



Ty Cariad Dementia Care Centre



Ty Cariad Dementia Care Centre, North Wales Business Park, Cae Eithin, Abergele, LL22 8LJ



01745828720



www.fairways.org.uk

Date(s) of inspection visit(s): The inspection visit took place on 10/09/2025

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:	50
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Ty Cariad is a purpose-built nursing home who care for people with dementia. The home comprises four independent households each matched to the needs of people at different points on their dementia journey.

People experience excellent wellbeing because the service prioritises people's health and well-being, providing individualised meals and activities. People are very happy at the home and greatly value the relationships they have developed with others. The home is inviting with a peaceful, homely atmosphere.

Care and support is excellent as people are supported by a team of friendly and professional 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 an excellent environment as the accommodation has been very thoughtfully designed. People have safe, easy access to an extensive range of facilities. The home is exceptionally well presented and maintained to a high standard of cleanliness.

The leadership and management of the service is excellent 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 and supported. Staff complete a wide range of training to promote their continuous learning and development. The Responsible Individual (RI) and manager work collaboratively and effectively to monitor and drive improvements within the service.

Findings:



Well-being

Excellent

The service protects people from harm. People live in a safe, well-maintained environment. Staff are available to give people the support they need. The manager ensures the necessary authorisations are in place for people whose liberty is restricted. The service invests in its staff, enabling them to practise safely and develop on a personal and professional level. Staff are recruited and vetted appropriately. They are led by an approachable manager; they work and communicate well as a team to ensure the home runs smoothly. Standards of practice are carefully monitored through robust systems of audit. The RI works with the manager to make changes that will enhance people's experiences further.

People have influence over decisions that affect them. Views and preferences are sought and documented during the initial pre-admission assessment. Care records are written in a way that clearly identifies people's likes and dislikes and the way and time that they preferred to have their care provided. Staff encourage people to make choices and give them support in making those choices when necessary. Kitchen staff have a good understanding of people's likes, dislikes and dietary requirements and there is choice of meals. Staff told us they strive to make every day different for people. There is plenty of exciting opportunities to take part in a wide range of activities which contribute positively to people's well-being. Care staff support people with dignity, kindness and respect. They have an excellent understanding of people's needs and fully support their individual routines. There is a 'Kindness tree' where people can write messages on a leaf and then stick them on a large tree in the main entrance staircase. People can access an internal private physiotherapist, and we were told how people's mobility and posture had improved.

There is a strong commitment and passion in promoting the Welsh Active Offer and other cultures. There is bi-lingual signage in the service, a Welsh board in the corridor with Welsh words, Daffodils are placed on residents' doors who speak Welsh. Manager and area manager both speak Welsh, and correspondence is sent out in English and Welsh. They also celebrate cultures from around the world with support from staff who are working in service from overseas. Staff have engaged to share cultures for events in the service.

The design and layout of the home promote people's physical and emotional well-being. The home has an excellent range of facilities, which people can easily access. All areas are clean, spacious and nicely furnished with colourful dementia friendly colours throughout. Maintenance checks are in place to ensure the service is safe such as fire safety checks and all equipment is regularly serviced and maintained to ensure safety. The environment is homely, welcoming, and the atmosphere within the service is extremely calm and relaxed.



Personal plans provide a level of detail about people's care needs and preferences, including their language of communication. Management is currently reviewing the personal plans to ensure they are more person centred. They are regularly reviewed with people and/or their representative. Care records demonstrate people consistently receive the right level of care and support. The manager ensures care staff keep insightful records about how people have spent their days. These show that care staff support people to follow their interests and routines. The service follows Deprivation of Liberty Safeguards procedures to ensure people have lawful restrictions that are applied in their best interests. One family member said *"The staff are great- I really can't fault any of them and I'm fully involved in X's care. I love coming here the staff always talk with me and update me on anything- no matter small"*. Another relative said *"Standard of care is outstanding, and they are all special, ultimate admiration for them all, always so caring. I can't praise them all enough"*.

The service actively promotes people's health and well-being. Care staff ensure people receive input from the relevant medical and specialist services. Falls and other accidents are recorded, monitored, and evaluated to identify themes and manage risk effectively so any lessons can be learned. The manager rigorously monitors medication systems. People and relatives can attend regular drop in and chat session where they have can seek advice and support from the management team and other relatives. Ty Cariad is also recognised by the Macmillan End of Life Care Plan Facilitation Team as a home where nursing staff have recently completed 'Six steps' end of life training.

