

Cysgod Y Gaer



Cysgod Y Gaer Retirement Home, Maesafallen, Corwen, LL21 9AE



01490412394



<https://www.denbighshire.gov.uk/en/home.aspx>

Date(s) of inspection visit(s): 13/08/2025

Service Information:

Operated by:	Denbighshire 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:	30
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

Requires Improvement

Summary:

People experience good wellbeing outcomes living at Cysgod Y Gaer. This is because they make decisions about their daily lives and do the things which are important to them. People are supported with their physical, emotional and mental wellbeing.

The care and support people receive is good. People are supported by care staff who know them well and meet their individual preferences. People engage in activities, go on trips and have regular visitors. Improvements are needed to the completion of daily records and monitoring forms.

People live in a good environment which keeps them safe and supports their needs. The service is well maintained and provides a homely atmosphere which is clean and welcoming.

The leadership and management of the service is organised and supportive. There is oversight of the daily operations and clear processes for monitoring quality. Training and development for care staff requires improvement to ensure staff complete training which aligns with the identified needs of people living at the service.

Findings:



People are healthy and safe living at Cysgod Y Gaer, have control over their day to day lives and make decisions about the things which matter to them. People choose when they want to get up and go to bed, where they want to spend their time and what they want to do. The environment gives people choice about whether they want to spend time with other people or be in quieter areas. We saw people socialising with each other, spending time with visitors, listening to music, watching TV, and reading papers or magazines. People told us they enjoy taking part in organised activities. Photos of activities and events are displayed in the service and shared on social media. Activities include trips out to local attractions, parties for birthdays and national celebrations, baking, music, yoga, and silent discos. One person told us *"I am very happy here, the staff are lovely, and I like the quiz games."* People have access to bilingual documentation about the service and are asked for their views. People experience positive wellbeing because of the promotion and integration of the Welsh language within the service. A high percentage of the staff team are Welsh speakers which means people can converse in their preferred language, which is important to them. People's physical wellbeing is supported by good nutrition. Everyone we spoke with gave positive feedback about the meals they enjoy at Cysgod Y Gaer. People have a choice of meal options, which we saw to be nutritionally balanced and appealing. The chef is passionate and dedicated to providing a varied menu of high-quality meals. We saw great effort is made to produce beautifully presented meals which cater to different dietary requirements, so no one misses out. The effort made for special occasions and theme days is exceptional. Comments made during lunch time included *"it smells nice," "it tastes nice," "lovely," "lunch is very nice there are always choices."*

People are supported to maintain relationships and social connections as well as making sure they still feel part of their local community. We saw many friends and family visiting the service throughout the day, who are not restricted in when they visit which supports people's emotional wellbeing. The service has a strong community presence and engages with the local schools to make connections between generations. People told us they enjoy these visits, and they were visibly animated when talking about the children who come to visit. The service has a small mobile shop where people can purchase snacks and toiletries. Other social interests and hobbies are encouraged as people can do gardening in the raised and accessible planters in the garden or cook in a kitchen where the counters are height variable for everyone to access. A 'Spa' treatment room has been decorated to a high standard and equipment such as a pedicure chair, manicure table and hairdressing equipment means people can enjoy physical treatments to benefit their overall wellbeing.



Care & Support

Good

People receive care and support which meets their needs and wants because the provider carries out assessments with them and/or their representative ahead of moving into the service. This is to gather information about what they need and what matters to them, so support can be person centred and help them in achieving their personal outcomes. Care records consider people's life history, family dynamics, hobbies and interests which helps care staff engage with people and offer activities which interest them. Whilst care records are person centred and we saw some evidence of changes and updates being recorded, we also identified inconsistencies in the information between different documents. This poses a potential risk where care staff may not be reading the correct version of the record. We reviewed daily records for people and found this process also requires development. People at the service have records to ensure good mouthcare, regular repositioning, personal care, and engagement with activities. During the inspection we saw people are well cared for. People are clean and tidy, with clean clothes, hair, and well-maintained nails. People experience good physical wellbeing including good skin management, however the records completed do not reflect the diligent care which is clearly being delivered to people. Following feedback with the manager, they have taken steps to develop the process of record keeping at the service and this will be looked at during the next inspection.

