



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ceris Newydd Nursing Home



Ceris Newydd Nursing Home, Treborth, Bangor, LL57 2RQ



01248360590



www.fairways.org.uk

Date(s) of inspection visit(s): 11 June
2025.

21/06/2025

Service Information:

| | |
|--|---|
| Operated by: | Fairways Care Ltd |
| 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: | 77 |
| Main language(s): | 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:

People living in Ceris Newydd Nursing Home benefit from continuation in care from a stable staff group who they are familiar with. We saw good examples of care and people are treated with dignity and respect. People can have a voice in their care and the delivery of care is planned in a person-centred way. People told us they are happy with the service they receive and praise the staff who anticipate their needs and are friendly and polite. Families told us there is a good community and atmosphere in the home.

People and families spoken with are happy with the environment and facilities in the home and especially liked the new café provided. There is ongoing work in the home to ensure a safe and homely atmosphere for people. The new décor seen in Ceris Newydd is fresh and colourful and families liked the new lounge/ kitchenette provided on the ground floor.

The responsible individual (RI) for the home provides support and over-sight to ensure the service is of good standard. Staff spoken with said senior staff are approachable and they receive good training and supervision to help them in their role.

Findings:



Well-being

Good

People live healthily and safely and can have control over their lives. People living in Glyn Menai and Ceris Newydd are central to their plan of care. People's personal plans are reviewed in line with legislation to ensure care plans are current and appropriate to people's needs. People have risk assessments to mitigate common risks as far as is practicably possible, these are frequently reviewed to ensure people's safety. A person's family member told us the managers are visible and approachable in the home and gave us an example of a concern they expressed to the manager which was dealt with in a timely way and to their satisfaction. An updated Statement of Purpose document is available for people so they may understand the service offered to them. People spoken with are positive regarding the service they receive, a person said, *"I'm comfortable, that is what's important to me."* People praised the care staff and nurses (staff), and said the food and facilities are good in the home. We saw examples of good practice in Glyn Menai where a member of staff was dancing with a person to the music provided by an entertainer, other staff members supported people in a kind and sensitive way and were able to pre-empt their needs. We heard instances of staff and people conversing in Welsh in a natural and friendly manner throughout the home. People's first language choices are recorded in their personal plans and are respected. Staff in Ceris Newydd know people and families well. Families commented on a nice atmosphere in the home and a good, supportive community amongst families. There is a new café in the home where people and families can socialise, this was opened by Welsh celebrity, Dafydd Iwan. The café was praised by people and families who said it is a good facility to have in the home. A daily diary evidences the activities offered to people. A harpist and singer were in the home on the day of inspection. We saw a person and their family being assisted to sit outside to enjoy the sun and view of the Menai Straights. People told us of good birthday celebrations in the home and a mobile bar. We saw a rotating weekly menu is offered to people, they can have an alternative if they do not like the meal on offer. Drinks and snacks are available as required.

People are protected from harm and abuse. Staff receive training regarding safeguarding and keeping people safe. Staff spoken with were able to describe local procedures for contacting the safeguarding team. Staff said they can approach senior staff with any concerns they may have and are confident issues are addressed to enable good outcomes for people.

People live in an environment which supports their well-being outcomes. We saw people can personalise their rooms to make them homely if they wish. People told us they are happy with their rooms and communal spaces in the home. We saw Ceris Newydd has been decorated and maintained to provide a fresh and homely atmosphere for people. There are plans to decorate and refresh rooms in Glyn Menai and to ensure they are dementia friendly.



Care & Support

Good

People receive the care and support they need to achieve their personal outcomes. We observed good rapport between people and staff. People are treated with dignity and respect. Personal plans are updated and reviewed regularly to ensure staff have appropriate instructions for the care needed by people. People's preferences and routines are documented in personal plans to encourage good outcomes. Personal plans are kept on a computerised system which alerts staff when reviews are due for care plans and risk assessments. Staff have handheld devices to record care as people receive it to ensure a contemporary and correct record. We saw people have timely access to healthcare appointments and reviews and any new instructions are carefully documented. People can access equipment for their care which is regularly serviced to ensure their safety. We saw staff work rotas which demonstrate people have continuity of care from staff who know their needs well. The manager told us where bank or agency staff are used to cover absences. They endeavour to use the same staff to ensure they know people and their needs well. People told us they find the staff helpful, and they are aware of people's needs. In many instances, people can receive a service through the medium of Welsh if they so choose.

People are protected from harm and abuse. The service is open in its' dealings and work well with local authorities and Care Inspectorate Wales (CIW). Senior staff report any safeguarding cases to local authorities and notify CIW of any issues or incidents that prevent the smooth running of the service. The service has a safeguarding policy, which is reviewed annually, and is available for staff to guide them in their practice.

People's medications are safely managed. There are processes in place to record the medications entering and leaving the home to ensure an accurate audit trail. Specific medication rooms are used to store medications safely and ambient temperatures are recorded to ensure medications are viable. Good practice is employed in giving people their prescribed medications in a safe manner. The medications process in the home is regularly audited to ensure continued good practice.



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. We saw evidence that utilities such as water, electric and gas are regularly tested and certified to ensure their safe use. The home has insurance which is within date. Equipment is serviced regularly to ensure it is safe for people to use. Fire alarms are tested weekly, and people have Personal Emergency Evacuation Plans (PEEPS), to ensure they can be evacuated safely in an emergency. The home has a continual maintenance programme to provide a homely, dignified atmosphere for people. Ceris Newydd has undergone maintenance and redecoration, there are lounges and areas to be sociable or quiet in as people prefer. There are plans to refresh the decor in Glyn Menai and ensure the environment is dementia friendly for people. Where maintenance issues occur, there are maintenance personnel available to address these. Housekeeping staff told us they are always busy and ensure a clean environment for people. There are areas for people to sit out if they choose and enjoy views of Menai Bridge and The Straights.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance, and oversight to ensure smooth operations and high-quality care. The RI measures the quality of the service bi-annually and provides a report in line with the requirements of the legislation. The RI considers the views of people, families and staff and discusses the environment, staffing numbers, training and supervision of staff, any accidents and incidents and safeguarding cases with the manager. Audit results are also discussed, and feedback is given to staff in staff meetings to ensure a continually improving service. The RI visits the home regularly to provide support and have over-sight of the service offered to people. The manager told us they feel well supported by the RI and can access training needed for their role.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. We viewed a random selection of staff files and saw employment checks are in place to ensure staff are qualified and safe to work with vulnerable adults. There is a rolling programme of training and supervision to ensure staff are supported in their daily roles. Staff spoken with said they receive regular training and supervision to support them, and senior staff are visible and approachable making the home a good place to work. Work rotas evidenced recruitment and retention of staff is good in the service.

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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