



## Cartref Bryn yr Eglwys



Pentrefoelas, Betws-y-coed, LL24 0HY



01690770384

Date(s) of inspection visit(s):

16/05/2025

### Service Information:

Operated by:	NANT-Y-FOEL CYFYNGEDIG
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:	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

**Excellent**



Care & Support

**Good**



Environment

**Good**



Leadership & Management

**Good**

## Summary:

Cartref Bryn yr Eglwys is a former rectory built in the 1850s. It is a building with character and stands within its own grounds in the village of Pentrefoelas. The home has recently been extended and is now registered with Care Inspectorate Wales to provide nursing care for up to thirty adults.

People experience excellent wellbeing because they are actively supported to identify their wellbeing outcomes and are encouraged to use and build on their strengths. They are actively involved in the language of their choice in decisions that affect them which ensure their voices are heard. This is achieved as they experience excellent promotion of Welsh language and culture in the service.

Care and support is good as people are supported by a team of friendly and professional team of care staff who provide a consistently good standard of care. Personal plans accurately reflect people's needs and are kept under review. People take great comfort from their warm interactions

with staff. They enjoy the companionship of others and the home's varied programme of activities.

People live in a good environment, because the home is clean, well-maintained and homely. People are able to move around safely and have access to the specialist equipment they need. Environmental standards are monitored during quality assurance processes.

The leadership and management of the service is good because management maintain good appropriate levels of staff to ensure the home runs smoothly. There is a strong sense of teamwork amongst staff and morale is high. Staff are appropriately recruited, trained and supported. The responsible individual (RI) who is also the registered manager is fully aware of people's experiences and how the service can be developed further.

## Findings:



### Well-being

**Excellent**

People live healthily and safely with choice and control over their lives. There is a strong commitment and passion in promoting the Welsh Active Offer. A member of staff is a 'Welsh Champion', and management and several staff members speak fluent Welsh. One staff member won an award presented by Social Care Wales 'Caring in Welsh' last year. Activities are available in Welsh and there is a monthly bilingual newsletter and a monthly editorial section in the Welsh community monthly newspaper 'Yr Odyn'. The care team offer a bilingual service, and people can attend a bilingual religious service every Sunday morning. There are numerous bilingual bibles available in large print for those who wish to read the Bible, and more are being ordered.

There is a strong emphasis on people experiencing an enriched and rewarding life. People have significantly benefited from support and care from staff. People have access to meaningful activities which promote their health and wellbeing, such as chair exercise, quizzes and memory games. People recently celebrated Easter and VE Day. The management has required the support from an advocate to support one-person fulfil their passion of a lifelong hobby. We saw lots of people enjoying relaxing in their rooms or sitting in the lounge watching telly or looking out to the garden listening to music in the lounges. Another person was sunbathing in the garden. We saw many instances where staff are purposeful in their work, not rushed or hurried and work well together as a team. One relative told us they could not thank the staff team enough as their loved one has gone from strength to strength since moving in.

The service protects people from abuse and neglect. Risk assessments and personal plans identify where people need specialist equipment to help keep them safe, and we saw this being used. There are excellent staffing levels to ensure people receive timely care. Records show care staff carry out regular safety checks, in line with people's personal plans. Incidents are clearly documented and reviewed as part of the home's auditing process. Staff are recruited appropriately and receive an induction and training that supports them in their roles. Records show care staff complete refresher training in relation to safeguarding.

The home and its facilities are well maintained and suitable for helping people achieve their personal goals. People have easy access to communal areas. There is ongoing investment in the service. New furniture and equipment have been purchased, and redecoration is underway. The environment is clean, homely, and well maintained.



## Care & Support

Good

Care staff are familiar with personal plans and understand how people want to be cared for. People or their representatives are involved in developing their personal plans which are regularly reviewed and updated. Plans include detail regarding people's care preferences, views and goals. The management team regularly audit care records, and daily care recordings provide meaningful insight into how people are and what care they have received. The service follows Deprivation of Liberty Safeguards procedures to ensure any restrictions people face are lawful.

