



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Meddyg Care Dementia Home - Rhyl



71 Brighton Road, Rhyl, LL18 3HL



01745352000



www.meddygcare.co.uk

The inspection visit took place on 10/03/2026

Service Information:

Operated by:	Meddyg Care (Rhyl) Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	35
Main language(s):	English
Promotion of Welsh language and culture:	The 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:

Meddyg Care Dementia Home – Rhyl is located in a tranquil residential area near the promenade and town centre and delivers nursing and personal care to adults living with dementia. People benefit from respectful, calm, and attentive support from compassionate staff who communicate in ways tailored to each person. Scheduled and spontaneous activities, alongside assistive technology, promote inclusion and contribute positively to people's well-being.

Care and support is good and matched to assessed needs, with detailed care plans reflecting multidisciplinary input. Staffing levels are sufficient, and staff are skilled, ensuring safe and effective care. Robust infection prevention and control measures are in place, supporting good practice.

The environment is good and promotes safety and comfort, with strong systems for health and safety, equipment servicing, and ongoing maintenance. The provider's commitment to environmental improvements is evident in the current refurbishment works and future development plans.

Leadership and management is good because it is visible and responsive, with good governance

and quality assurance systems. Staff report confidence in management's support and openness. Recruitment and training arrangements ensure staff are equipped to meet people's needs and maintain safety.

Findings:



Well-being

Good

People experience good outcomes because they receive respectful, calm, and attentive care that supports their day-to-day wellbeing. We saw care staff interact with people in a kind, respectful and well-paced way, particularly during mealtimes and routine care. Care staff offer reassurance and talk to people in a way that meets their individual communication needs and supports their emotional well-being and dignity. This is supported by feedback from relatives, who described the service as “*an excellent service*” and professionals who visit the home regularly and describe staff as “*consistently caring and attentive to residents’ needs.*”

People enjoy planned and impromptu activities, including animal therapy and individual pampering sessions, with clear documentation of positive impact on mood and engagement for those involved. Assistive technology, including mobile tablets and over-bed interactive devices, is available and used to support engagement with reminiscence and online activities, including for people who are bedbound. The provider is forming a new activities staff team and intends to have staff available every day of the week once the team is fully established.

People are protected from abuse and neglect through established safeguarding systems. The provider is open and transparent with professionals and relatives regarding incidents and events in the home and promptly records and refers any potential safeguarding incidents to the appropriate authorities. The provider ensures their systems protect people who lack capacity to make decisions about their care needs, supporting people’s rights and liberties. Staff can describe their safeguarding responsibilities and escalation routes and are confident in raising issues with management. People are supported to access medical and other professional support and advice as needed to ensure their mental and physical health and well-being.

People maintain relationships with relatives and people who are important to them. There is open visiting, and we saw staff interactions with families were welcoming, respectful, and inclusive. Staff know people’s histories, identities, and preferences, supporting person-centred relationships within the service. The provider is building links with local community groups and local schools to keep strong connections within the community, promoting, and supporting social involvement for everyone.

The accommodation supports people’s well-being because it is clean, homely, and well maintained, with people’s privacy and dignity respected in how it is used. Bedrooms are personalised, and communal areas are welcoming, and equipment and furnishings in the home meet people’s needs.



Care & Support

Good

People receive care and support that meets their assessed needs and supports positive outcomes. We found care plans are personalised, detailed and strengths-based to focus on people's existing skills and abilities. Healthcare professionals' assessment findings are considered when planning care so that people with specialist needs receive appropriate support. Care plans we saw during our visit contained information collected from people and their families or representatives to ensure plans reflected personal preferences and daily routines.

We saw people supported by kind, skilled, and respectful staff, who delivered care in line with people's plans, and who knew them well. We saw people were well dressed, with clean and brushed hair, and wearing make-up and jewellery where preferred. We observed appropriate moving and handling practice, correct use of thickened fluids where required, and respectful and discreet encouragement for people requiring support with personal care. Our findings are supported by feedback from professionals who visit the home weekly and report "*Residents' individual preferences are respected, ensuring personalised care.*"

People are protected from harm through safeguarding and incident management arrangements. Records of shift handovers provide a detailed and consistent record of people's day-to-day care needs, health changes, and risks. This information sharing amongst the staff team supports continuity of care, timely escalation, and responsive decision-making as issues emerge and people's needs change. The service provider is thorough and timely in response to emerging issues that might place someone at risk or harm. Records in the home show timely and transparent communication with healthcare professionals, safeguarding teams, and social workers when issues arise. Care staff demonstrate a good understanding of their responsibilities to keep people safe and receive regular training around safeguarding practices and procedures.

