



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### Fairways Newydd Nursing and Dementia Care Centre



Fairways Newydd, Llanfairpwllgwyngyll, LL61 5YR



01248716400



[www.fairways.org.uk](http://www.fairways.org.uk)

The inspection visit took place on 23/10/2025

### Service Information:

Operated by:	Fairways Newydd Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	77
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

**Excellent**



Care & Support

**Good**



Environment

**Good**



Leadership & Management

**Excellent**

## Summary:

Fairways Newydd provides care and support to up to 77 adults who may have nursing needs.

Wellbeing is excellent. People feel exceptionally well cared for in accordance with their preferences. Each person has a keyworker who takes time to learn about their preferences, interests and wishes. Activities are highly praised for variety and community involvement, contributing to vibrant social and emotional wellbeing. There is an active offer of the Welsh language; non-Welsh staff are learning the language.

Care and support are good. Staff consistently put residents first, demonstrating genuine care and commitment. Care is person-centred and outcome focused. People shared their experience of life-changing progress. People's wishes and needs are recorded and care plans put in place to help people achieve their goals. The technology in place ensures care delivery is instantly recorded, and evidence people receive the care they need when they need it.

The environment is good. It promotes comfort, independence, and cultural identity with bilingual

signage and posters. The home feels welcoming and homely, supporting both privacy and community engagement. The provider invests in the home for the benefit of people living here.

Leadership and management are excellent. A strong, positive team culture is evident, with staff aligned in their approach to delivering high quality, compassionate care. The manager is highly proactive in seeking people's views, always looking for ways to improve the service.

## Findings:



### Well-being

Excellent

People feel very well cared for and supported according to their wishes. Positive risk management promotes choice and independence. New residents' wishes are sought to clarify goals, and medication is reviewed to ensure it is not unnecessarily limiting. One person was able to reduce medications that made them sleepy, another person shared how referral for the right equipment, and person-centred care and support have given them back their independence; they can now access the community, something they hadn't thought possible. The presence of Welsh speaking staff is of huge benefit for people with Welsh as their first language. Activities are highly praised for variety and community involvement. Personal plans and risk assessments reflect individual preferences and are kept current through regular reviews and ongoing dialogue with key workers.

The manager is highly proactive in gathering feedback to ensure people receive the service they expect. Regular resident meetings, six-monthly surveys, evening drop-ins for relatives, open office sessions for staff, and anonymous suggestion options encourage open dialogue. Daily conversations with key workers further capture views. A "You said, we did" display highlights improvements made, demonstrating responsiveness and commitment to excellence.

People are protected through robust safeguarding and whistleblowing policies, with opportunities for confidential discussion when needed. Multiple channels for raising concerns provide added protection against poor practice or abuse. Staff follow clear procedures, and their safeguarding knowledge is regularly tested, ensuring a vigilant and responsive culture.

Positive relationships are actively nurtured with staff, residents, friends, and family. Each person has a trusted key worker, praised for delivering highly effective, life-enhancing support. Welsh language needs are fully met through fluent staff, bilingual signage, and innovative initiatives like weekly classes and "Yr Wal Cymraeg." This commitment fosters fluid conversation and puts people at ease, such as a non-Welsh staff member asking "*Ti eisiau panad?*" (*would you like a cup of tea?*), instantly uplifting them. Couples are supported with larger rooms if desired; visitors are welcomed at any time, some choosing to assist with their relatives care tasks and provide additional familial companionship, reflecting a culture of respect and inclusion.

The environment is spacious and well laid out so people can spend time with those they are most compatible with. We saw people are content and relaxed enjoying their surroundings and their friends. People with dementia are stimulated with purposely placed items and books in 'pet corner' and the library. They are assisted to find their bedrooms with each door being brightly painted in different colours.



## Care & Support

Good

People receive care that helps meet their needs and wishes. Plans are designed with them, their families and professionals known to them. They contain person centred information, that informs the reader of the person's interests, personal history, preferences and wishes. The key worker assigned to each person helps to ensure all important information is captured as soon as possible after admission into the home so there is a clear, holistic picture of the person. Reviews keep plans accurate and up to date.

