



Bryn Meddyg Care Home Ltd



Bryn Meddyg, Caernarfon, LL54 5AG



01758750693

Date(s) of inspection visit(s):

29/04/2025, 19/05/2025

Service Information:

Operated by:	BRYN MEDDYG CARE HOME LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	34
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

Good



Environment

Good



Leadership & Management

Good

Summary:

Bryn Meddyg Care Home Ltd is a family run care home, with a stable team of staff focused upon providing people with high quality care and support. People are happy living at the home. They and their families speak highly of the care delivered. Visiting health and social care professionals also highly praise the service provided, the communication from the care workers and the positive outcomes people achieve after moving in. The social activities provided is a particular strength of this service, and people's well-being is excellent. The care workers enjoy their work, they are well supported, and they feel valued by the management team. The home is clean, well-cared for and is designed to provide a comfortable and homely place for people to live.

Findings:



Well-being

Excellent

People are supported to live healthy and to be safe. A healthy and nutritious diet is provided, with a choice of freshly prepared meals available. People told us they enjoyed the food, one person described it as “*Superb*”. Care workers know each person well, including their health conditions, and they provide support with administering medication which helps people to stay well. A visiting health professional spoke highly of the communication they receive from the care workers and of the support people receive to stay as healthy and as well as possible. They told us the care workers are “*on the ball*” in relation to identifying any changes in people’s health, and they proactively contact the Dr on people’s behalf when required.

People have many opportunities to participate in social activities, to maintain their hobbies and interests which is a strength of the service. We saw a minibus is available to regularly take people into the local community and for day trips further afield. Special outings are arranged regularly. People told us they really enjoy going out, and they look forward to it. Several examples were seen where care workers have made extra efforts to support people to participate in weddings and other family events, so people can still feel included and a part of their family. Activities are adapted when required to ensure people who are living with dementia can also enjoy taking part.

The service is available in people’s preferred language and the Welsh language active offer is provided. The management team are fluent Welsh speakers, as are most of the care workers. The Welsh language is respected as an important part of people’s identity, and this is reflected in all aspects of the service delivered. Activities are all bilingual. The Welsh culture is promoted and celebrated as part of activities, such as singing Welsh songs, arts and crafts involving Welsh themes, reminiscing about living in Wales over the years and baking traditional Welsh cakes. A visiting social care professional told us receiving a service in Welsh is very important to local people, and this need is fully met at Bryn Meddyg.

The accommodation is homely, clean and bright which enhances people’s feelings of positive well-being. All areas of the home are safe, well-presented and maintained. There are many communal areas for people to spend time with others or with their families. Interesting, pleasant and accessible outdoor space is provided, and we saw people enjoying sitting outside with their families. People are also safe because visitors to the home must gain permission from care workers before they can enter the building



Care & Support

Good

Care staff know people's needs and preferences well. The manager completes assessments of people's care needs before they are offered a placement at the home, to ensure the home can meet the person's needs. Personal plans are strength based which protects people's independence and direct care workers to consistently provide people with the correct care. Risk assessments are used to record and manage known risks to people's health and safety and are regularly reviewed and updated when changes occur.

A visiting social care professional told us people's health and well-being improve following their move into the home. They praised the care delivered and they stated the communication between them and the home was very good. Records show referrals are made for specialist assessments when there are any concerns about people's ability to eat and swallow their food, and when there are concerns about people's weight. The service is also taking part in a dental programme which aims to promote people's oral care.

People are "*Very happy*" living at the home and they highly praise the care provided. They told us the care is "*Bendigedig*" ("*fantastic*") and told us the care workers "*Know what I like and how I like it*". They confirmed they received a warm welcome when they first arrived. People describe the care workers as "*Clên*" ("*friendly*") and "*Ffeind iawn*" ("*very kind*") "*helpful*". Relatives told us they were happy with the service provided and told us their loved one had settled well at the home. We saw care workers speak with people in a respectful manner, giving people choices and listening to what people said.

A visiting health professional told us infection control measures are good at the home and as result people are well protected from seasonal infections. Infection control training is provided, and we saw care workers following good infection control practices whilst carrying out their duties.

Arrangements are in place to keep people safe from harm. Care workers receive safeguarding training, and understand their responsibility to protect people from abuse and neglect. The manager and RI oversee safeguarding matters appropriately.



Environment

Good

The home is clean and maintained to a high standard, which provides people with a comfortable living environment. A choice of different communal areas is available for people to sit with others, if they want to. People can choose to have their meals in a choice of dining rooms, in one of the lounges or in their own rooms. The communal areas are spacious, light, well-presented and accessible to all. There is a homely feel and people told us were happy with the facilities provided.

People's rooms are personalised with their own items of importance from home. Having familiar items in their own room helps people to feel at home. There is a choice of level access showers and a bath with lifting facilities available, this means people's preferences can be accommodated. The environment is designed to protect people's privacy and dignity. People told us they are happy with their rooms.

Pleasant garden and patio areas are available, and we saw people sitting outside with their families or enjoying some time on their own in nature. There are seating areas, parasols and a summer house provided, so people can make the most of the outside space available. During our visit we saw staff speak with people about plans to have a water feature in the garden, and people were asked for their views and ideas.

Overall, health and safety checks take place to ensure risks to people are identified and appropriate mitigating measures are in place. The kitchen has a food hygiene score of five – very good – the highest possible score. Records show the servicing of lifting equipment, gas and electric appliances take place as required. People are protected because there are security arrangements in place to ensure visitors to the home have permission to enter.



Leadership & Management

Good

Good arrangements are in place to oversee the quality of the care provided and to ensure the home is running smoothly and safely. The manager and the Responsible Individual (RI) provide strong leadership to the care staff working at the service by providing the resources required to run the home safely as well as providing practical guidance daily. Professionals and relatives told us the management arrangements are good at the home, and they can always speak with a senior staff member if they need to. People's views are regularly sought regarding the developments they would like to see at the service. During our visit we saw people were consulted on what additions to the garden they would like to see.

Care workers told us they feel valued and supported in their roles. They told us "*Y parch ryda ni rhoi i nhw, ryda ni cael yn ol*" ("*The respect we show them, they show us*"). One person told us the RI had gone "*Above and beyond*" to support them, and this was much appreciated. The management team describe the care workers as "*Anhygoel*" ("*incredible*"). Team meetings are held by the RI regularly. We saw care workers are asked for their views regarding how the service could be further developed and improved. Care workers told us they feel able to raise any matters they need to, as there is a culture of working together to provide people with the best possible service. There is always a senior member of staff on call, should guidance or advice be required. Care workers are provided with appropriate training and one-to-one supervision sessions occur regularly. Career progression opportunities are available.

Staffing levels are sufficient to meet people's needs. People told us they receive their care and support when they need it, and they do not have to wait for assistance. Relatives also confirmed this, and we saw people's requests for assistance were promptly responded to. Visiting health and social care professionals told us they can always speak with the care workers and the management team when they need to, there is always somebody available. Care workers cover shifts between them when there are any absences, and this means people continue to be supported by those who know them well. A visiting professional told us the home has a low turnover of staff, the care workers appear happy in their work, and they appeared to be well supported. People can be assured they are supported by care workers who have been safely recruited and have undergone pre-employment checks.

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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