Medication is managed well in the home and people receive their medicines safely. We saw medication being administered by staff in a calm and respectful way. Staff took time to speak with people and ensure medicines were taken appropriately. Medication management audits are regular, and the service provider takes swift and appropriate action to address emerging medication management issues as they are identified. Records show staff are well trained and undergo regular competency checks to ensure their practice remains safe.

Infection prevention and control arrangements support safe care for people. The service is clean and hygienic, with clear cleaning schedules, audits, and appropriate personal protective equipment (PPE) use. The provider demonstrates good awareness of infection prevention and control and public health national legislation and guidance, and follows this as required.



Environment

Good

People live in an environment that is safe, maintained and supports them to achieve good outcomes. People's rooms are furnished to meet their needs and can be personalised with their own ornaments, soft furnishings, and items of furniture if they prefer. There are lots of communal areas to choose from, including a dining room with family-style dining tables and chairs, small seating areas in the main ground floor corridor, and multiple lounges. Each lounge is furnished with lots of comfortable seating arranged to facilitate social groups and chatting. The main lounge offers a vibrant and sociable atmosphere, encouraging engagement and lively interaction among residents. In contrast, the additional lounges throughout the home provide quieter and more tranquil spaces for those who wish to relax or enjoy a peaceful environment. This arrangement ensures that people have the flexibility to choose whether they spend time alone in a calm setting or participate in group conversations and activities, according to their personal preferences. It also ensures people can entertain visitors in private in the quieter lounges without having to use their bedrooms.

Robust systems are in place within the home to ensure ongoing health and safety, maintenance, and equipment servicing. These systems encompass fire safety measures, including regular drills, alarm testing, and comprehensive staff training. Records confirm that gas and electrical equipment are routinely serviced and checked, and water safety is maintained through legionella testing. In addition, safety checks and certification are completed for lifts and moving and handling equipment, such as hoists and stand aids.

Risks within the home are swiftly identified, thoroughly assessed and appropriately mitigated. This includes the management of disruption caused by current building and redecorating works, which have been risk assessed to minimise impact on residents as far as possible. There is evidence of investment in environmental improvements, with upgrades such as a modernised call bell system, implementation of a new electronic care record system, and ongoing refurbishment works throughout the premises.



Leadership & Management

Good

Leadership is visible and accessible within the service at every level. Senior leaders and managers are regularly present in the home supporting the new manager and clinical lead as they settle in. Minutes from meetings clearly illustrate the organisation's transparent communication with staff and relatives regarding service developments. Topics discussed include planned fee adjustments, changes in staffing levels, staff training initiatives, care standards, and quality assurance within the home. Records within the home show that the provider responds to concerns and complaints appropriately and in a timely manner. The provider's clear vision for the service following the change of provider, is clear in action plans and communication with families and staff, with a strong emphasis on improving care quality, staffing capacity and the environment.

The Responsible Individual (RI) maintains a regular presence in the home. We saw their first report of their quarterly visits required by regulations. Their report identifies issues, and details findings from their review and analysis of records to ensure swift resolution of any matters arising. As the process matures, we expect future reports will provide further evidence of direct engagement with people and staff, as well as tracking progress towards completion of actions previously identified.

A comprehensive range of audits is in place covering among others care plans, care delivery, safeguarding, medication, accidents and incidents, infection control, and staff training compliance. Systems exist to monitor authorisations under deprivation of liberty safeguards (DoLS) processes, safeguarding activity, complaints, and incidents, with clear evidence of escalation and oversight. Monitoring records show the provider recently identified issues with care record inaccuracies following introducing a new electronic care records system and acted swiftly to retrain staff on the new system and provide additional support where required.

Staff feedback consistently told us they have confidence in the leadership team and find them approachable and supportive at all levels. Staff told us they feel valued and able to raise concerns. Records show the recruitment and ongoing vetting procedures in place ensure staff are safely appointed, and we saw record of ongoing monitoring of staff registration with nursing and care sector workforce regulators and professional bodies. The provider's comprehensive induction and continuous staff training programmes use a mix of internal and external resources for both mandatory and specialist training. The provider ensures new staff complete their mandatory training and a series of shadow shifts with experienced staff before working their first full shift. Training is delivered through a combination of face-to-face sessions and online modules, supporting staff to develop and maintain key skills and meet people's specific needs. Staffing levels during the inspection were sufficient, with staff visible and responsive to people's needs. Supervision and appraisal systems are in place to support staff development and, following recent management changes, supervisions that were overdue are now being completed.

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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