Senior nursing staff are designated to share expertise in specific areas such as incontinence, safeguarding, pressure care, and oral hygiene. They ensure staff are knowledgeable and regularly assessed for competence. The manager, a moving and handling champion and trained trainer, is proactive in seeking methods to enhance staff skills continually. The electronic system used to record care activities as and when they take place is clear, accessible, and easy to use. The manager can see people receive the care they need when they need it.

People consistently praise the quality of care. One person described life-changing progress, from being unable to stand unaided to now visiting shops and the pub independently, crediting their key worker as "*amazing*" and "*second to none.*" Others called the service "*perfection.*" Management is commended as "*always ready to listen,*" with relatives highlighting strong advocacy for health and community services. Professionals confirm a respectful, collaborative relationship with staff, who are described as caring, communicative, and committed to putting residents first. Families also praise the sensitive, dignified approach to personal care and the cheerful team spirit that defines the home.

People pursue personal interests; we saw a group singing along to a concert on the smart TV. One relative told us how the person is much more sociable than he used to be. There is an activities co-ordinator who provides events and stimulating sessions to which family are invited, such as barbeque nights, pie and a pint and afternoon teas. Creative events and activities have been arranged such as 'taste of us' encouraging staff from different cultural backgrounds to share their favourite dishes and talk about their traditions.

Medication management is monitored through internal and external audits. Records are kept and only trained staff are responsible for their administration. A senior nurse is also a designated infection control prevention lead. They carry out internal audits, follow any recommendations of external audits and provide training sessions to staff.



## Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment to help them achieve their well-being outcomes safely. Staff are encouraged to put forward ideas for improving the home. Staff have created areas of interest for people with dementia including a pet corner of stuffed and other animal toys, a library corner and music room. There is also a sensory room for people to relax and enjoy mood lights and sound. Different coloured bedroom doors help people to orient themselves to their rooms and signposts identify places of interest. There is a café that people are encouraged to frequent for tea, cake and chat.

The home is clean and tidy with no obvious areas for refurbishment or repair. People can bring their own possessions to personalise their rooms and make it familiar. We saw rooms that are homely and contain things that matter to people, pictures on walls to add colour and interests. For people with fewer belongings, some rooms do not benefit from the same homely, personalisation and the manager confirms this is an area they want to address.

The manager has identified the layout of the building deters some people from using the ground floor as there are 2 lifts to use between the ground floor and some bedrooms. The provider has listened to people's views; the building development plan includes reconfiguring the building to facilitate access, and plans have been drawn up. There are arrangements in place for regular audits of the environment and there are designated staff on site most days whose responsibility it is to keep the home well maintained. Records show the building has been thoroughly checked to ensure people's continued health and safety. Electrical installation, fire safety, gas safety, water hygiene safety, electrical appliances, and other safety checks are all up to date.



People are supported to achieve their outcomes because the service provider has excellent organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The management structure fosters highly effective checks and measures. The manager's work is audited by the area manager and responsible individual for the service (RI). A deputy reports to the manager and senior staff, and nurse leads help to lead care practitioners. All play a part in auditing compliance and ensuring expectations are met. The RI visits every three months, and quality of care reviews are completed biannually, reporting on conclusions of checks and measures. The provider knows what is working well and where improvements could be made.

The manager is highly proactive in canvassing everyone's views and suggestions for improvements. They do not avoid identifying areas for improvements and there is a sense of believing further improvements can always be made. Staff and professionals are complementary of the manager describing her as stern, but fair and meeting minutes illustrate how this approach is effective. Staff are praised and given credit for work done well and reminded of where practice could be improved. A visiting professional shared they are impressed the manager and staff know their service users so well and that *'they are good advocates for the patients'*, pushing for additional services from external agencies when needed. The manager has forged effective relationships with the local pharmacy and local transport providers to enhance the service for the benefit of people living in the home. The manager also meets with other home managers within the organisation to learn, share practice and discuss opportunities for development.

Staff are safely recruited with all checks completed prior to employment; they are properly inducted and trained to ensure they have the skills required. Staff shared how happy they are to work here with *'fantastic management'* and likeminded passionate staff. One staff said of the people in the home and their colleagues, *'this is my family'*. We spoke with many staff and observed them as they worked. There is a sense of a very positive culture embedded in the service; the staff team are all extremely passionate about their work and have respect and compassion for each other and the people living here. The annual awards ceremony and employee of the month, together with daily acknowledgement of work done well, all helps to make staff feel valued and consequently, many are long serving staff.

## 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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