People are supported to access healthcare and other services. Records illustrate health professionals are promptly contacted for advice when required. Qualified nurses are always available on site, and their training is current. We saw people's medication is reviewed and people's health is constantly monitored. Diet, fluid intake and pressure area care are closely monitored, and robust systems identify any concerns quickly. There are three oral healthcare champions to ensure the highest standard of oral health is maintained.

People are very happy with the quality of food and drink they receive. Care staff assist people to eat in a sensitive, dignified manner and regularly encourage them to eat and drink independently. Meals are nicely presented and served in a staggered way so people can enjoy them at their best. Meals are homemade and people's preferences are catered for as there is various options for people to choose from. Care staff monitor people's weight closely and ensure they receive their prescribed nutritional supplements.

The home has suitable medication systems in place. People consistently receive their prescribed medication and regular audits take place. Staff have attended medication training, and their competencies are checked. Medication storage temperatures and completion of records are checked daily.

The environment is cleaned to a very high standard which helps reduce cross infection risks. The home received a food hygiene rating of four (good) following an inspection by the Food Standards Agency in October 2024. We observed private and communal rooms to be clean and tidy. Staff can easily access personal protective equipment and handwashing facilities. All staff have completed infection control training. A flow system within the laundry room promotes separation of clean and dirty items.



## Environment

Good

The home is secure and properly maintained. Visitors cannot enter the building without staff approval and a record is kept as they enter and leave. All staff complete mandatory health and safety training. Maintenance persons carry out routine health and safety checks alongside general repairs and refurbishment. The home and facilities are in a good state of repair. The utilities and equipment have been inspected and serviced within recommended timescales and are safe for use. The home uses external contractors for specialist works. The RI regularly meets with maintenance staff and completes health and safety audits. Health and safety measures ensure the building is as safe as it can be with regular checks on the condition of the electrical installation, gas safety, water hygiene, electrical appliances, fire safety and emergency lighting, the lift and other equipment. Records and certificates show these are in date.

The accommodation is thoughtfully presented and benefits from a recently completed extension. In the new extension windows are electronically controlled. Two cosy lounges have an electric fire and large windows overlook the tranquil countryside and wildlife for people to admire. New bedroom furniture has been purchased for many bedrooms, The décor is homely, and communal rooms are light and spacious. There are ample communal areas for people to enjoy and a recent milestone birthday celebration was hosted in the large dining room. Photographs and artwork are on display, along with information about activities. Bedrooms are laid out according to people's needs and interests and many contain people's own furniture, furnishings and personal possessions. People told us they are satisfied with their rooms. One person enthusiastically showed us their new room and stated they could not wish for a better bedroom. They have everything they need. There is outdoor space for people to enjoy with ample seating areas.



## Leadership & Management

Good

The service benefits from an enthusiastic and committed team of managers. Staff described managers as supportive and very approachable. The RI is also the manager and is based in the most days. They constantly monitor the service standards and manages the home with the support of a deputy manager and senior team. The deputy manager is also the clinical lead who assists with completing many internal audits. The RI presents audit findings within three-monthly quality reports, which reflect the views of those living and working at the home. The RI is passionate regarding promoting the use of Welsh language and culture in the home. Regular staff meetings are held which show certain topics are discussed with the staff team including any events in the home and feedback from families and professionals. Management also acknowledges staff dedication to care of people in the home and their hard work. Six-monthly quality-of-care reviews reflect feedback from people in the home, professionals, visitors and focus on strengths and identifying improvements. There are many compliments from professionals and visitors.

People are cared for by a safe, suitably skilled workforce. Staff undergo the required recruitment checks before being employed and are vetted by the Disclosure and Barring Service every three years. Management support staff to complete an appropriate induction and register with Social Care Wales. Staff complete mandatory and specialist training courses, most of which are delivered in person. Staff know how to report concerns regarding people's welfare and are familiar with the policies and procedures which guide their practice. The manager and deputy have attended Six Steps end of life training and are passionate about providing good quality care. Staff supervision is carried out and staff are provided with an opportunity to discuss any issues and any development aspirations.

## 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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