



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Meddyg Care Dementia Home - Porthmadog



Garth Road, Porthmadog, LL49 9BN



01766513513



www.meddygcare.co.uk

Date(s) of inspection visit(s): The inspection visits for this service took place between 18/09/2025 and 19/09/2025

Service Information:

Operated by:	Meddyg Care (Porthmadog) Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	44
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

People experience excellent well-being outcomes. Approaches are highly person centred and individualised to meet their physical and emotional well-being outcomes. People have a voice in their care and where they live or are supported to share their views by their families and advocates. The provider promotes and fosters meaningful relationships and community engagement.

Care and support for people is excellent. They access health support when needed and receive skilled clinical support within the service. People engage in meaningful activities which enhance their well-being.

People live in an environment which is good. People are safe because health and safety are effectively monitored and managed. The provider continues to make improvements and invest in the environment.

People live in a home where excellent leadership and management ensures the service is well led and organised. There is highly effective oversight and quality monitoring of the service which drives ongoing development. A commitment to being leaders in practice development means people benefit from innovative approaches.

Findings:



Well-being

Excellent

People are treated with dignity and are respected as individuals at Meddyg Care Porthmadog. The provider uses highly detailed, person centred information to tailor care to individual needs and well-being outcomes. Care staff apply this through an innovative approach which builds connections with people, validating their emotion or need and recognising their reality to meet what the person wants at the time. This unique approach is shared with families and representatives to help foster positive relationships, so people have a positive experience when spending time with their loved ones. With few exceptions people experience care and support in their language of choice. People are asked about their language preferences and information is provided bilingually. We heard excellent exchanges in Welsh throughout the inspection and many staff at the service are learning Welsh. People are encouraged to have a voice in their care and about where they live. Processes are in place to ensure people, their families and representatives can contribute their views and ideas. For example, the manager actively encourages people to prepare for meetings by thinking about topics they would like to discuss.

People have opportunity to engage in meaningful activities and enriching experiences which support all areas of their well-being including cognition and mobility. On the day of inspection, we found the communal areas were set up with various activities and items of interest. This included puzzles, games, and books. People are able to engage with 'scenes' such as a domestic area, where they can help with washing up, sorting laundry, and looking after dolls, or enjoy a train ride in a traditional carriage set up with a local train journey displayed on the tv 'window.' Other engagement includes use of an interactive tablet with internet access. We observed care staff being proactive in instigating activities with people and saw them doing word puzzles, colouring, painting, and playing games. One person told us they had already taken part in exercise that morning which they enjoyed. The activity coordinator ensures everyone can engage, spending 1:1 time with people who may not access communal areas.

People are supported to be a part of the community they live in, and connections are made during community events. Significant effort is made in seeking out enriching activities. Examples of these include visiting local cafes and shops and a recent boat trip. On the day of inspection, a local religious leader visited the home to provide a service to people. We saw people had enjoyed a themed emergency services day where local emergency workers visited the service, talking with people, trying on uniforms, looking at vehicles and taking part in creating fingerprint keepsakes.



People receive care and support which is exceptionally person centred and takes a holistic approach to promoting their well-being. This is achieved because care staff have access to comprehensive, clear, and detailed information about people. Great care is taken during the pre-admission period to spend time with people, their representatives and others involved in their care to gather personal information. In addition to a person's individual care needs, the assessment explores people's cognitive ability, communication needs and equality and diversity considerations, such as sexuality, race, and religion. Value is placed on the importance of knowing who a person is, how they identify and aspects of their lives, which make them who they are and remain important to them. This is especially important for people who may not be able to communicate their needs or recall important information about themselves, enabling care staff to anticipate their needs and support their known wishes. Electronic records ensure care staff can access information quickly and update care records of care and support delivered in real time.

The provider has developed and implemented a model of care to support people living with dementia. The approach is based on existing dementia research in collaboration with industry professionals as the service works towards their dementia accreditation. Approaches are different dependent on where a person is on their dementia journey, with each stage requiring specific ways of interacting and engaging and different activities being offered to suit the person which reflect the stage they are at. The positive impact of this approach can be seen in the interactions and engagement between care staff and people and through a reduction of incidents where people are expressive towards each other.

