



## Tan y Bryn Care Home



Tan Y Bryn Residential Home, 20 Tan Y Bryn Road, Llandudno, LL30 1UU



01492875162

The inspection visit took place on 21/01/2026

### Service Information:

Operated by:	Eterna Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	26
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

## Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

## Summary:

Tan Y Bryn is a residential care home in Craig y Don overlooking Llandudno Bay. People experience good wellbeing outcomes as staff promote people's wellbeing and support them to achieve positive outcomes.

Care and support are good because staff provide well-planned, person-centred care which meets people's needs. Personal plans clearly reflect each person's outcomes and are reviewed regularly to ensure support remains effective.

People live in a good environment. The building is well maintained and is compliant with regulations. There is ongoing investment in the building and furniture. The home is clean and tidy and follows appropriate infection control practices.

Good leadership and management arrangements are in place. Both the manager and the Responsible Individual (RI) are approachable and friendly. They ensure they listen to people, treat them with dignity and respect, and manage the service effectively.

## Findings:



### Well-being

**Good**

People mostly have control over their daily lives as staff encourage people to make decisions about everyday matters, such as meals, when to get up and go to bed and leisure activities. During the inspection, staff responded quickly to requests for help and answered call bells promptly. We observed staff interact with residents in kind, respectful and patient ways. People appeared well cared for, clean and comfortable. There is good feedback from relatives who told us they are very happy with the service and said the service meets people's needs. Families told us staff help their relatives maintain independence and lead fulfilling lives. Staff promote Welsh language and cultural needs. The service works towards the active offer, with some signage already in place and staff speaking Welsh with residents. People benefit from a wide variety of activities, including singing sessions, exercise sessions, and celebrations on special occasions. Local community groups and choirs visit to support people to stay connected with their community.

People are protected from harm as much as possible. There are safeguarding policies and procedures in place which are in line with the relevant legal framework. All staff receive training in safeguarding adults and care staff spoken to were aware of their roles and duty in keeping people safe. We saw evidence the service provider takes appropriate action to ensure the safety of those receiving care and support, and makes appropriate referrals to relevant agencies, such as local authorities. The manager ensures any restrictions or deprivations comply with legislation and are well documented. People have access to advocacy services and representatives to support with their rights. Staff support people to maintain relationships with family and friends. Visitors can come at any time, and private spaces allow people to meet comfortably. Relatives told us they feel well informed and praised staff for their commitment, one person told us, "X knows exactly how to care for me, they are brilliant."



## Care & Support

Good

People receive good quality care from skilled staff who provide person-centred care which reflects each person's needs, preferences, values, and beliefs. We saw detailed, strengths-based personal plans and where appropriate are co-produced with individuals. Personalised 'All About Me' information helps staff understand each person's background, preferences, and interests, supporting meaningful reviews. Plans are reviewed and updated regularly to ensure support remains relevant and effective. A family member shared, "We are extremely happy with the care at Tan Y Bryn." Care notes include risk assessments which identify areas where people could experience individual harm in areas such as falls prevention, skin integrity and moving and handling. Clinical records are completed throughout the day.

During the inspection, we witnessed staff act with kindness, compassion, and professionalism, consistently providing caring support. Their knowledge of each person enables responsive, individualised care to meet physical and emotional needs. End-of-life care plans and wishes are in place where needed. People told us they feel involved in their care, and families express confidence that their loved ones are safe and supported to live fulfilling and meaningful lives. Peoples' liberty is protected and staff apply the least restrictive practices. Staff follow robust infection control measures, using personal protective equipment correctly. The home is very clean and tidy. The manager completes scheduled audits to ensure infection control standards remain effective and PPE supplies are maintained at all times. People receive a nutritious and balanced diet and have choices at mealtimes with menus adapted to meet individual preferences.

