management is good to mitigate further risks as much as practicably possible. Core risk assessments are in place for each person; these are regularly reviewed to keep people as safe and healthy as possible. Personal Emergency Evacuation Plans (PEEPS) are in place for each person and in a separate, accessible file should there be an emergency to ensure people are evacuated safely.

People are referred to health care professionals in a timely way. The service works well with community colleagues; we saw this reflected in personal plans where district nurses visit the home as needed. We saw good feedback in the quality-of-care audit for the home from a local GP who said, *"I have nothing but praise for the staff. They are organised, caring, and provide an excellent service for their resident"*. A resident responded, *"I look clean and well, and have my hair done. I am happy with the food."* A person's family said, *"staff are always helpful."*

People receive their prescribed medications in a timely way. There are good medicine administration and storage practices in the home. Senior staff conduct the medicine administration rounds and provide training and competency testing for other staff to ensure safe practice. Medicine administration records (MAR), charts are completed correctly and contain the required information. Audits of medication take place regularly to ensure practices remain safe and effective.

The home is managed in a clear and transparent way. Senior staff report any issues that disrupt the smooth daily running of the home to local authorities and Care Inspectorate Wales (CIW). The home is well thought of in the local community. It has full occupancy with a considerable waiting list. Retention of staff is good, with many having worked there for several years. This ensures people have continuation in care from care staff who are familiar with them.



Environment

Good

People are happy with their bedrooms, and the environment meets their personal objectives. The home is maintained to ensure people's dignity and comfort. People have a choice regarding the décor of their bedrooms, and they can personalise their rooms with objects of importance to them. The environment is risk assessed for people to ensure their safety and mitigate falls as far as is practicably possible. Risk assessments are regularly reviewed to ensure they contain correct information. Family feedback in the home's quality questionnaires is good with families commenting positively on the environment and facilities. The home presents as modern and airy and is clean and tidy. Lounges are homely and comfortable, and we saw people enjoying watching television and conversing with each other there. The front of the building is well maintained and there is an area for people to sit out in good weather.

The home is compliant to health and safety legislation to ensure people's safety. Fire checks are conducted weekly and fire assessor recommendations are acted upon. Utility and water checks are up to date. People can access equipment needed for their care; these are regularly serviced to ensure their safe use. Home insurance and liability cover is in date. The food hygiene rating for the kitchen is five, this is the highest score possible. The kitchen presents as clean and organised. A health and safety policy is available to support staff in their practice; this is regularly reviewed to ensure it contains current information. People sign in and out of the home to comply with fire safety legislation. The main doors are locked for people's security. There is on-street parking around the home for visitors and for emergency services to gain access to the home.

Infection control practices are good in the home to keep people as healthy as possible. Cleaning logs are kept and audited to ensure good practice and standards. Hand hygiene audits are completed and competency assessments for care staff. Infection control policy and procedure packs are available for care staff to support them in their practice. Care staff also receive mandatory training to ensure they have updated knowledge regarding health and safety and infection control issues.



Leadership & Management

Good

People can be assured of good governance arrangements in the home to ensure the smooth running of the home. The responsible individual (RI), visits or calls the home weekly and provides quality reports regarding the service in line with legislation. The manager provides monthly reports to keep the RI updated about any issues, audit results and service changes. The manager feels well supported by the RI and can access training needed to support them in the role. People are provided with information about the home, the service they can expect, and the Statement of Purpose document is also available and current, allowing people to make informed choices regarding their care provider.

Care staff are safely recruited. We chose random staff files, and saw checks are in place to ensure care staff are appropriate and experienced in looking after vulnerable adults. All care staff are registered with Social Care Wales, the governing body, new care staff induction complies to their guidelines. Care staff are assisted to have updated, appropriate knowledge with which to care for people through regular training. Care staff attend mandatory training and training with a dementia care focus. Care staff receive regular supervision to support their well-being and ensure good care standards. Staff retention is good with many long-standing staff members in the home; this enables continuity in care for people. The service rarely uses agency staff to fill any gaps in the rota as regular staff usually assist with cover. If agency staff are used, the service requests it be the same staff to maintain continuity in care. Feedback from staff quality questionnaires are good, care staff are satisfied with training and support, communication from senior staff, personal development and well-being. They feel people are well cared for in the home and are supported to be healthy and achieve their well-being objectives.

The provider invests in the service to ensure good standards of care. The home is well maintained, the manager says equipment, soft furnishings and linens and furniture are replaced as required. The kitchen has regular food deliveries and good stocks available to provide for the menu choices given to people. Staff and care staff are given the training and supervision required by their role.

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.

Welsh Government © Crown copyright 2026.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.