



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Bryn Eithin Residential Care Ltd



30 Llanrwst Road, Colwyn Bay, LL29 7YU



01492531162

Date 9 October 2025. (Inspection_Visits_Do_Not_Delete)

Service Information:

Operated by:	Bryn Eithin Residential Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	25
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:

People living in Bryn Eithin receive sensitive care from a consistent care staff team. People's well-being is rated as good as care is centred on their individual preferences and objectives. Activities are regularly arranged for people to help them socialise and maintain their interests. People have a voice and have daily choices in the home. The meals are varied and people told us they enjoy them.

Bryn Eithin offers people a homely, pleasant environment. There are spacious grounds to walk around and sit out in good weather. The environment is rated as good as the home is maintained to a good standard. Health and safety regulations are met to keep people safe. The home presents as clean and tidy. People told us they are happy with their rooms and can have their own things around them.

People have planned care in a timely way to keep them as healthy as possible. The care and support in Bryn Eithin are rated as good as people receive care which meets their needs and

objectives. Personal plans are regularly reviewed to ensure they meet people's changing requirements. Care staff anticipate people's needs and health care advice is sought appropriately.

The Responsible Individual (RI) visits the home regularly and provides quality reports to comply to the regulatory requirements. The management and leadership in Bryn Eithin are rated as good as there is oversight of the service to ensure people receive care which is of good standard. Care staff told us they receive good training, supervision and support to do their job. Care staff said senior staff are visible and approachable.

Findings:



Well-being

Good

People feel they have a voice regarding their care and daily lives. People can choose what to do with their day and have varied meal choices. Kitchen staff visit people, and offer menu choices, they get to know people's preferences and can tailor the menu accordingly. People are offered a selection of activities according to their personal preferences. We saw people chatting in the lounge or having visits from family and friends. Some people chose to spend time in their rooms and said they were comfortable watching TV and reading. Families gave positive feedback in quality-of-care questionnaires. One family were particularly pleased that their relative is eating better since living in the home. The person told us they are happy in the home, and the food is, "lovely". We saw people can have visitors as they want and witnessed good rapport between care staff and visitors. People's personal plans include details of their personal history, their likes and dislikes and their individual care objectives.

People's personal plans evidenced people receive personalised care from nurses and care staff who are trained and supported to enable good care standards. We saw people are encouraged to be as independent as they can be and to make personal choices. Care staff can anticipate people's needs, and we witnessed good rapport between people and staff. People praised the meals provided and said they can access drinks and snacks as they want them.

The service has procedures in place to safeguard the people living there. Care staff receive safeguarding training and are supported with updated policies and protocols to follow in the event of a concern. Staff spoken with are aware of local safeguarding procedures and how to access local authority teams to ensure people's safety. Care staff said they can approach senior staff if they have any concerns regarding people's care.



Care & Support

Good

People's personal plans are written according to their individual needs and objectives. People's preferences, history and people and dates of importance are also recorded to enable person centred care. Daily and nightly records are written in a clear, easy to read way and the records are organised and easy to navigate. Health care visits and appointments are carefully recorded along with any changes to the person's care. People have access to health care advice in a timely way as care staff know people well and can anticipate their needs.

People's health needs are carefully monitored to keep them as healthy as possible. People are consulted regarding their care and family input is also welcome. Care staff offer sensitive care and demonstrate a respectful attitude towards people. People's nutritional needs and weight is monitored, and people can access nutritional food and drinks. People have activities and conversations to stimulate their memory and encourage socialisation. Some staff can converse with people in Welsh. People can have optician; dental and chiropody appointments as required and can access hairdressing services. The home has a good reputation for care locally; district nurses praise the care in the home and have placed their own relatives there.

Medicine administration and storage practices are good in the home. There is a good audit system for medicines entering and leaving the home. Medicines are stored in a secure way, and the temperature of the room and medicines fridge is monitored daily to ensure they are stored in an optimal way. People are given their medicines individually and nurses sign for them when they see they have been taken. Nurses receive medicine administration refresher training to ensure their knowledge is up to date and to enable good practice. The manager said they receive good support from the local pharmacy, and they can access medication for people in a timely manner.

There are good safeguarding practices in the home to guard against neglect and abuse. Care plans are regularly audited to ensure good care standards. Staff receive safeguarding training and are aware how to report any incidents or practices of concern. Senior staff report appropriate concerns to Care Inspectorate Wales (CIW) and other relevant authorities. Accidents and incidents are recorded and appropriate actions taken.



Environment

Good

People live in a home which promotes their health and safety. The home presents as clean and tidy and has spacious lounges for people to be sociable or enjoy some quiet in. Walkways and fire exits are kept clear of obstacles. People can choose to spend time in their room or in the lounge areas to socialise, engage in activities, eat meals in and receive visitors. The home is an older building which is maintained to a good standard for people's comfort and enjoyment. There are grounds and gardens for people to sit out in good weather, walk around, and the space is used for a summer fair which people enjoy. People can have a say in the décor of their room and can personalise them. There are appropriate facilities in the home and people are happy with the laundry service provided. The hygiene rating for the home is five, this is the highest rating possible. People can access the equipment needed for their safe care; this is well maintained and serviced to ensure their safety.

Health and safety checks and assessments are in place and up to date to enable people's safety. Utility checks and certificates are in place for water, gas and electricity. Weekly fire alarm checks are conducted, and staff are trained regarding evacuating people in the event of a fire. People have personalised personal emergency evacuation plans (PEEPs), to ensure their safe evacuation in the event of an emergency. There is a maintenance person employed to ensure the upkeep and maintenance of the home. Housekeeping staff are employed to ensure the home is clean and has good infection control. Entrances to the home are locked and people sign in and out for accountability and to maintain a record in the event of a fire or emergency of any extra people within the home. There are car parking areas to the front of the home with sufficient space for ambulances if required.



Leadership & Management

Good

The provider has good governance arrangements in place to ensure the smooth running of the service. The RI visits regularly and considers the views of residents, family and staff regarding the service. The RI provides a quality- of -care review regarding the home in line with the requirements of the legislation, the RI considers people's well-being, the care and support provided, environmental needs and maintenance and managerial issues such as staffing requirements, training and supervision. The manager feels well supported by the RI and can access training required by their role. Service audits conducted by senior staff are discussed with the RI and any actions to be taken to maintain good care standards. People have an assessment prior to accessing the service to ensure the home can meet their needs. People have information regarding the service prior to using the service, this information is frequently reviewed to ensure its accuracy.

Care staff are safely recruited. We saw from staff records that appropriate employment checks are in place and in date to ensure they are appropriate to work with vulnerable adults. Checks are made to ensure care staff are qualified and registered with the relevant governing body. Staff receive regular training and supervision suitable for their role. Care staff said they are happy working in the home and that senior staff are available and approachable. A care worker said they are supported to give people good care and can have a voice in the running of the service. The service retains good numbers of staff to ensure continuity of care for people.

The provider invests in the home; the building and grounds are maintained to a good standard to provide dignified surroundings for people. People are offered meals made with fresh ingredients and can access snacks and drinks as required. Staff are safely recruited, and investment is made in appropriate training. Equipment is replaced as required as are soft furnishings, towels and bedding.

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

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