Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Haulfre Residential Care Home

Haulfre, Beaumaris, LL58 8RY

01248 490233

Date(s) of inspection visit(s): The inspection visit took place on 29/01/2026

Service Information:

Operated by:	Isle of Anglesey County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	19
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	Excellent
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

People at Haulfre Residential Care Home experience excellent well-being. They feel safe, listened to and able to make everyday choices. Care staff treat people with warmth and respect and support them to take part in activities, enjoy home-cooked meals and stay connected to their community, family and friends. Haulfre excels at promoting community engagement.

People receive good care and support. Personal plans are clear, up to date and reflect each person's needs, preferences and routines. Care staff recognise changes in people's health and contact professionals quickly. They record advice clearly and follow it. Medication is administered safely. Care staff understand safeguarding, Deprivation of Liberty Safeguards (DoLS) and risk-management procedures and act on them.

People live in a good environment that promotes comfort and independence. The home is clean, welcoming and benefits from recent improvements. Some areas still need decoration or repair, but these issues present a low risk to people and the provider have improvement plans in place.

Leadership and management are good. The responsible individual and manager maintain good oversight and respond well to feedback. Care staff feel supported, work well as a team and continue to provide consistent care despite recruitment pressures. Quality assurance systems are effective and help maintain good outcomes for people.

Findings:

Well-being — Excellent

People living at Haulfre experience excellent well-being. They tell us they feel safe, respected, and are able to make everyday choices about their daily lives. We observed warm, relaxed interactions where care staff listen to people, encourage independence, and support their individual preferences. People describe Haulfre as friendly and comfortable, and some say it feels like "*home.*" This shows the service promotes people's rights, dignity, and sense of belonging.

The care home provides a wide range of meaningful activities that support people's emotional, social, and physical well-being. Activities include crafts, baking, quizzes, gentle music sessions, church services, themed evenings and pub-style events. People and care staff also work together to decorate the veranda for seasonal celebrations, helping create a vibrant and welcoming environment. Entertainment is an important part of life at the home. People enjoy regular visits from musicians, including well-known Welsh performers Dafydd Iwan and John ac Alun, whose sessions create lively and memorable experiences. Care staff also supported one person, who is a lifelong fan of Dafydd Iwan, to meet him in person. These personalised opportunities show how care staff understand what matters to each person and go beyond routine care.

The home demonstrates exceptional community engagement. People take part in local events such as the Llangoed Flower Show and the annual tractor rally, and enjoy outings to Penmon Point, local restaurants, and shops. A recent intergenerational project with Dawns i Bawb and local school children, based on "The Very Hungry Caterpillar," offered several weeks of shared creativity and ended with a performance enjoyed by everyone.

Relationships within the home are strong and genuine. People describe feeling part of a family. People were recently invited to the weddings of two care staff members, showing mutual respect and the depth of relationships. Relatives say they feel welcomed, valued, and well informed about their loved one's care. People maintain regular contact with family and friends, and care staff actively support visits and communication.

People receive support in Welsh or English according to their preference. Many care staff speak Welsh, and others can hold basic conversations. People confirm their language choices are respected. The Welsh language and culture is fully promoted and integrated into the culture of the service.

Care & Support — Good

People living at Haulfre receive care and support that promotes their well-being, protects their rights, and helps them achieve their personal outcomes. Personal plans are clear, person-centred, and up to date. They reflect what matters to each person, including their routines, preferences, cultural needs, communication requirements, health conditions and identified risks. Care staff involve people, and where appropriate their families or representatives, in assessments and reviews. This ensures care and support remains relevant, safe and focused on each individual.

The service supports people to maintain their physical and emotional well-being. Care staff recognise changes in people's needs and contact health and social care professionals promptly. Records show good communication with GPs, district nurses, mental health teams, and other specialists. People benefit from home-cooked meals and are offered choices. Dietary needs and specialist requirements are understood and met. Care staff encourage good hydration and monitor weight and nutritional intake where needed. People who require support with mobility, continence, skin care or oral health receive this sensitively and with respect.

Medication arrangements are generally safe and well managed, and improvements have been made since the last inspection. Care staff follow the provider's medication policy, complete medication administration records accurately, and undertake regular audits. We noted that a medication fridge was unlocked and this does not meet safe storage requirements. We raised this immediately with management, who confirmed the issue had been addressed. Despite this, care staff demonstrated competent and safe practice in administering medicines.

