



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Wynne Crest Care Home



Wynne Crest, 23-25, Cadwgan Road, Colwyn Bay, LL29 9RE



01492516755



www.wynnecrest.co.uk

The inspection visit took place on 23/02/2026

Service Information:

Operated by:	Wynne Crest Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	21
Main language(s):	Welsh and 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:

Wynne Crest care home is a residential care home for adults over the age of 55. It is situated in a quiet residential area of Old Colwyn, and is in walking distance of local shops, a church, park, and the beach. There is easy access to local transport links for those who wish to visit the local area. People live in a home which is comfortable and homely with access to good facilities and specialist aids.

People experience good wellbeing outcomes because they are treated with dignity and respect by care staff who know them well. Care staff support people to maintain their independence as much as possible. They deliver person centred care and ensure people receive a good level of care and support in line with their wishes.

The manager and responsible individual (RI) have good oversight of the service. The manager completes regular audits to ensure the service is running smoothly. They are approachable and take any feedback seriously to ensure it is acted upon. The RI visits every three months, speaking to people, for their views and inspecting the premises.

Findings:



Well-being

Good

People are offered a good range of choices in daily activities and have the opportunity to reach their full potential. They are supported to have as much control over their day-to-day lives as possible. The provision of activities is a strength of the service. There is a wide variety of activities on offer, with planned activities taking place around four times a week. These include a visiting artist, and we saw people's artwork to celebrate Chinese New Year is displayed in the dining room. Care staff organise activities such as afternoon tea, and quizzes, and there is also a singer who visits the service. Care staff told us they organise impromptu activities too, and people were offered manicures on the day of inspection which was not scheduled. They also plan trips out for people and last month people enjoyed trips for lunch to Llandudno and Rhyl. People are offered two choices at mealtimes and can request alternatives. We saw tea and coffee offered with a choice of biscuits, and cold drinks are available for people to help themselves to. Care staff support people to be as independent as possible and empower them to do what they can for themselves. Two members of staff speak Welsh and some information such as the menu is produced bilingually. The service celebrates Welsh culture. They have Welsh baking on the menu such as Welsh cakes and bara brith, and the home celebrates St David's day.

People are safeguarded from abuse and neglect. They have positive relationships with staff and the manager and feel able to talk with them to raise any issues or concerns. Regular residents' meetings are held in which people are asked for their views. People are supported to take positive risks to maintain their independence and achieve good wellbeing outcomes. They are also supported to maintain and sustain existing relationships with family and friends, and to develop positive relationships with the people they live with. Visitors are made to feel welcome, and people enjoy receiving visits from family members and pets. People have formed friendships and choose to sit together for company. Care staff know people well and support them to share and develop their interests.

People's views are considered when maintaining or renovating the premises. They were consulted when there was some recent redecoration and selected the wallpaper they preferred. People have requested the garden is made more accessible. Whilst accessible outdoor space is limited, the service provider has addressed this, purchasing garden furniture and making the front garden a pleasant seating area.



Care & Support

Good

People's personal plans are strengths based and outline how people should be supported to achieve their wellbeing outcomes. They are a live document and are developed with more personalisation as care staff get to know people. They are also clear about the things people are able to do for themselves to promote independence. People are supported to take positive risks to ensure they can achieve good outcomes. For example, where accessing the community independently is a wellbeing outcome, people are supported to do so with safety measures in place. There are risk assessments and management plans in place for identified risks. Personal plans and risk assessments are reviewed monthly to ensure they remain relevant. We saw care and support is delivered in line with personal plans, and health monitoring checks, such as weights, and food and fluid charts are completed when required.

People feel secure, knowing that staff act in accordance with their safeguarding responsibilities. The manager is proactive in identifying potential external risks to people, and ensuring appropriate referrals are made, and action taken to keep people safe. Care staff feel confident to raise any concerns, knowing that management will act upon them. Health professionals we spoke with gave us positive feedback on the service. One told us they consider this a good service and enjoy their visits here. Another told us care staff identify when people need healthcare support and make timely referrals to them.

