



## Bryn Seiont Newydd



Bryn Seiont Newydd, Pant Road, Caernarfon, LL55 2YU



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[www.pendinepark.com](http://www.pendinepark.com)

**Date(s) of inspection visit(s):**

13/06/2025, 18/06/2025, 25/06/2025, 27/06/2025, 30/06/2025

### Service Information:

Operated by:	Pendine Park Care Organisation 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:	107
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

Good



Care & Support

Good



Environment

Excellent



Leadership & Management

Good

## Summary:

Bryn Seiont Newydd is a purpose-built home close to the local community and amenities in Caernarfon.

Residents in the home have good well-being outcomes as their views are valued, and they participate in activities that support mental, emotional, and physical health.

The auditing and monitoring of medication storage requires strengthening however, on balance, people experience good outcomes because they receive good quality care and support from knowledgeable and kind care staff, who know them well.

The home itself and the surrounding grounds and gardens are maintained to a very high standard, providing all the facilities and space that people need.

Leadership and management of the home is good because the management team ensure people are supported by staff with the necessary skills, expertise and qualifications to meet their needs. The Responsible Individual (RI) monitors the day-to-day management of the home and has systems in place to monitor and report regularly on quality of care provided.

## Findings:



### Well-being

Good

Residents live in a safe and supportive environment that helps them stay healthy and happy. The care home is designed to allow individuals the freedom to make their own choices, and every resident is treated with respect and dignity. Care staff interactions with people are consistently friendly, warm, and respectful, and people are given the freedom to personalise their living spaces as they see fit. Relatives visiting people during our inspection told us they are very happy with the care and attention people receive and feel well supported by the team there. One person told us *“I’m ok, I’m very comfortable here,”* and their relative told us *“I love the staff.”*

The provider’s commitment to promoting healthy and independent living is evident in the variety of meaningful activities available to people. Whether participating in exercise classes, arts and crafts, individual hand massages and manicures, or social gatherings, people have many opportunities to be active and involved. We saw pictures on the home’s social media account showing people having birthday parties, enjoying tandem cycle rides, and singing and dancing with care staff whilst listening to external entertainers. Each person is encouraged to engage in activities that hold personal significance for them, and support is tailored to meet their unique goals and aspirations. The home has close links with local GP’s, pharmacies, and community health teams to ensure people’s mental, physical and emotional health is promoted and maintained.

Community engagement and personal development are also strongly encouraged. Residents regularly participate in a wide range of activities both inside and beyond the home, including excursions and community events that involve local schools and families. Care staff make a concerted effort to engage residents in conversation and social interaction in both English and Welsh, further supporting their well-being and sense of belonging. Welsh culture and language are celebrated and thoroughly incorporated into how the service is delivered, including via events, bilingual menus, and the care and support people receive in Welsh from care staff.

The environment is carefully managed to protect residents from harm, with clear and accessible procedures for raising any concerns or issues with management. Complaints are listened to, documented, and addressed promptly by managers. Care staff maintain open and positive relationships with both residents and visitors, fostering an atmosphere of trust and transparency.

The accommodation itself is arranged to support people’s well-being. Rooms are well maintained and furnished according to each person’s preferences and safety requirements. The home features ensuite bathrooms, laundry, and catering services, ensuring that people have access to everything they need for comfortable daily living.



## Care & Support

Good

We saw care plans cover the expected subjects for people's needs. In many records we reviewed, the documentation template allows care staff to record information about people's preferences and needs for care and health support, and to connect individualised risk assessments with relevant care needs. Staff told us they sometimes find it challenging to keep the comprehensive care plan template updated consistently when people's complex needs change. We saw a small number of plans were not updated in all relevant parts of the plans with changes in people's needs, such as the discontinuation of a medication or the addition of dietary supplements. However, care staff we spoke to have a thorough knowledge of the people they support and deliver care in line with people's current preferences and needs. Care staff collaborate and understand their responsibilities for keeping people safe from harm and abuse. They work closely with external professionals to ensure timely advice is sought to address any risks to people as they are identified and follow professional advice to reduce those risks and promote people's safety, health and well-being. During our inspection we saw care staff are attentive, friendly, and timely in their interactions with people, and anticipated their care needs well. This is supported by positive feedback from people living in the home, their relatives, and professionals alike. Care staff we spoke to told us they feel people receive good care quality care and support in the home.

People's outcomes may not be consistently achieved or promoted because processes for auditing and monitoring the ambient storage temperatures of medications need strengthening.

