



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Min y Mor Residential Care Home



Minymor Residential Home, Wellington Gardens, Aberaeron, SA46 0BQ



01545570514



www.ceredigion.gov.uk

Date(s) of inspection visit(s):

03/06/2025, 11/06/2025, 21/05/2025

Service Information:

Operated by:	Ceredigion County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	28
Main language(s):	Welsh and 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

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Min y Mor is a residential care home on the outskirts of Aberaeron town. Well-being is rated as excellent because people receive a service that is highly person centred, that creatively enables them to achieve and exceed their health and well-being outcomes. People have developed excellent relationships with the familiar and knowledgeable staff. Care and support is rated as excellent because people receive exceptional care and support from a team of professional and empowering staff. Care workers are guided by highly informative individualised personal plans that enable them to meet people's needs. The environment is rated as good because the provider has completed a substantial amount of the work required to the building to close the Priority Action Notice (PAN). People are comfortable and relaxed throughout the home, everyone involved is positive about the impact the improvements have made to people's well-being. Leadership and management is rated as excellent because the provider has thorough oversight of the service. The high-quality leadership at the service has created an extremely positive culture that ensures people receive excellent quality care.

Findings:



Well-being

Excellent

People are treated with dignity and respect by a team of passionate and caring staff. They are supported to identify their health and well-being outcomes, while also being encouraged to use and build on their strengths. Care workers told us, *"It's so rewarding to see people so happy"* and *"I try and treat people like they are my grandparents"*.

People have as much control as possible over their day-to-day lives and are supported to understand their rights. People are actively involved in decisions that affect them, ensuring their voices are respected and acted upon. People are supported to live well and achieve self-directed outcomes. People maintain and improve upon their physical, mental, and emotional health. The service uses an external professional to gather open and honest feedback from people about the home. This creative and positive practice is shown through listening attentively, providing clear information and supporting people to make informed choices. This approach helps people to take charge of their lives with confidence and assurance.

All staff have excellent understanding of safety weighing risks and rewards to promote overall well-being and involvement in the community. There are mechanisms in place to ensure that every voice is heard and respected. There are support systems to ensure any risks are promptly identified and addressed.

People enjoy fulfilling and rewarding lives, they have enriching experiences delivered in new and creative ways. This includes community events that promote social connections and activities that enhance personal well-being. People are encouraged to share their hobbies, spend time together, and help each other. There are frequent opportunities for people to connect with family, friends and to make new acquaintances. People contribute to their local communities, in creative and imaginative ways. A representative told us *"There is a lovely community feel here and [Activities coordinator] is fantastic, she arranges activities that are so important to people"*.

People live in accommodation that supports them to achieve positive outcomes. The layout and decoration of the setting and quality of the furnishings and fixtures meets people's needs. People, representatives and staff are happy with the improvements made to the environment and the positive impact this has had on their overall well-being. A care worker told us, *"The building is a breath of fresh air. The residents seem really happy with it"*.



Care & Support

Excellent

People are very happy with the care and support they receive. We observed many caring and friendly interactions throughout the inspection. A representative of a person who lives at the service told us, *"The staff are great, she knows them and they know her, nothing is too much for them"*. People experience excellent care and support because the provider comprehensively assesses their needs before offering a service. The provider gathers highly detailed information from other professionals and organisations already involved in people's care, to inform their decision on whether they can provide a service.

People experience an exceptionally personalised and creative approach to evaluating, planning, and delivering high-quality care and support. The provider consistently excels at empowering people to identify and achieve sustainable new health and well-being outcomes that may not have previously been considered.

People's well-being and safety is prioritised by the service by identifying and managing potential risks. People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. This is reflected in people's individual plans.

People are offered choices in daily activities and have opportunities to reach their potential. People engage in meaningful pastimes, such as participating in a variety of stimulating activities, engaging in hobbies and accessing their local community. Welsh language and culture is embedded in the service. The service captures this in monthly photo books. A care worker told us, *"The activities are really good. They have different social groups and they love it. I love looking through the books, so do the residents and the family really like them as well"*.

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. The service has introduced an effective system to support staff to reduce the likelihood of errors occurring. Regular reviews of medications are completed in a timely manner, involving people where appropriate and the relevant professionals. Audits are completed to ensure consistency of practice and good standards are maintained.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. Food hygiene practices are good. There is an effective approach to assessing, managing and preventing the risk of infection, with clear roles and responsibilities in line with current national guidance.



Environment

Good

The provider was issued a Priority Action Notice (PAN) September 2022. Since then the communal areas and bedrooms have been re-decorated, flooring replaced, new furniture has been purchased and the gardens have been revamped. The provider has completed a significant amount of the work identified in the PAN and have a phased plan to finish the remainder of the decoration. The provider has minimised the impact the work has on people's well-being and is committed to completing the rest of the upgrades, therefore the PAN has been closed.

People's views and needs are carefully considered throughout the renovation and with any maintenance work. When discussing the environment a person who lives at the service said, *"The place is looking great and it's so nice now"*.

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation. The bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility.

Garden areas are thoughtfully designed, safe, accessible, and welcoming, allowing people to go outside independently. The creative and collaborative design of the new garden will enable people to interact with the wider community in ways that significantly enhance their physical, mental, and emotional well-being.

Safety is a key consideration during the upgrading of the home and the design of the building ensures people can easily navigate the premises and access necessary equipment. The service actively manages risks to people, staff are familiar with the strategies and apply them consistently. Regular servicing, maintenance and immediate repairs to equipment ensures the safety and well-being of people using the service.

Security arrangements are in place to protect people without compromising their rights, privacy, and dignity. This includes protecting personal property and providing appropriate access to and from the premises.



The provider oversees the quality of care and support. The Responsible Individual (RI) is well known by everyone involved in the service and they visit regularly. They use comprehensive audits of all aspects of the service to monitor practices. They complete highly detailed analysis of audit findings and take action as a result to promote and uphold high standards of care quality, resulting in highly effective and sustainable improvements for people.

The manager is well supported by their deputy and senior workers. They have worked together effectively to create a welcoming and inclusive community. This positive approach enables people to live as well as possible and exceed their well-being outcomes. People have been actively supported to move out of the home into independent living and to create a supportive community at the service. A care worker told us, *"The activities are really good. They have different social groups at the home and they love it"*.

There is a highly positive culture of openness and transparency throughout the service. People feel confident raising concerns, knowing that their input is welcomed. Representatives value the managers accessibility and approach, one said, *"I have a great relationship with [Manager], I just pick up the phone and talk to her. She's so proactive and we work together to sort things out"*.

The views and well-being of staff are key factors when assessing staffing. Relevant professionals have been consulted on staffing arrangements where appropriate. Care workers have regular one-on-one supervision sessions with their manager at least quarterly and an annual review to provide feedback and identify any training needs. Care workers told us the manager and deputy are always available and extremely supportive. One said, *"[Manager] is brilliant and is amazing, no other manager would do what she does"*.

The service provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. The provider actively promotes staff well-being. They conduct thorough inductions, which often exceed Social Care Wales guidance on staff training. Care workers are positive about the professional development opportunities they receive.

Discussions with care workers, demonstrate a positive approach to protecting people and keeping them safe. Staff have good communication with their managers and are confident to report concerns if needed.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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