



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Llys Eliau



Llys Eliau, Groes Road, Colwyn Bay, LL29 8RA



01492577773

Date(s) of inspection visit(s): 9 April
2025

09/04/2025

Service Information:

Operated by:	Conwy County Borough 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:	27
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Llys Elian provides people with a welcoming, homely environment. People said they are happy with their rooms and the facilities provided at the service. People's families said the communication from the home is good and they are regularly updated as to their relative's care. Health care professionals say they are pleased with people's placement in the home and people are treated with dignity and respect. We saw people receive health care reviews in a timely way to keep them as healthy as possible. People have a varied menu and told us the food in the home is good. Care staff give care in an unhurried, sensitive manner and tell us they have time to care for people appropriately. Care staff receive training and supervision to help them in their role and tell us senior staff are approachable and supportive. Medicine administration and storage are good and are regularly audited to ensure safe practice.

Findings:



Well-being

Good

People are supported to remain as healthy as possible and have control over their lives. We saw from personal plans; people's care is planned around their individual needs and preferences. We observed people being treated kindly and with respect. A person's family member said of the service, "*excellent care, people have care tailored to their personal needs.*" A person's relative said the home supported people to attend specialist appointments to maintain their health. We reviewed a selection of personal plans and saw evidence of people receiving medical attention in a timely way when needed. People's plans contain a pen picture of them as individuals with their preferred routines, hobbies and people who matter to them. People told us they can choose when to get up, go to bed and what they want to do with their day. People can mostly receive care through the medium of Welsh with some staff speaking Welsh, they can access Welsh entertainment and literature, and signage is bilingual in the home. The home has a varied menu and can support people on special diets. People can access drinks and snacks as they need them.

People are protected from abuse and neglect. We saw records showing staff receive training and updates regarding safeguarding. Care staff can describe the process for safeguarding people should an issue arise. The service has an updated whistleblowing policy to support and guide staff should they need to report concerning care practices and issues. The service works closely with local authorities and Care Inspectorate Wales (CIW) and reports incidents and accidents appropriately and in a timely manner. A person's relative told us care staff are good at communicating and keeping them updated.

People live in a homely environment which supports their desired outcomes. The home is clean and airy and has a welcoming atmosphere. A person's relative said, "*such a lovely care home, clean, fresh and welcoming.*" People can personalise their rooms with items of importance to them and make their space homely. Each person can access a lounge and kitchenette/ dining area. People told us they enjoy being in the lounges and chatting to other people. Corridors and communal rooms are tidy, and people can walk around without hindrance. Work is continued on outside areas so people can sit outside in good weather.



Care & Support

Good

People receive quality care which supports them to achieve their personal outcomes. Personal plans reflect good practice in personalising care and recording people's preferences and care needs. Plans are updated regularly and as people's conditions change to ensure they remain appropriate for their needs. People are referred to health care professionals in a timely way and any instructions are carefully documented. A social worker praised the service saying it is a good placement for people with excellent continuity and dignity in care. People and families told us the care in the home is good and they are happy with the service they receive. People can access specialist equipment needed for their care which is well maintained and serviced. People have risk assessments in place to enable their health and safety and these are regularly reviewed to ensure they remain fit for purpose. Work rotas reflect continuity in care for people from regular care staff. We observed care staff know people well and can address their needs sensitively.

People are protected from harm. The service reports incidents to authorities appropriately to ensure people's safety and dignity. People have a key worker each who will give them time to raise any worries. A person's relative told us the care staff are quick to find solutions for people's worries to enable their comfort. People have risk assessments in place to ensure they are helped to move and mobilise safely and to mitigate falls. Care staff can access Personal Protective Equipment (PPE) to ensure good infection control in the home. Housekeepers keep the home clean to ensure people's comfort and reduce the risk of infection. Each person has a Personal Emergency Evacuation Plan (PEEP), to enable their safe evacuation from the home should there be a fire or emergency.

People can be assured of safe medicines management in the home. We saw good medicines storage, ordering and disposal practices. Medication records are complete, and care staff demonstrate good practice in medications administration to enable people's safe care. Risk assessments are in place for people who are self-medicating, and they are reviewed by the GP. Care staff receive regular medications training, updates and competency testing to enable good practice. Medications are audited in the home and results are shared with staff to ensure a continually improving service.



Environment

Good

People live in an appropriate, homely environment which supports their needs. People can personalise their rooms and have choice in the décor to make them homely. People told us they are happy with their rooms and facilities in the home. The home presents as clean, airy and homely. Corridors are clutter free and communal spaces are spacious and welcoming. People can access equipment needed for their care and it is serviced and maintained to keep it in good working order. Utilities such as electricity and gas are serviced to ensure safety. Fire alarms are checked weekly to ensure they work appropriately, and care staff receive annual fire evacuation training. Health and safety policies are regularly reviewed and are available for staff to support them in their role. The home has made a bid to enable replacement of all wood framed windows in the home for modern double glazing for people's comfort and security. Fences and garden furniture are being renovated and plant beds tidied so that people can sit outside in good weather.



Leadership & Management

Good

People are supported to achieve their outcomes as the provider has effective organisational arrangements and governance in place. The responsible individual (RI) is compliant to the regulations by conducting bi-annual quality reports which capture the views of people, families and care staff regarding the service. The quality report reviews care indicators such as health and safety issues and the environmental condition of the home. The RI visits the home regularly to ensure good care standards are maintained. The manager told us they feel well supported by the RI and can access the training needed for their role. We saw the service offered to people corresponds to the Statement of Purpose document for the home.

People are supported by experienced staff who have appropriate skills. We saw records showing care staff receive regular mandatory training and supervision to support them in their role. Care staff told us they are supported by senior staff who are approachable and available. Care staff records show they receive the necessary employment checks to ensure they are appropriate to work with vulnerable adults. Staff work rotas show that regular staff provide continuity of care for people, when agency staff are used, the service endeavours to use the same ones so they are familiar with people's care needs.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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