The service works closely with local health and social care professionals to secure timely referrals and specialist advice. Health professionals report good communication and confirm staff follow recommendations consistently. People access chiropody, hairdressing, GP, and community nursing support as needed. Staff maintain health monitoring records such as nutritional and fluid intake logs and mouthcare assessments. Staff manage medication safely and in line with national guidance and the provider's policy. Trained staff store medicines securely, administer them safely and complete medication records accurately, including allergies and refusals. Through monthly audits, the manager identifies any issues and takes prompt corrective action to reduce risks and uphold safe standards of care.



## Environment

Good

People live in an environment which meets their needs. Tan Y Bryn is a homely, comfortable, and safe. The service provides suitable communal and personal spaces, with well-maintained facilities and equipment. People have access to a variety of spaces to spend time alone, socialise, or welcome visitors. The home offers a choice of communal spaces to suit different needs. A quiet lounge provides a calm space for reading or private conversations, while two larger lounges are also available support social activities. The newly extended dining area offers a spacious and relaxed environment for home cooked meals. In good weather, people can enjoy the veranda and its scenic views. People personalise their bedrooms, and we saw photographs and sentimental items which help them feel settled and at home. People move around the premises easily. They access a broad range of specialist equipment, and the service tests and services this equipment regularly to ensure it remains safe, effective, and ready for use. Staff reported they have appropriate equipment to care for people, and we saw this equipment is clean and well maintained. Each person has a Personal Emergency Evacuation Plan (PEEP) to ensure they are safely supported in an emergency.

Housekeeping staff work hard and take pride in keeping the home very clean, tidy, and well presented. Bedrooms are clean and organised, and furnishings are in good condition. The provider has invested in new carpets and chairs to enhance comfort and appearance. Corridor areas remain free from clutter, which supports safe movement and reduces the risk of falls. A full-time maintenance officer undertakes scheduled servicing, planned maintenance, and immediate repairs to protect people's safety and wellbeing. The service holds up-to-date certification for gas and electrical safety checks. Routine fire safety tasks are undertaken, such as testing fire alarms and checking fire doors, and the outcomes are recorded to demonstrate compliance. The service holds a food hygiene rating of five, reflecting safe food storage, preparation, and kitchen management, and staff consistently maintain high standards. Risks to health and safety are identified, mitigated, and reduced. The manager and Responsible Individual (RI) actively monitor compliance with current legislation and guidance. They carry out regular health and safety environmental audits to maintain safety and high standards throughout the home.



## Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has good organisational and governance arrangements. Staff describe a positive team atmosphere, with one person telling us, "I am really happy working here." People living at the service and staff members spoke favourably about the manager's supportive and approachable style. The service provider promotes good governance by ensuring policies and procedures remain current and fit for purpose. A range of quality monitoring arrangements are in place. These include structured audits across the service, routine visits by the Responsible Individual (RI), and regular feedback gathered from people, relatives, and staff. These systems enable the provider to monitor performance and identify any areas for improvement. The RI completes frequent visits and produces detailed reports outlining their findings, progress made, and any follow-up required. The quality-of-care report reflects feedback from people using the service, and we saw the provider acting on this for example, influencing the furnishing of the home and changes to menu choice. Key documents, including the statement of purpose and service user guide, have been reviewed to ensure people and staff can access accurate, relevant information.

People receive care from staff who are safely recruited, suitably trained, and appropriately registered. Pre-employment checks, such as Disclosure and Barring Service (DBS) checks and reference verification, are completed before staff begin working in the service. New staff complete an induction and are supported to register with Social Care Wales. Staff complete mandatory training across a range of subjects, including moving and handling, Infection prevention and control and falls prevention. Clinical staff undertake learning and competency assessments to maintain their professional registration. All staff receive regular one-to-one supervision, which includes reflective discussion and observation of practice. These sessions help identify development needs and ensure staff feel supported. The service provider promotes ongoing learning and makes sure enough suitably trained staff are available to deliver quality care and support. The service provider oversees the quality of care through effective audit processes, following up actions from external reviews, for example, the Local Authority. Care Staff told us they feel well supported and have confidence in the proactive management team.

## 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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