People are protected from harm and abuse. Care staff complete safeguarding training and there are policies in place to support this knowledge. Systems are in place for recording incidents, accidents and safeguarding concerns which are reviewed and updated with action taken. The provider makes referrals to other agencies as required and is effective in their reporting to the service regulator.

Medication is overall managed well in the service. People have the medication they need when they need it. Medication is appropriately ordered and securely stored. Controlled drugs are well managed. Senior staff complete medication training and have annual competency observations of their medication practice. We observed good medication administration on the day of inspection.



Environment

Good

People live in an environment which is well maintained and supports them to live well. Cysgod Y Gaer is safe and provides a warm, clean, and homely environment for the people who live there. The service is pleasantly decorated throughout. Pictures and personal belongings, such as blankets and books, indicate a relaxed approach where people can feel “at home.” We saw people spend time in different communal areas which offer places to be, in addition to their bedrooms. We saw people spending time in lounges, the dining area and in the pleasant, well maintained, and accessible outdoor spaces. The service is accessible so people can mobilise independently and accommodates moving and handling equipment so everyone can access all areas of the home if they choose to, without restriction.

The provider ensures health and safety within the service is appropriately managed with audits of the environment identifying any issues to be addressed. We saw evidence of any maintenance actions being reported and actioned. Regular servicing is carried out to ensure electrical and gas systems are safe, and that equipment is appropriately maintained. Fire safety is very well managed with regular in-service testing and drills taking place, and external servicing completed by contractors.

We found the service to be clean. Infection prevention and control procedures are in place and the service takes advice and guidance from the local health board regarding this. Personal protective equipment (PPE) is in good supply and is accessible throughout the service. The most recent food safety inspection awarded the service a rating of 5. This indicates a high level of cleanliness and compliance.



Leadership & Management

Requires Improvement

People live at a service where there is effective oversight from the manager, who is present and works directly with care staff and residents to ensure the quality of care is a good standard and care staff feel well supported. Monthly audits of the service are completed, any actions identified, and a plan put in place to address them. This information feeds into the other quality assurance processes such as Responsible Individual (RI) visits to give an accurate overview of how the service is operating and ensuring it continues to develop. People living at the service are asked for their views about the service, through feedback surveys, resident meetings and discussions with the RI. All staff are aware of changes and updates in the service through regular staff meetings and the use of a daily handover form and diary. People have access to bilingual information about who they can go to if they have a problem or want to make a complaint which includes direct contact with the RI.

People are supported by a team of experienced care staff who are safely recruited and well supported. Improvements have been made to the staffing levels at the service. At this inspection we found staffing levels to be reflective of the assurances given in the statement of purpose. This was also the case for rotas we looked at covering a period of two weeks. The manager can access a regular agency provider to support the staff team in the event of staff sickness and annual leave. This means people living at the service receive continuity of care and do not experience disruption to their usual routines. We looked at the recruitment records for staff working at the service. We found all the required pre-employment checks to be in place, such as obtaining disclosure and barring service checks (DBS) and appropriate references. This is important to ensure care staff are suitable and safe to work with adults at risk. Care staff receive an induction appropriate to their role, completing the All-Wales Induction Framework which supports them to register with Social Care Wales, the workforce regulator. Staff told us they are happy in their role, are well supported and like working at the service. Training and development of care staff requires improvement. We found whilst mandatory training is mostly complete, courses which relate to specific care needs of people living at the service have not been completed. This includes dysphagia, falls prevention and Dementia training. This is essential in ensuring staff have the required knowledge and skills to support people effectively. This is an area for improvement, and we expect the provider to take action.

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
Where people have specific care and support needs, they cannot be assured care staff are trained in all areas and have the knowledge and skills to deliver support competently. This poses a risk to people living at the service.	13/08/25
People receive good care and support but they cannot be assured the records documenting this are always accurate, consistent and fully reflective of the support being delivered.	13/08/25

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

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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