Documentation in the service shows ambient temperature issues are not consistently identified and acted upon by care staff, particularly during warm periods of weather, which may impact the safety and efficacy of medications stored at room temperature. This has not been identified during the provider's regular audits of medication management and storage, and we expect the provider to take action to address this issue.

The home is a clean and well-maintained environment, with professionals and visitors commenting favourably on the home's cleanliness. One visitor described the home as "*A loving and caring place, warm, friendly and spotlessly clean and bright.*" Multiple care staff members are involved in housekeeping duties and, infection prevention and control practices are strong and keep people safe.

On balance, and considering the findings of the inspection overall, we have decided to award a good rating for care and support. This is because care and support in the service are meeting people's needs and they are achieving good outcomes.



People in the home benefit from highly thoughtful and purposeful design and layout of the home, which has been designed to meet and adapt to people's needs and wishes as far as possible, particularly for people living with dementia in mind. Rooms and corridors are light, bright and airy and free of clutter, and are decorated with pictures, furniture and soft furnishings of high quality. The highly creative layout of the building includes a series of two-bedroom flats with a central kitchenette and living space so couples can share living quarters together if they wish.

The provider maintains very high standards of repair and decoration throughout the home. All the soft furnishings and decoration across the home are coordinated, bright, colourful, and homely. People can choose from a variety of different colourways for their rooms when they move in; all of these come with coordinated soft furnishings to help create a highly comfortable and homely atmosphere. We saw many personalised rooms where people had brought items and objects of importance to them into the home, including treasured items of furniture.

People benefit from quiet and private areas to meet visitors or spend some time relaxing as well as bright and airy communal lounge-diner areas with plenty of seating for socialising. The communal spaces have well-appointed kitchenettes to ensure care staff can provide drinks and snacks as people require. There are also family style dining tables and chairs for people to share mealtimes together if they wish.

The provider prioritises people's privacy and dignity, ensuring that where the two-bedroom flats are not shared by a couple, the connecting doors to the shared living and kitchenette spaces are kept locked for privacy. There are ensuite bathrooms for each bedroom, with staff respecting privacy by knocking before entering people's rooms and ensuites.

Outside the home itself are extensive and exceptionally well-designed and maintained gardens and grounds. The gardens have accessible pathways and patios, and provide colour and interesting planting all year round, including a rooftop garden. We saw people being supported by staff to take walks and enjoy nature and fresh air during our inspection visit.

The service provider ensures risk to people are reduced as far and possible and complies with the required health, safety, and fire regulations. They have a dedicated team that conducts detailed health and safety, and maintenance audits and risk assessments. Equipment servicing and repairs are regularly performed to maintain safety. We saw bilingual signage throughout the home to support Welsh speaking people and visitors. The home has a level 5 food hygiene rating, the highest level attainable.



## Leadership & Management

Good

The service provider has governance arrangements in place, including a multi-layered management structure to support the smooth running of the service day-to-day. The provider's quality assurance processes include seeking the views of people, professionals and staff on how they feel the service should be run or improved. This feedback is regularly sought via online or paper questionnaires. Records show the RI is in the home at least monthly, and completes their regulatory visits as required. Records of these visits and the quality monitoring across the service are extensive and detailed.

The service provider continues to invest in and improve the service to ensure it remains financially sustainable and meets people's needs. There is evidence of continuous improvement, redecoration and refurbishment throughout the service, and good supplies of equipment and resources.

The provider ensures people are supported by good numbers of care staff and ancillary staff both day and night. New staff receive an induction that includes shadow shifts, and this was confirmed by care staff we spoke to, who spoke positively about their experiences of working in the home. We saw recruitment and vetting checks for new staff are completed and alternative references sought where required. Disclosure Barring Service (DBS) checks for all staff are monitored and renewed in a timely way, alongside staff registration with professional bodies.

Staff told us they feel well supported by the whole management team and they feel confident if they report any issues or concerns to the manager that they will be dealt with. Records show staff receive regular, effective one-to-one supervision as well as annual appraisals of their performance. Staff told us they are supported to maintain their well-being and health and feel part of a community working in the home. One staff member told us *"I love it here; wish I'd come into care work sooner."*

The management team ensure all staff undertake the training required of them and that it consistently meets the needs of people living in the home. The provider told us approximately 60% of staff in the home speak Welsh, and staff are supported and encouraged to learn Welsh when they don't already speak it. Care staff are also supported to obtain care qualifications as part of their ongoing professional development and progress within the organisation.

## 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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People's outcomes may not be consistently achieved or promoted because the provider's processes for auditing and monitoring the ambient storage temperatures of medications need strengthening.	13/06/25

**CIW has not issued any Priority action notices following this inspection.**



Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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