



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Marbryn Residential Home



Marbryn Residential Home, North Road, Caernarfon, LL55 1BA



01286673622

Date(s) of inspection visit(s): 6 June
2025.

06/06/2025

Service Information:

Operated by:	Belinda Downey
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	18
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

Good



Leadership & Management

Good

Summary:

Marbryn Residential Home provides a good service for the people it serves. People can remain a part of the local community and can go out and about as they are able. People have daily choices and are supported to have control over their lives. People can have a service through the medium of Welsh if they so choose. People are treated with dignity and respect by a stable care staff group who know their needs well. People are supported to remain in contact with family and friends. People are safeguarded from abuse and neglect by care staff who are trained in safeguarding and are aware of local procedures.

People feel comfortable and secure in the environment. They can personalise their rooms to a high degree to make them homely. The health and safety in the home is good and is regularly assessed to keep people safe. Senior staff adhere to recommendations from people such as the

environmental health officer to ensure standards are good for people living in the home. The home is regularly decorated and maintained to offer people a comfortable environment which enables their dignity.

The Responsible Individual (RI) measures the quality of the service offered to people in line with legislation and visits the home regularly. People and care staff say senior staff are visible in the home and are approachable. Care staff receive regular training and supervision to help them in their role. Care staff spoken with say they feel supported and enabled to give people good care.

Findings:



Well-being

Good

People live well and have control over their lives. People spoken with said they are happy and well cared for. A person said, “I’m *comfortable and happy, no complaints.*” People said they can go out and about, engage in activities, or choose to stay in their room. We saw from activity records, outside entertainers often come in to entertain people which they enjoy. The home is in a central position in the town and people said they feel a part of the local community as they can go shopping and attend local events. We saw people’s personal care plans reflect their preferences and are centred around their individual needs. We saw people have daily choices regarding their meals, and drinks and snacks are freely available. People’s first language choices are recorded in their personal plans and people can receive a service through the medium of Welsh if they so choose. People can access their money as they need and a good record is kept of people’s financial balance. People are supported to remain in contact with family and friends.

People live in accommodation which supports their well-being outcomes. People can personalise their rooms to a high degree to make them feel homely. The home presents as clean and tidy and people told us they are comfortable in their surroundings. There is a regular maintenance programme in the home to refresh areas of wear and tear and to ensure good levels of health and safety for people. People are consulted regarding new décor in the home to give them a voice and choice in their living areas. There are communal lounges to be social in or to spend time quietly according to people’s preference.

People are protected from abuse and neglect. The home works closely with local authorities and Care Inspectorate Wales (CIW) and report any issues which affect the smooth running of the service and any accidents and incidents appropriately. People can access up to date literature regarding the service which includes how to raise any concerns.



Care & Support

Good

People receive the care and support needed to achieve their personal outcomes. We observed care staff who know people well and can anticipate their needs. People's preferences and people of importance to them are recorded in their personal plans, people can influence their plan of care. People experience continuity in their care from a stable care staff group. Recruitment and retention of care staff is good in the home ensuring people receive care from care staff who are familiar and know their care needs well. People's communication and sensory needs are documented in their plan of care. People can access appointments such as eye tests to support their well-being and are supported to attend hospital and health care appointments. People can access equipment needed for their care which is regularly serviced to ensure their safety. We saw from personal plans; people can access health care advice in a timely way. We spoke with a district nurse who visited a person on the day of inspection, they told us the service communicates well with them, refers people appropriately to them and they are satisfied people are well cared for in the home which is pleasant and homely for people. Personal plans and risk assessments are reviewed regularly, in line with legislation, to ensure people continue to receive care that is appropriate for their needs. People are assessed before coming to live in the home to ensure the service can care for their needs.

People are protected from harm and abuse. Training records evidence care staff receive safeguarding training to keep people safe. Care staff spoken with could describe the local safeguarding process and the steps they would take if they had concerns regarding people's care. Falls and accidents are recorded appropriately including outcomes for people. Personal plans are audited to ensure care remains appropriate for people and captures any changes in people's conditions.

People's medications are safely managed. We viewed people's medications administration records (MAR), and saw people are given their medications as prescribed. The home communicated well with the chemist to ensure people receive a good service. An external pharmacist audits the medications storage and administration in the home to ensure they are of good standard. Medication storage is appropriate as medications are stored safely, ambient temperature is recorded, and a good record of medicines coming in and out of the home is maintained.



Environment

Good

People live in an environment with appropriate and well-maintained facilities. We viewed records which showed utilities in the home such as electric, water and gas have been tested and certified. The fire alarms are tested weekly and the care staff trained in evacuating people from the home safely in an emergency. Each person has a detailed Personal Emergency Evacuation Plan (PEEP), to ensure their safe evacuation. Electrical equipment is tested for safety and equipment used for people's care is regularly serviced. Recommendations from the food hygiene officer have been actualised to ensure good levels of food hygiene in the kitchen. People told us they are happy with the laundry facility in the home, and they receive their own clothes back in good condition. There are health and safety risk assessments and policies in place to enable people's safety and mitigate any risks. The home is regularly decorated and maintained to address wear and tear and ensure a pleasant environment for people.



Leadership & Management

Good

People are supported to achieve their outcomes as the service provider has good governance processes in place. The RI ensures the service is measured as to its quality in line with the legislation and visits the home regularly. People and care staff are aware of the RI and manager and say they are visible and approachable. People, family, and care staff opinions are sought regarding the service and influence future planning for the home, ensuring it is continually improving. The Statement of Purpose document is regularly reviewed and made available for people so they may understand the service and standards offered to them. The manager told us they are well supported by the RI and can access training required for their role. The RI is transparent in their dealings and shares appropriate information with CIW and local authorities.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Care staff receive annual mandatory training to support them in their role. Care staff are registered with Social Care Wales which is a governing body ensuring good standards of practice among care staff. Care staff told us they are well supported by senior staff and receive regular supervision. Care staff spoken with said they are happy working in the home and feel they are enabled to give good care to people. Care staff have employment checks in place to ensure they are appropriate to work with vulnerable people. Recruitment and retention of care staff is good, and the work rota demonstrates stable numbers of care staff are on shifts to care for people safely and provide continuity in care.

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

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