



Inspection Report on

Cartref y Borth Residential Home

**Betws Road
Llanrwst
LL26 0HE**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

23/01/2025

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About Cartref y Borth Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Akari Care Cymru Limited
Registered places	21
Language of the service	Both
Previous Care Inspectorate Wales inspection	1 August 2023
Does this service promote Welsh language and culture?	This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service.

Summary

Cartref y Borth enables people to experience fulfilment in their everyday lives. People feel safe in their home, which has a relaxed, friendly atmosphere. People are supported by caring, professional staff who are committed to helping them achieve their individual goals. The service has an effective care planning and review process to support this. People are encouraged to develop their independence and follow their own interests. Potential risks to people's health and well-being are identified and reduced through clear risk management strategies.

Care staff are appropriately trained and supported to develop in their roles. The manager leads by example and is open to new ways of working which improve people's experiences. People are encouraged to share their views about the service. The service is effectively monitored by the responsible individual (RI) and area managers. Robust audit systems help drive up standards.

The environment provides opportunities for people to socialise with others in indoor and outdoor areas. Equipment and facilities are properly maintained. Health referrals are made in order to promote people's health and well-being. Opportunities for people to take part in activities are available. The home is secure and there are systems in place to help keep people safe.

Well-being

People can choose how to spend their time and are supported to make decisions about their day-to-day life. Records show people are asked about what is important to them and how their independence will be promoted. People have made friendships within the home, and this is supported through the facilitation of activities and spaces for people to socialise. Activities are tailored to people's interests and life history which is discussed as part of the admissions process.

There are mechanisms in place to safeguard people living in the home. Staff receive safeguarding training and are supported by robust policies and procedures which ensure people know how to report concerns. The service effectively monitors incidents and accidents, carrying out reflective practice and implementing changes where needed. Records show how any restrictions on people's liberty are made only in people's best interests and with full agreement from people, their family and the safeguarding authority. Risk assessments are robust and reviewed regularly to ensure that any risk to a person is minimised.

People's physical, mental, and emotional well-being is looked after by care staff who seek professional advice if required. Nutrition is carefully monitored, and options tailored for specific dietary needs to promote people's wellbeing and meet their preferences. Risks are assessed and changes are made to practices and the environment if needed. People are offered the choice to take part in activities throughout the day and staff record if people have enjoyed a particular activity or not.

The accommodation provides a warm, and welcoming environment with a choice of communal lounges for people to spend their day. There is an ongoing programme of redecoration and refurbishment to help keep the home maintained. People's mobility is assisted with provision of various mobility aids, grab rails and a lift to take people between floors.

The 'Active Offer' of the Welsh language is provided. We heard staff speaking both Welsh and English to people. Arrangements are in hand to provide bilingual documents for people. A Welsh word of the day is displayed in the home and bilingual signs are displayed around the home.

Care and Support

People receive care and support which is person centred and delivered in line with their needs and wishes. People have personal plans in place which are created and reviewed with people or their representative. Records are updated when there is a change to a person's needs. Information about people's life history, family and interests is recorded and documents how this is important to them now. We saw care was delivered in line with information within care records. People experience positive outcomes because the care and support delivered considers all aspects of an individual's well-being.

Care and support are delivered with dignity and respect. Peoples' care and support needs are met in a timely way, and we found the service to be very well staffed. People benefit from interacting with staff and we saw kind and empathetic interactions. People we spoke with praised the staff for their hard work and raised no concern regarding their care. Care staff we spoke with know people well, what their daily routines are, and could tell us how they like to be supported. The cook asks people what they would like before each meal, and we saw people's food preferences are sought and catered for. People told us the food is very good, and they really enjoy living here.

People benefit from completing activities. An activities co-ordinator is employed at the home who provided daily activities for those wishing to participate. An activities board situated in the main lounge/dining room and activities are planned a month in advance. A variety of events focus on providing people with positive mental and physical stimulation. The activities included looking at newspapers, crosswords, knitting, armchair exercises, quizzes, reminiscing, arts and crafts, art therapy.

People are supported to access health and wellbeing services from external professionals in addition to the support provided in the home. We saw referrals are made to ensure people have the right support. Records of involvement from external professionals is recorded within care records and personal plans are updated with any information and guidance given. Risk assessments are in place to keep people safe whilst ensuring people have choice and control over their daily lives.

Medication is managed safely and it is stored securely within the designated medication room. Care staff carry out daily temperature checks of storage areas to ensure they remain appropriate. Regular audits are carried out to ensure medicines are being handled safely. Medication records show people consistently receive their prescribed medicines. The service has a clear, up-to-date medication policy to support safe practice. Care staff are required to complete medication training and competency assessments before administering any medicines.

Environment

People are at ease in their surroundings. We saw people moving freely between private and communal areas. People told us they are able to sit where they like, and they enjoy the outdoor views of the river and the company of others. People had personalised their rooms with possessions which mattered to them. Communal areas have various seating to meet physical needs. Lounges have items for people to engage with such as games, puzzles, and sensory objects as well as therapy dolls which we saw brought people comfort. The accommodation is clean and comfortable and benefits from good quality decor and furnishings. The manager told us there is an ongoing refurbishment plan and several vanity units had been replaced and plans include replacing some bedroom flooring.

The home is safe and well maintained. External contractors visit the service to carry out necessary checks of fire equipment, electrical items and other equipment. Health and safety checks are carried out, which include testing water and fridge-freezer temperatures. The manager also completes an assessment of the premises during a monthly health and safety audit. Staff can request repairs through the company's maintenance department, and these are carried out in order of priority. Certificates confirm that gas safety and electrical systems are safe and have been inspected within recommended timescales. Personal emergency evacuation plans can be accessed quickly and easily. Records confirm regular fire drills are carried out and records show fire safety equipment has been serviced within the last year.

The home promotes a good standard of hygiene and infection control. Private and communal rooms are clean and tidy. Staff complete mandatory training in relation to infection control. Domestic staff follow general and deep cleaning schedules to ensure all parts of the home are clean and hygienic. People told us their individual rooms are cleaned every day. The home has recently been awarded a food hygiene rating of five (very good).

Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service. Arrangements for the oversight of the service are in place, such as systems for assessment and care planning. The service is provided in line with the objectives of the statement of purpose, which is regularly reviewed. People and families gave us positive feedback about the care provided. Policies and procedures are in place and updated. The RI visits the home regularly and meets with residents and staff. We viewed the latest quality monitoring report, which evidenced people's feedback and recommendations for improvements in the home. These improvements were completed. We saw evidence that the RI has good robust oversight of the service.

People are supported by staff who are appropriately recruited and suitably trained. We looked at several recruitment files and found all the required pre-employment checks, including disclosure and barring service checks are carried out before someone begins working at the service. Care staff receive an induction and are supported to register with Social Care Wales, the workforce regulator. We found staff receive training in many areas of care and support through online learning, face to face training and ongoing continual professional development. Staff receive one-to-one supervision and an annual appraisal of their work to discuss their ongoing learning and development. Staff meetings are held to ensure the team are aware of any important information and can raise topics of discussion in an appropriate forum.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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