



Bryn y Mor Ltd



Bryn Y Mor Residential Home, Llaneilian, Amlwch, LL68 9NH



01407830763

Date(s) of inspection visit(s):

29/05/2025

Service Information:

Operated by:	Bryn y Mor Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	27
Main language(s):	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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Bryn Y Mor Residential Care Home is located in Llaneilian and is set in private gardens and woodland with spectacular views of the coast and the surrounding countryside. The service provides care and support for up to twenty-seven adults.

People's well-being outcomes are good. Care staff support people to understand their rights and maximise their independence. Care staff know the people they support well, they know what is important to them and what approaches to use when delivering care and support. Care documentation is good and involves the person.

The service is very well-led and has a positive culture of promoting the well-being of supported people and staff. There are suitable governance and quality assurance systems in place helping the service operate smoothly. Care staff receive training relevant to the needs of the people they care for and receive the required level of formal support.

People live in an environment which is suited to their needs. The home is clean and comfortable. The provider undertakes regular maintenance and repairs, and ensures the environment is safe.

Findings:



Well-being

Good

People are able to speak for themselves and contribute to the decisions that affect their lives or have someone who can do it on their behalf. Care records contain one-page profiles which provide a snapshot of who people are and what matters to them most. Their interests and preferred routines are also incorporated into personal plans. Care staff know people well and support them in a dignified, respectful way. The views of people and their representatives are considered during quality assurance checks. We saw staff assisting people to choose which meal they would like and invited them to take part in activities. The provider is working towards the Active Welsh Language Offer.

There are measures in place to help keep people safe and protect them from harm. The home is secure and free from hazards. Staff are visible and available to give people the right level of care and support. Robust training and recruitment procedures help ensure people are cared for by a safe, suitably skilled workforce. Management and staff understand how to reduce risks, and report concerns regarding people's welfare. There are effective systems in place to monitor the quality of the service and drive improvement.

People enjoy a good quality of life and are valued. Care staff ensure people take their prescribed medicines and attend health appointments and reviews. People receive a good service and experience warmth and belonging. Staff respect people's individuality and understand their different needs with a strong emphasis placed on providing person centred care. Positive relationships are formed and familiarity between staff, people using the service and visitors is evident. Personal plans provide a good overview of people's wide-ranging needs. People lead an active life doing things they enjoy. Care staff work flexibly by adjusting support strategies to best suit people's needs. Their upbeat and calm approach helps foster a relaxed, positive atmosphere.

People feel comfortable in their environment. We saw people move between private and communal areas, as desired. Dining room and lounges are appropriately furnished and presented, allowing people to socialise in comfort. People are pleased with their own rooms, which they can personalise as they wish. People also have access to the enclosed gardens.



Care & Support

Good

People receive appropriate person-centred care and can feel confident that there is an accurate up-to-date plan of how their care and support will be provided in order to achieve the best possible outcomes. Pre-admission assessments have been completed along with risk assessments, which are reflected in the personal plans. Care records are organised and the information they contain is easily accessible. Personal plans provide guidance for care staff in how care and support is to be provided for the person and are discussed with the person or their representatives. Personal plans are supported by risk assessments which outline the steps staff should take to keep people safe and well. Personal plans and associated documents are reviewed regularly to ensure that they remain current.

People are offered a choice of nutritious healthy meals that are tailored to the likes, dislikes, and preferences of people at the home to encourage nutrition. There is a rolling menu in place which provided people with a choice of two meals and an alternative available if required. We observed the lunch time meal experience for people. We saw a choice of meals available and observed the dining room to be pleasant and calm. The Environmental Health department has awarded the service a level 5 food hygiene rating (the top rating) which demonstrates how well the business is meeting these requirements.

People are safe and well because they receive proactive care, and their care needs are anticipated. Care staff understand the needs of the people they care for and do so with kindness and patience. We saw positive relationships between people and care staff and lots of laughter and friendly banter taking place. Referrals are made to external professionals such as physiotherapists, opticians, podiatrists, and dentists when required, and any advice or guidance is fed into personal plans and followed correctly. Records are kept regarding nutrition and people at risk of developing pressure damage. People have opportunities to engage in activities arranged by care staff. People can engage in flower arranging, sewing and knitting sessions, fish and chips outings, drawing, painting classes and meditation classes are to name just a few opportunities to join in on. People's choice to engage in activities is always respected.

The home promotes a good standard of hygiene and infection control. We observed all parts of the home to be clean and tidy. All staff are required to complete training in relation to infection control, food safety and the Control of Substances Hazardous to Health.



Environment

Good

People live in an environment that is suitable to meet their needs. The home is warm, welcoming, and decorated nicely throughout. There is ample communal space for people to choose where they want to spend their time. This includes a dining area, comfortable lounge and a conservatory that enables people to spend time together or in private if they wish to. There are sufficient adapted bathrooms and toilets for people to use. We viewed a selection of bedrooms and saw they are warm, clean and contain people's personal belongings. Bedrooms are personalised to individual taste with personal items of memorabilia including photographs, ornaments, and items of furniture. People told us they felt happy living at the home. We observed daily cleaning being undertaken, and communal areas are kept hazard-free to maintain residents' safety. The service has a pleasant, well maintained external space that contains good quality garden furniture which enables people to spend time outdoors as and when they wish.

Records show regular maintenance checks are sufficient to ensure the service promotes the achievement of people's personal outcomes. The main entrance is secure, and our identification was checked before we were permitted entry. The building is well maintained, and safety checks of the building are completed when required. There is a fire risk assessment in place and all people have a Personal Emergency Evacuation Plan which is important as this guides staff on how to evacuate people in the event of an emergency. The fire alarms and emergency lighting are tested regularly. Staff have received training in fire safety and first aid. We saw environmental certificates confirmed that safety checks and measures in relation to gas installation, and electrical safety records were satisfactory and up to date. All confidential files including care and staff files are stored securely.



Leadership & Management

Good

People can be sure there are robust, transparent systems in place to assess the quality of the service they receive, which includes feedback from people using the service and their representatives. The responsible individual visits the service a couple of times a month and is available anytime for advice and support and has produced a log of their visits. Records of these visits evidenced discussions with people, their family members and professionals involved in people's care and were used to check the overall quality of support provided and informed any improvements that could be made. The quality-of-care review report is produced every six months. We viewed a sample of internal audits such as staff personnel records, environment, care records and medication and found any issues are addressed immediately. The registered manager is experienced and well-established and has a visible presence in the home. There are robust policies and procedures for the smooth running of the service.

People can be assured they are cared for by staff that are recruited safely, trained and supported. A sample of staff recruitment files seen contained the required information to ensure suitability and fitness. Staff complete mandatory and specialist training relevant to the needs of the people they support. Staff receive annual appraisals plus formal, individual supervision every three months, in line with company policy. Staff meetings are held regularly with a focus on peoples' well-being. We saw minutes and agendas which confirmed staff could contribute to the agenda.

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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