



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Gwynfa



Gwynfa, Llanbedr, LL45 2LE



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www.lewisjonescare.co.uk

The inspection visit took place on 18/05/2026

Service Information:

Operated by:	Lewis Jones Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	6
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Gwynfa care home offers a good standard of care, supported by a team who know residents well and treat them with dignity. Care staff work in a way that encourages independence, choice, and respect, helping people feel valued and understood.

The home is clean and comfortable, reflecting the preferences of the people who live there. The home is designed to feel warm, and is family-oriented, and residents benefit from a positive, settled atmosphere. People report feeling supported and well cared for.

Leadership and management within the home is strong. The manager and care staff team have a clear understanding of each person's needs and advocate effectively on their behalf. Care staff describe the workplace as supportive, with regular supervision and access to training that supports their development. The Responsible Individual (RI) maintains oversight, gathering feedback from residents, care staff, and professionals to guide continuing improvements.

Findings:



Well-being

Good

People benefit from a supportive and reassuring environment and have strong relationships with care staff. People communicate with care staff comfortably and appropriately, discussing their daily experiences, personal preferences, and any challenges they may be facing. This openness reflects their confidence that care staff will respond with understanding, guidance, and consistent emotional support. The home provides the Welsh language 'Active Offer' and supports people to receive a care in their preferred language.

People's opinions and wishes are routinely gathered through everyday interactions as well as structured keyworker sessions, ensuring their perspectives inform ongoing care planning. The Responsible Individual engages directly with people during quality assurance visits, and their feedback is clearly documented in records.

People are supported to take part in hobbies, interests, and routines that matter to them, and their personal choices are respected. People are able to spend time with family, friends, and stay connected with the wider community. Weekly activity plans show care staff consistently encourage people to get involved in a wide range of experiences, such as social groups, music lessons or attend church. People are supported to use public transport when it is suitable, and they feel confident to do so. The home has access to two vehicles, ensuring people can travel, whether for enjoyable activities, meaningful routines, or essential health appointments. This flexibility allows people to maintain independence. Care staff review people's individual activity plan at the start of every week, ensuring activities remain adaptable and can be adjusted in line with people's state, preferences, and energy levels.

A resident explained if they had any concerns, whether relating to the home, fellow residents, or their own safety, they felt able to raise these directly with the manager or a member of the care staff. People are supported to attend routine health appointments, with care staff arranging, coordinating, and accompanying them as required. Care staff ensure that any correspondence, including appointment letters and clinical notes are accurately recorded and appropriately documented in personal plans.

Pre-admission assessments are completed as part of the referral process, during which the manager also meets the prospective person. This ensures the person's

needs can be safely and appropriately supported, and they are compatible with the existing group of people living in the home. The service has the necessary staffing resources to provide the required level of care.



Care & Support

Good

Care and support are planned with people, ensuring their wishes, aspirations, identified risks, and any specialist requirements are considered. They benefit from continuity of care, with care staff seeking advice from relevant professionals and agencies whenever additional guidance is needed.

Information within the people's 'About Me' documents, 'Assessment of need' plan, and personal plans are aligned and consistent, providing clear and comprehensive details about each person's support needs. This triangulation of documentation ensures that care delivery is well-informed, person-centred, and tailored to the individual. Daily records are completed for people, capturing information relating to meals, routine tasks, and activities undertaken throughout the day. This level of documentation supports effective continuity of care, ensuring care staff starting the next shift have an accurate and up-to-date understanding of each person's experiences and needs. In addition to daily records, the manager produces a monthly overview report which summarises key information and highlights any emerging patterns or changes.

People benefit from a consistent and well-established care staff team who have developed strong, positive relationships with them. We observed both the manager and care staff interacting with people in a manner that demonstrated genuine warmth, care, and respect. Care staff were observed spending meaningful time with people, actively offering support with everyday tasks and routines.

The home provides effective oversight of medication management, ensuring medication is stored securely and in accordance with required procedures. Medication audits and Medication Administration Records (MAR) charts demonstrate appropriate checks are completed. Care staff complete training that reflects the needs and behaviours of people, ensuring they are equipped with the appropriate knowledge and competencies to provide safe and effective support. Care staff training records demonstrate that mandatory training is current and well-maintained. Recent updates include first aid and fire safety, ensuring care staff have the necessary skills and knowledge to support people safely.



Environment

Good

The home is arranged over three floors, with people's bedrooms located across each level of the home. Care staff sleep-in rooms are situated on the ground and first floor to support safe overnight staffing arrangements. Most people have en-suite facilities, which promotes privacy, dignity, and ease of access to personal care. People told us they are satisfied with their bedrooms. They personalise their rooms with furnishings, photographs, and belongings of their choice which helps create a comfortable and familiar environment. Off-road parking to the rear of the property provides a safe and accessible point of entry for people using the service. This arrangement is particularly beneficial for people who use a wheelchair, as it allows vehicles to stop close to the entrance and enables care staff to support people safely when getting in and out of transport.

People live in an environment that is suitably equipped, maintained, and designed to support their overall well-being. Facilities and equipment within the home are appropriate for the needs of the people, and regular health and safety checks ensure they remain in good working order. This contributes to a safe and supportive environment where people can engage in daily routines with confidence.

The manager acknowledges that aspects of the home require updating and modernisation. However, improvement works have been prioritised in line with health and safety requirements. For example, essential safety-related maintenance, including the installation and upgrading of fire doors, has been completed to ensure the environment remains compliant and safe for people and care staff.



Leadership & Management

Good

The Statement of Purpose is subject to regular review to ensure it remains accurate and reflective of the service provided. A comprehensive guide to the home is also shared with all people upon admission. Together, these documents clearly outline the aims and objectives of the service, the care and support available, staffing arrangements, and the complaints procedure. This ensures people and their families are well-informed and understand what to expect from the service.

The provider has implemented a governance framework that underpins the safe and effective running of the service. The Responsible Individual visits the service regularly and completes quality assurance checks in line with regulatory requirements. Care staff reported that the RI and manager are supportive, approachable and maintain regular, effective communication with people living at the home. This visible leadership supports care staff's confidence and ensures people's views are heard and contributes to person-centred care. A quality-of-care review is undertaken every six months; it provides a thorough analysis of service provided, evaluates compliance with regulatory requirements, and identifies priorities for improvement.

The service benefits from a stable and long-serving care staff team who have worked collaboratively for many years, demonstrating strong and effective teamwork. This continuity of care staff supports the provision of consistent, person-centred care and has enabled the development of positive, trusting relationships with people. Regular supervision sessions and structured appraisal processes contribute to strong care staff retention, ensuring care staff feel valued, supported, and listened to. Records of supervision and appraisal evidence consistent managerial oversight, providing opportunities for reflective practice, professional development, and timely, constructive feedback

All staff are registered with Social Care Wales (SCW) and the home's training matrix was reviewed and found to be current; records confirm mandatory and refresher training have been completed within required timescales, with clear dates and evidence of competency checks.

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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