



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ryecroft



10 Francis Avenue, Rhos On Sea, Colwyn Bay, LL28 4DW



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www.coeddu.com

Date(s) of inspection visit(s): 31/07/2025, 05/08/2025

Service Information:

Operated by:	Coed Du Hall Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability, Care home for adults - with personal care
Registered places:	5
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:

Ryecroft is a residential care home for up to five people set in a quiet residential area in Rhos on Sea. It is a spacious home which is well-maintained, and in close walking distance to the sea front and other local amenities. People are supported to achieve their wellbeing outcomes and receive a good level of support to do so. Support staff are committed to maintaining and improving people's wellbeing and we saw some examples of excellent support being provided. Care and support is good as people have clear and consistent personal plans which are consistently followed.

People have good quality, homely and comfortable accommodation, with access to all the facilities they need. Leadership and management of the service is good because there are regular audits completed and oversight by the responsible individual (RI) to ensure good quality care is being delivered. The service provider is committed to continuous improvement and makes investment in the service to support this.

Findings:



Well-being

Good

People are consistently treated with dignity and respect. They are actively supported to meet their wellbeing outcomes and encouraged to use and build on their strengths. We found there was a calm and relaxed atmosphere throughout the day, with people approaching support staff and receiving assistance as requested. People and relatives gave us unanimous positive feedback on the service. They told us support staff know people well and this means they receive a high standard of care and support which is in line with their wishes and preferences. One person told us *"This is home to me,"* and a relative described the service as a *"Godsend."*

People are offered choices in daily activities and have the opportunity to reach their potential. They are supported to engage in activities which interest them. On the day of our inspection, people were active attending the activities in their local community which they enjoy. Regular activities include golf, art classes and accessing events such as discos at local social groups. We saw people contributing to and taking pride in the home, by cleaning and tidying. In the afternoon, people and staff were engaged in board games together. When they are able, people plan, co-produce, and take a lead in activities of their choice. For example, we saw people all contribute to the planning of parties and celebrations in the home. There are regular house meetings in which people can raise their ideas, such as suggestions for activities or the menu.

People are safeguarded from abuse and neglect. They live in a secure environment and feel safe at all times. There is an open-door policy, and we saw people approach the manager throughout the day for advice and support. People told us they feel confident to raise any concerns with the manager. The RI, also visits the service regularly and spends time chatting to them, offering the opportunity to give any feedback they have.

People are supported to develop and sustain positive relationships within their community and with the people they live with. People have formed friendships with each other and enjoy the company of their housemates. The manager is beginning to hold events with other services run by the provider, allowing people to meet and engage in sociable activities together, such as afternoon tea. Some staff speak Welsh, and staff are offered the opportunity to attend Welsh classes. Cultural events such as St David's day are celebrated. People's language preferences are checked as part of their initial assessment.



Care & Support

Good

People experience high-quality care and support because the provider conducts effective initial assessments of whether they can meet people's needs alongside those of people already accessing the service. Initial assessments are overseen by senior management before final decisions are made. People are offered the opportunity to visit the service and a trial period before formally moving in. Care is delivered in a way which promotes the development of routine and structures in line with their preferences. Personal plans are strengths based and give a clear picture of the person. Support staff can follow these to ensure good quality person-centred care and support is delivered. People have access to their care plan and daily routines are written in an easy read format to make it easier for them to contribute and understand. People's outcomes are clear, and they are supported to visit new places and try new activities if they wish to. The service provider has invested in tools which will help them in identifying and tracking people's outcomes and this is currently being introduced in the service.

People are referred for appropriate care and treatment at the right time and recommendations for care and treatment by other professionals are carried out as directed. We spoke with a healthcare professional who told us the service have good communication with them. We saw personal plans are updated with any changes in health conditions and there are clear protocols to follow to maintain people's health and wellbeing. Health monitoring, such as food and fluid charts, are completed in line with personal plans. Some people have lived in the service for many years, successfully supported to maintain stability in their mental health and wellbeing.

People are kept safe from harm and abuse, ensuring all legal requirements are met. Risks are identified and robust risk management plans are reviewed regularly to ensure risks are minimised. If concerns are raised or identified these are taken seriously and fully investigated. People are encouraged to take positive risks, such as being supported to manage their own health condition as independently as possible. People receive their medication as prescribed, in accordance with national guidelines and the service provider's medication policy. Medication is stored safely, and robust records are kept for the administration of medication and to monitor the use and effectiveness of 'as required' medication.



Environment

Good

People have access to a variety of different communal and private spaces, in which to spend time alone, socialise or entertain visitors. The service is homely and comfortable throughout. People have spacious ensuite rooms which they can personalise to suit individual tastes. They can choose their decoration, furniture, and bedding. There is a large dining room table which people sit together at for their main meal, to enable them to socialise with each other. This is also used during the day for activities such as board games. There is a well-maintained garden which people can access. People have contributed to this, by painting furniture and planting. There is specialist equipment available for those who need it. Ground floor rooms have access to all the amenities and are suitable for people with reduced mobility.

Regular servicing, maintenance, and immediate repairs of facilities ensures the safety and wellbeing of people using the service. Regular environmental checks are completed to ensure the building is safe and secure. We were unable to enter the service without first making ourselves known to staff. Fire and water safety checks are completed routinely. We saw evidence of gas and electrical safety certificates. The service has a food hygiene rating of five, which is the highest that can be achieved. The service has also recently received an external inspection of infection control, with positive feedback.



Leadership & Management

Good

People achieve their personal outcomes because the service provider ensures there are enough suitably qualified and trained staff to deliver care and support. Recruitment checks for new staff are completed in line with regulation. New staff receive a thorough induction, and all staff have ongoing training, in core and specialist areas of support. The manager liaises with healthcare providers to ensure any specialist training required to meet people's needs is delivered to the staff team. People are also invited to attend any health training which is relevant to them and may help them better understand their health condition. There are regular team meetings to ensure support staff are kept up to date and have an opportunity to raise any suggestions or concerns. Support staff and the manager receive regular supervision and an annual appraisal to consider any learning and development needs. Support staff have the opportunity to progress and are supported to continue to work through levels of their qualification. They can request any additional training they would like to complete and this will be considered. Some staff have completed train the trainer courses for areas such as, moving and handling and dysphagia and are now able to train other members of the staff team.

The service provider's oversight and governance arrangements foster a positive and compassionate culture in the service. The manager has good oversight of the day to day running of the service, completing regular audits and checks to ensure it is running smoothly. The RI regularly visits the service and knows staff and people well. They provide a three-monthly record of their visits and follow a structured format for this to ensure different areas of service delivery are considered in depth at each visit. They always ensure they speak to staff and people, and we saw any issues raised are followed up. There is a six-monthly quality of care report which considers what is working well and any areas which can be improved. These reports evidence the commitment of the RI and manager to seek continuous improvement for the service. The service provider has systems established for effective financial planning which ensure people's wellbeing outcomes are consistently good. They make continued investment in the service, such as investment in a new vehicle which people use regularly to access the local community.

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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