



Treflys Care Home



Treflys Nursing Home, Gloddaeth Avenue, Llandudno, LL30 2DN



01492877893

Date(s) of inspection visit(s):

17/04/2025

Service Information:

Operated by:	Bhusan Ramnath
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:	29
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Treflys Care Home is run as a family business since 1986. It is located close to Llandudno's West Shore and within walking distance of the local facilities such as shops, the promenade, cafes and restaurants. The home offers nursing care for up to twenty-nine people.

We found people receive good care which has a positive impact on their well-being. People told us they love living here and the atmosphere is welcoming, friendly, and people feel at home. Staff have a good knowledge of the people they care for and there are opportunities for people to be involved in their own interest and hobbies.

The environment is clean, and refurbishment is ongoing. The Leadership and management is good as the responsible individual (RI) has good oversight of the service. There is a positive culture in the home and staff feel very proud to work for the provider. They feel supported and training is ongoing.

Findings:



Well-being

Good

People are happy and do the things that make them happy and are treated with dignity and respect. People enjoy spending time with others in the communal lounge and dining areas. They have developed good relationships with the staff and management team. Care staff regularly interact with those who choose to spend time in their own rooms. People enjoy visits from family and friends, who are warmly welcomed to the home. Visitors told us they are always welcomed, and their loved one always has a choice in making decisions regarding everyday aspects of their life. People are involved in an array of exciting opportunities with a person having visited an art gallery, and another has been supported in their interest with horses by creating a collage.

There are systems in place to protect people from abuse and neglect and their voices are heard. People who lack capacity to make decisions regarding their care and support are subject to Deprivation of Liberty Safeguards. The service has a whistleblowing policy for staff to report any incidents which affect people's safety. We found the staff and management team understand their roles in protecting people and receive training to recognise signs of abuse. Staff know how to report relevant concerns. The management reacts promptly and appropriately to any incidents or changes. There are also risk assessments in place which identify people's vulnerabilities and the strategies for protecting them from harm.

People are supported to maintain and sustain existing relationships with family, friends and important people in their lives as far as possible. People recently enjoyed the 80th anniversary VE Day celebration where their families and friends were invited. The service provider is seeking to promote the use of the Welsh language. Some staff speak Welsh, new bilingual signage is being displayed around the home and people recently celebrated St David's Day. Documentation in the persons language of their choice is also available. School children visit on special occasions such as Christmas and the local priest visits to give blessings.

People live in an environment which supports them to achieve their personal goals. There is ample indoor and outdoor communal space where people can relax and enjoy the company of others. Continuous environmental improvements are made to enhance people's daily experiences and help them identify with their surroundings. Suitable maintenance arrangements are in place to ensure the accommodation and facilities are in a good state of repair. Staff ensure the home is clean and free from hazards. The service provider has identified areas for improvement in the home and there is a refurbishment plan in place.



Care & Support

Good

People receive good quality care and support to achieve their personal outcomes. People told us they are content with the care they receive and are involved in their personal plans. Personal plans are person centred and contain details about their preferences and choice. Plans are reviewed every month to ensure they remain accurate. Care documentation is clear and gives detailed information to staff on how to reduce risk. For example, there are directions in how to assist people to move safely and how to keep people's skin from breaking down. We saw staff using appropriate equipment to assist people to move safely. Referrals are made to other professionals within a timely manner and staff follow medical and specialist advice when there are concerns about people's health and well-being. Assessment tools are used to assess care needs such as pressure prevention damage and falls.

People live a fulfilled life. There is a dedicated and enthusiastic activities person who plans a varied programme to suite each person's needs and interests. These include walks along the promenade, Easter arts and crafts session where some people made Easter bonnets, a tombola and the recent VE day celebrations. People thoroughly enjoyed a street party, with family and friends invited to celebrate the occasion. People can enjoy a relaxing aromatherapy massage if they wish, singing, and one to one session for people who wish to remain in their room. Records show individual activities are catered around people's hobbies and interests.

People enjoy a sociable and relaxed dining experience with a healthy homemade choice of food. We heard lots of light-hearted conversation which flowed freely at lunchtime. The kitchen is open 24 hours a day and accommodates people's requests for alternate meals. People can choose where they would like their meals and staff respect their decision. Staff recognise when people need assistance, and it is provided straight away in an unhurried and a dignified manner. Staff position food and refreshments within reach and provide specialist equipment, which promotes independence. Those who are at risk of weight loss are monitored very closely; specialist advice is sought if needed and a clear record is kept in what people eat and drink.



Environment

Good

The service provider ensures people receive care and support in an environment which has facilities to promote the achievement of their personal goals. We viewed a selection of people's rooms which are personalised with their own belongings, such as photos and ornaments. People told us they like their rooms. Care equipment is regularly serviced to ensure it is safe to use. Communal areas provide people with the opportunity to socialise if they wish. People have access to call bells should they require urgent assistance. The service provider is seeking new bilingual signage and other aids, which will help orientate people around the home. There are systems in place for any works identified to be recorded and when these have been completed. There is some wear and tear around the home, such as the lounge carpets the home. The service provider is aware and hopes this will be addressed this year.

The service provider has measures in place to identify and mitigate risks to health and safety. All visitors are asked to sign the visitor's logbook for fire safety purposes. The service has measures in place to ensure the environment is hygienic and manages the risk of infection. Staff complete mandatory training in relation to infection control. Domestic staff follow general and deep cleaning schedules to ensure all parts of the home are clean and hygienic. People told us their individual rooms are cleaned every day. Laundry workers follow a system that ensures clean and dirty items are handled separately. Cleaning equipment is securely stored. There is a health and safety policy in place which is clear on staff roles and responsibilities. All health and safety checks, including annual gas safety, lifting equipment, five year electrical and fire safety checks, are up to date.



Leadership & Management

Good

The service has organised administration systems in place. Information about the service is readily available. Staff are clear about how to report safeguarding and whistleblowing concerns, and they know how to access policies and procedures, which are kept under review. These are discussed during staff induction and supervision processes. We saw audits are routinely conducted to ensure any issues are identified and quickly actioned. These consider areas such as medication, care files, and staff files. There are effective quality assurance measures in place. These include three monthly visits to the service by the RI and six-monthly quality of care reviews. The RI assesses standards at the service and continuously sets and reviews actions for improvement. The RI is in regular contact with the home and available anytime for advice and support. The service has received numerous compliments about the quality-of-care staff provide.

The service provides enough staff to ensure people experience appropriate, responsive care. Staff are available to have more frequent one-to-one conversations. Rotas show staffing levels for each shift are consistent. The service ensures staff are appropriately recruited and vetted by the Disclosure and Barring Service. Staff receive a range of mandatory training relevant to the needs of the people they support and this is ongoing. Staff told us they receive frequent reminders from managers when their refresher training is due, and they feel valued and supported. Training records show staff undertake ongoing training in line with the services training programme. Supervision plans are in place every three months and provide staff with the opportunity to raise issues, receive feedback, review training and development needs, and discuss policies and procedures.

The service provider has oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. Plans are in place to replace the carpet in the lounges this year and refurbishment of the home is ongoing. There is ample good quality food stocks and equipment. Staff told us there are not any issues with accessing required resources.

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.

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