Staff are trained to understand and implement safe practices to minimise the risk of infection. The manager has implemented recommended changes following an infection control audit. There are cleaning schedules in place, to ensure all staff are aware when tasks such as changing bedding need to be completed. Care tasks record when cleaning tasks are completed. There is plenty of personal protective equipment (PPE) available which is used appropriately. We found the home was clean and tidy on the day of our inspection.



Environment

Good

Communal spaces meet the needs of people, providing opportunities to for activities, to socialise or to enjoy some quiet time. There is a large lounge, with two distinct areas. People can choose if they want to sit with others or have a quieter area to rest. There are large windows in the lounge letting in plenty of light and giving a view of the front garden area.

The dining room is laid out with small tables so people can sit and socialise at lunchtime if they choose. It is a welcoming space with napkins and condiments people can help themselves to on each table. In the dining room, there are photos of people enjoying visiting animals and some artwork they have created. The service has limited accessible outdoor space but have made the most of the available area at the front of the home with comfortable garden furniture, so people can enjoy sitting outside on warmer days.

People can personalise their rooms, and we saw they had brought photographs and other items of sentimental value from home. People have access to specialist equipment which is serviced regularly. Investment is made in the building, and work is almost completed to replace the flooring throughout the home.

The provider ensures effective systems are in place to maintain and manage the accommodation and ensure it meets people's needs. The building is safe and secure. Visitors are asked to sign in, and we were unable to enter without making ourselves known to staff. Fire and water safety checks are completed regularly. Fire equipment is serviced to ensure it is in good working order. We saw evidence of gas and electrical safety certification and public liability insurance is in place. The service currently has a food hygiene rating of five, which is the highest that can be achieved.

The medication room is safe and secure, with checks completed ensuring people's medication is safely maintained. As part of their routine audits, the manager checks areas of the home, such as the laundry and kitchen to ensure good health and safety and infection control standards are maintained.



Leadership & Management

Good

People achieve their personal outcomes because the provider ensures there are enough suitably qualified and trained staff to deliver care and support. There were plenty of care staff on duty on the day of inspection and the team had time to chat with people and support with some activities. New staff are required to undergo disclosure and barring service (DBS) and reference checks. DBS checks are renewed in good time for all staff to ensure they remain up to date, and all staff are required to register with Social Care Wales, the workforce regulator. Care staff have received their mandatory training and receive specialist training in areas such as pressure areas and falls.

The manager holds regular team meetings, and this is an opportunity to discuss any themes or issues and ensure care staff are aware of their responsibilities and any updates. They are also able to raise any issues or concerns. Care staff receive regular supervision and those who administer medication have medication competency checks. They also receive an annual appraisal to discuss any learning and development needs.

There are effective quality monitoring systems, including audits of the quality of care provided, and visits to the service by leaders. The manager completes a range of audits to ensure good quality care and support is being delivered. This includes a monthly manager's quality report which considers any safeguarding events and accidents or incidents, as well as staff training and general staffing issues. The service provider is involved in a pilot of a new falls process and paperwork with the health board. The manager considers feedback from external audits and ensures advice and recommendations are implemented. The service has a record of compliments received. When concerns or complaints are raised these are taken seriously and fully investigated. Care staff told us they feel well supported by the manager and RI. They reported a positive culture in the service in which they feel confident to report issues and concerns, knowing that issues will be dealt with fairly and in accordance with the whistleblowing policy.

The RI visits every three months, ensuring they speak with people for their views. They spend time with the manager during these visits to discuss any issues or concerns and provide support. The service provider produces a six-monthly quality-of-care review. These consider the view of people, staff and professionals and analyse their responses. They are going to work on further improvements to the quality-of-care review with recently updated guidance from CIW.

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

This report is also available in Welsh

Welsh Government © Crown copyright 2026.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk You must reproduce our material accurately and not use it in a misleading context.