Safeguarding arrangements are strong. People told us they feel safe and are confident speaking with care staff or the manager if something worries them. Care staff understand safeguarding procedures, can identify the different types of abuse, and know how to report concerns. They are familiar with whistleblowing processes and understand their duty to act in the best interests of the people they support. Records show the provider responds promptly to safeguarding matters and works closely with the local authority and other professionals. DoLS are applied for when needed, with assessments and renewals monitored appropriately. Care staff understand any conditions in place and how these affect the person's care.

Interactions between care staff and people are warm, respectful and person-centred. People consistently told us that care staff treat them kindly and support them in ways that make sense to them. The service provides effective, safe and compassionate care that supports people to achieve positive outcomes.

Environment — Good

People live in an environment that supports their well-being and enables them to achieve their personal outcomes. The home is warm, welcoming, and generally well maintained. Communal areas are clean, comfortable and arranged in a way that helps people relax and engage with others. People told us the home feels homely, and during the inspection we observed them spending time in the lounges and veranda areas, enjoying the views and chatting with care staff.

Bedrooms are spacious and personalised, with people able to bring their own furniture and belongings if they wish. This supports a sense of identity and comfort. Most bedrooms are clean, tidy, and well presented. Care staff respect people's privacy and knock before entering rooms. People told us they can rest, spend time alone, or see visitors in private when they choose.

The home has made improvements to the building since the previous inspection. Replacement double-glazing has been fitted on the veranda areas, and the provider continues to invest in repairs and maintenance. The leadership team has clear oversight of building issues and works closely with the local authority's property department. Routine checks and servicing of equipment are carried out, including PAT testing, gas safety checks, fire equipment servicing and water temperature monitoring. Records show these checks are up to date. Some areas of the environment require continued attention, including decoration in parts of the upstairs corridor, replacement of worn fixtures, and improved storage in specific rooms. During inspection, we brought these issues to the manager's attention, and they provided assurance that work is scheduled or underway. These matters have low impact on people and do not compromise safety. The service has a clear plan for addressing these areas.

Fire safety arrangements are in place. The home completes weekly alarm tests, maintains evacuation equipment, and holds individual Personal Emergency Evacuation Plans (PEEPs) for people. Recent fire risk assessment recommendations are being actioned. Care staff understand evacuation procedures and can describe their roles.

People can access outdoor areas, which offer pleasant views and space for fresh air. While some garden furniture requires repainting, the outdoor areas remain accessible and used by people. The Active Offer is evident in bilingual signage around the building and through care staff who can communicate in Welsh when preferred.

Leadership & Management — Good

Leadership and management at the service are good, and the arrangements in place support people to experience safe, consistent, and positive care. The Responsible Individual (RI) maintains strong oversight through regular monitoring visits, reviewing records, speaking with people and care staff, and checking the environment. These visits follow the regulations and demonstrate a clear commitment to monitoring quality. The RI's reports are detailed and highlight what is working well, alongside actions required to maintain or improve standards. This gives the service a reliable structure for reflection and improvement.

The manager provides steady and approachable leadership. Care staff told us they feel supported, respected, and able to speak openly. The manager is visible throughout the home and responds promptly when concerns arise. This promotes a culture where care staff feel valued and confident to raise issues. People living at the home and relatives confirmed they can approach the manager easily, and they express trust in the way the home is run.

Training and development systems are generally well managed. Care staff have access to relevant courses through the local authority, and many are progressing with their care qualifications. Most mandatory training is up to date, and the manager keeps an overview of areas that need refreshing. Supervision mostly takes place every three months as expected, and these meetings give staff an opportunity to reflect on their practice and identify any support they need. A small number of supervisions had slipped slightly beyond the recommended timeframe, but this had no negative impact on people's well-being.

Some operational pressures remain. The absence of a dedicated on-site maintenance worker means the manager must request repairs through central council processes, which can slow down the completion of essential work. While these delays do not pose immediate risks to people, they do place additional demand on the manager and can make it harder to maintain the environment to the highest standard. The provider has acknowledged this and is taking steps to improve the speed and communication of maintenance requests.

Morale amongst care staff is strong. Care staff describe the home as a positive place to work, with good teamwork and reliable communication. People receive consistent support from a stable workforce, and care staff work hard to meet their needs with dignity and respect. The provider has developed the Denu Talent project to provide structured work experience placements that develop skills, confidence and future employability within local care services.

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

This report is also available in Welsh

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.