People are safeguarded from abuse and neglect. Care staff complete safeguarding training and the All-Wales Safeguarding policies are followed in the service. The provider demonstrates a duty of candour, engaging with professional bodies in a transparent manner and reflecting on events and incidents to ensure actions are effectively implemented. Incidents, accidents, and safeguarding issues are identified, recorded, and reported as required. Records are audited on a regular basis to identify any patterns and trends and to ensure procedures are followed. People are supported to be safe and have risk assessments in place where needed. The provider respects people's right to make their own decisions and, where people lack capacity, appropriate processes are followed to keep people safe and ensure their best interests are upheld.

Medication management is exemplary. Medication is stored, administered, and disposed of safely. Use of an electronic system gives prompts of when medication is due and provides a safeguard to ensure medication is administered safely and on schedule. People have regular reviews of their medication by a general practitioner and other healthcare professionals such as psychiatrists to ensure the course of treatment is still appropriate.



Environment

Good

People live in an environment which is clean and safe. This means people can mobilise around their home without restriction or risk of harm. People have personal space within their bedrooms which are equipped to support their physical well-being and decorated to their personal taste. Memory boxes by bedroom doors are filled with photos and items which represent important aspects of the person's identity, helping them to find their personal space independently.

Health and Safety is effectively managed. Regular audits of the environment are conducted, shared, and discussed with the senior managers and any actions addressed. We found routine testing and servicing of areas such as gas and electrical safety is conducted. Fire safety is appropriately managed internally as required and by external professionals who visit the service. Fire drills are conducted so people know what to do in the event of a fire and the provider works collaboratively with the local fire service. Moving and handling equipment is serviced on a regular basis, ensuring it is safe to use. Other specialist equipment such as air mattresses and sensors are audited regularly and checked daily as part of individual rooms checks.

Investments at the service include new windows, refurbishment of the entryway, installation of a new intercom system and a coffee bar. Further planned works include a new lift, a servery and breakfast bar, and new signage, which is bilingual and supports a positive approach to dementia care.

People live in a home which is clean with appropriate infection prevention and control measures in place. The housekeeping team work hard so people live a clean and hygienic environment. We saw care staff using personal protective equipment appropriately and arrangements are in place for effective waste management. The Food Standards Agency have awarded the service a level five rating, the highest which can be achieved. This indicates a high level of cleanliness and food safety compliance.



People live in a home where a very well organised team and experienced leaders deliver care and support. There is a positive culture of learning and development where leaders are aware of the latest industry research and best practice guidance, embedding this knowledge into service provision. The organisation engages with other sector professionals and educators to share good practice in care delivery, which aims to improve outcomes for people transitioning into a residential care setting.

People can be assured the provider has highly effective oversight of service provision and is committed to delivering a high-quality service. This is evidenced through the extensive quality monitoring systems in place, which audit, in great detail the day-to-day operation of the service. Various members of the leadership team conduct audits to give a well-rounded assessment of how the service is performing. Actions are created and assigned to specific people to action, within set timescales. These actions are monitored and reviewed to ensure they are met in a timely way. In addition to audit processes, further quality monitoring is carried out by gathering feedback from people and their representatives. This is achieved through meetings, feedback surveys and discussions with people by the responsible individual (RI) during their visits to the service. A family member told us *"Any concern, no matter how trivial, they take seriously and do their best to make sure everyone is happy."* The service keeps a compliments log where we saw many messages of thanks for the care people had received at the home. Comments included, *"Thank you for the exceptional care," "Thank you for all your care and kindness,"* and *"I have seen such love and patience."*

People can be confident they are supported by care and nursing staff who are safely recruited, well trained and professionally registered. There is a positive culture within the work force. The provider recognises and values the knowledge staff have about the people they support and has integrated this into the highly detailed and personalised supervision process. The strengths and achievements of all staff are celebrated through 'employee of the month' and annual awards celebrations, determined by how staff live and implement the values of the provider in the care they deliver. The provider promotes diversity and inclusion, applying the person-centred approach of care to the staff they employ, respecting and celebrating diverse cultures. We observed a supportive and productive staff team on the day of inspection. This has a positive impact on the atmosphere of the service which benefits people living there. New care staff gave positive feedback about the induction and training process. Nursing staff are supported by an experienced clinical lead, receiving clinical supervision on a regular basis and completing training and competencies to retain their professional registration. The training manager has been shortlisted to receive a Wales Care Award hosted by Care Forum Wales, for commitment to training and workforce development. This is due to the positive impact their approach has on staff retention and the overall standards of care being delivered.

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 2025.

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.