Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Bay Nursing Home

The Bay Nursing Home, Pier Road, Tywyn, LL36 0AL

01654710251

www.thebaynursinghome.co.uk

The inspection visits for this service took place between 12/09/2025 and 16/09/2025

Service Information:

Operated by:	JSB Healthcare 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:	30
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:

The Bay Nursing Home is a residential service for adults, located in the seaside town of Tywyn. People have good access to the promenade and high street.

People experience good wellbeing outcomes because they receive a good standard of care and support which meets their needs. People are encouraged to make choices about their daily lives and have the opportunity to engage in meaningful activities.

People live in a good environment which is well maintained and safe. The provider has invested in the service which is ongoing.

Good leadership and management arrangements are in place which provide oversight of the service and measure quality. Leaders identify areas to be developed and take action to address the feedback people give them.

Findings:

Well-being — Good

People have choice and control over most aspects of their daily lives. People choose when to get up and go to bed, where to spend their time, what they want to do and what they want to eat and drink. People told us they like the activities on offer and play games, sing, have massage and do gardening. The activities coordinator said they have the resources they need and has spent time getting to know people so they can arrange things people enjoy. People are treated with dignity and respect. Care staff are kind and patient with people, and we observed many warm interactions. One person told us they had recently moved here and were "*much happier."* Another said, "*the staff are excellent, if you can find a higher word I'll agree with you*." We spoke with another person who said, "*the staff are lovely and help me when I ask."* The manager keeps a record of compliments, and we saw many sincere messages of thanks. We also saw records of positive feedback from visiting professionals.

People are protected from abuse and neglect. Staff complete safeguarding training and there are policies in place to support this learning so people can access information about what to do if they have a concern. We saw good records of incidents, accidents, and safeguarding issues, which are reported appropriately and reviewed to ensure the appropriate action has been taken. The manager demonstrates very good practice when assessing capacity and supporting people to make informed decision about their care and support. People have risk assessments in place to help reduce risks and where restrictions are required to keep people safe, this is appropriately documented and monitored. People have access to advocacy services and representatives to support with their rights.

People are supported to develop and maintain relationships and be part of their local communities. We saw people have visits from family and friends during the day, as well as receiving phone calls. People told us they enjoy spending time together and said, *"we look out for each other*". The manager and staff make sure people are supported to go out into the community and for walks by the beach. People are looking forward to a charity coffee morning which local businesses have supported. Many people living at The Bay have lived and worked in the small seaside community, and this remains important to them.

Care & Support — Good

People experience good outcomes because they receive the care they need, when they need it. We saw evidence of the service contacting other health and social care professionals for further support, which includes occupational therapists, podiatrists, dentists, opticians, and psychiatrists. On the day of inspection, one person was going out to attend a hospital appointment and later the service administrator arranged transport for another person to be able to attend a clinic. Throughout the day, people's requests for support were met promptly and staff responded to call bells immediately. We saw good records of any care interventions and recording of professional guidance. We were able to evidence good care being delivered as people who are considered at high risk of skin damage remain well. People can receive some support in their preferred language. There is good promotion of the Welsh language within the service. Documents are available bilingually and we saw prompts in communal areas of key words and phrases. Welsh conversations were heard throughout the inspection. People's personal plans are detailed and consistently include their preferences, routines and things which are important to them. Records are reviewed on a regular basis to ensure information remains current and relevant.

People experience a pleasant mealtime experience. The dining room is spacious, and tables are fully set with cloths, napkins, cutlery, cups, saucers, and menus. People have a choice of meals which are nutritionally balanced and meet a variety a dietary requirements. Where people have experienced weight loss, this has been addressed, and people receive supplements if needed. People told us they enjoy the food and have choice about what to eat. We observed positive interactions during lunchtime, where staff were attentive and patient when supporting people.

Medication is managed extremely well within the service. We observed excellent medication practice during the day. Medication is ordered, received, stored, and dispensed safely. Organised storage means medication is easily identified for each person and detailed guidance about administration is available in medication files. We found medication records to be complete and counts to be correct. The manager conducts audits of medications to ensure safety and compliance.

Environment

Good

People live in a service which is clean, safe, and accessible. People can access several communal areas, in addition to their rooms where they can spend time alone, with others or with visitors. Communal spaces meet the needs of people because they are accessible and can accommodate any moving and handling equipment people need, including specialist seating so people are not restricted to their rooms. People's own rooms are clean, bright, and well ventilated, personalised with their own possessions. People who choose to spend time in their room, have appropriate seating and a table for comfort, along with a call bell in case they need help. People have access to equipment which supports their wellbeing and promotes independence. Where it is needed, people have specialist beds, seating, and manual handling equipment, supported by occupational therapist guidance. All equipment is clean and regularly serviced to make sure it is safe to use.

People are safe living at The Bay as the provider has a strong approach to the management of Health and Safety. Regular audits of the environment are carried out to identify any areas which require work, and the responsible individual (RI) looks at the environment as part of their quarterly visits. Regular servicing of gas safety, electrical and fire safety is completed and any actions addressed. The provider has made investments in the environment of the service which continue to be ongoing, which include an extension and refit of some of the ground floor areas. This will improve the kitchen and laundry areas, and facilities for staff.

The housekeeping team work hard to ensure the service is clean throughout. Infection prevention and control procedures are carried out, following health board guidance. Waste is appropriately managed, and we observed personal protective equipment (PPE) is available for staff when needed. A recent inspection by the Food Standards Agency, awarded the service a level 5 rating, the highest which can be achieved. This indicates a high level of cleanliness and food safety compliance.

Leadership & Management — Good

People live at a service which is well organised and has good leadership oversight. The manager has established a stable team of staff who have daily oversight from a team leader and a nurse . One member of staff told us they felt the team is “the best it has ever been.” Other staff and people living at the service gave positive feedback about the manager, saying they are supportive and approachable. There are effective systems in place to monitor quality. This is conducted through audits of different areas of the service, visits by the RI and gaining feedback from people and their representatives. Audits are completed on a regular basis, and we were able to evidence actions are identified and addressed in a timely way. Further quality assurance is provided by the local authority and health board, and we saw positive feedback from professionals following a visit. The RI conducts regular visits of the service and creates a detailed report of what areas they have looked at and what actions are needed. The quality-of-care report summarises feedback from people, and it is positive to see the action which has been taken following feedback from people. For example, the provider has implemented new roles at the service to ensure people have companionship and the opportunity to take part in activities. Policies and procedures have been reviewed, as have important documents such as the statement of purpose and guide to the service. People and staff can be assured they have access to relevant information.

People are supported by care staff who are safely recruited, well trained and professionally registered. Pre employment checks are conducted before a person begins working at the service, which includes a disclosure and barring service check (DBS) and obtaining appropriate references. This is to ensure people are safe and appropriate to work with adults at risk. Staff complete an induction, and the All-Wales Induction Framework, or equivalent to register with Social Care Wales, the workforce regulator. We reviewed training records and found staff complete mandatory training in a number of areas including Dementia care. The manager has consulted with the practice development to team to book further training which ensures staff are knowledgeable about the identified needs of the people they support. Clinical staff complete regular training and competencies in order to retain their professional nursing registration and to provide skilled care to people in the service. All staff receive regular one to one supervision conducted through discussion and observations of skills. This helps identify any training needs to support ongoing development.

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.

Welsh Government © Crown copyright 2025.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.