People enjoy a range of nutritious meals. Ample fresh food stocks are available to accommodate choices. Peoples weight is monitored closely. People have plenty to eat and drink throughout the day. The menu is being refreshed so people can enjoy new food combinations. The cook assured us each person, or their families will contribute to its development. Staff serve milkshake and ice cream from the mobile cart; to help encourage weight gain or they can request a non-alcoholic drink from the mobile pub.

People live a fulfilled life because the activities person, management and staff work particularly hard to get to know people. A variety of planned activities take into consideration people's needs which ensure people do things that matter to them, whether planned or spontaneous. Attention is paid to including every person in activities. A small example includes baking and crafts. People enjoy aromatherapy and sensory sessions, live external entertainers who visit the home, karaoke, pet therapy, nursery school visits, themed events, puzzles and quizzes, armchair exercises, arts and crafts. Residents and their families recently enjoyed a BBQ and garden party to celebrate 10yrs of the home opening, themed days are celebrated such as National Dog Day and

Humanitarian Day. We saw lots of resident's artwork on display in the households. There is a monthly newsletter where information is shared.



Environment

Excellent

The home has been designed and is purpose built to enable the particular needs of people with dementia. Dementia friendly features such as use of colour and texture have been incorporated in the décor. There is a multisensory room designed to provide sensory experience for people which promotes relaxation, stimulation and overall well-being. People enjoy the music, adjustable lighting and tactile objects. There are lounges and kitchenettes in each household which are homely and encourages a sense of belonging. People's rooms have dementia friendly furniture, and they can personalise their rooms with personal possessions and photos. Memory boxes are placed outside each person's room with items of importance to the person in them such as family photos, things from their career or home, which spoke of their personal history. People's artwork and craft items are on display in various communal areas. We saw people using the leisure items within communal rooms, which are well presented overall.

The service provider identifies and mitigates risks to health and safety. The building is secure; visitors are required to sign in and out and there are keypad door locks in areas where people are particularly vulnerable. Records show safety checks are routinely carried out. There are regular fire drills and staff have received fire safety training. Each person has a personal emergency evacuation plan. The home had been awarded a score of 5 (very good) for safe food handling in 2025. All areas of the home are immaculately clean, tidy, and fresh. We observed daily cleaning being undertaken and domestic staff take great pride in their work in ensuring the home is hygienic and care staff can refer to infection management policies when necessary.



Care staff are led by an approachable, responsive manager and deputy manager. The RI provides seamless support to the service. Staff spoke highly about their experiences working at the home, reflecting positively on the strong sense of teamwork and freedom to express their views and ideas without judgement. Staff are rewarded for their achievements in a 'Staff member of the month' award and there is weekly drop-in session in their own 'Ty Cariad' café where they can drop in and talk about anything with the manager, this is in addition to the managers open door policy. Staff morale is high, creating an upbeat, positive atmosphere. The manager and deputy manager take pride in their roles and work diligently to provide people with the best possible service. People look to managers for advice and guidance, and managers lead by example, instilling confidence in the staff team. Staff spoke highly about the support they receive: *"The RI is extremely supportive- its second to none- he really does care. Ty Cariad is the best it's ever been. It's like a second family!"* and *"X has been light in the darkness and has been a God send, my confidence and need to develop myself is unstoppable now thanks to them"*.

There are robust systems in place for recruiting and training staff. The service is fully staffed, so people receive excellent continuity of care from familiar staff. Staff undergo the required pre-employment checks. Staff get to know people and familiarise themselves with policies and procedures during their induction programme. Staff value their training, and one staff member said, *"I've not done so much training before in my life - it's phenomenal"* and another said, *"There is opportunities to develop themselves within the organisation"*. We found training statistics to be consistently high. Staff feel comfortable speaking openly during staff meetings and their formal, individual supervision. The manager and deputy manager are passionate in supporting staff and there many programmes in place to support them. Nurses have recently finalised their training in 'Six Steps' palliative care training and spoke to us enthusiastically in how positive this has been and developed their knowledge and skills.

The oversight and governance of the service are highly effective. Managers carry out regular internal audits to ensure the service is performing well. Independent reviews are also carried out annually by the company's area manager. The audits demonstrate an excellent level of compliance with company expectations. The RI ensures people's voices are heard during their many of their frequent visits and formal assessments of the service. These are carried out during three-monthly visits, which inform six-monthly quality-of-care reviews. Managers take forward any actions to ensure the service continuously improves. The manager feels the support provided by the RI and regional manager is above and beyond what's necessary. The service has the necessary resources and staffing arrangements to operate safely and effectively.

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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