Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Gables Care Home

The Gables Care Home, Conway Old Road, Penmaenmawr, LL34 6YB

01492622438

https://inspiredhomesnetwork.co.uk/

The inspection visits for this service took place between 23/09/2026 and 02/10/2026

Service Information:

Operated by:	Inspired Homes Network Ltd.
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	21
Main language(s):	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:

The Gables is situated in a North Wales coastal town with a blue flag beach. The service provides support to both people living with dementia and people living with learning disabilities. Whilst there are separate areas of the home for people with these diverse needs, everyone can socialise in communal areas and enjoy shared activities if they choose.

Care staff know people well, and there are plenty of staff available to spend time chatting and interacting with people. This helps ensure people achieve good well-being outcomes. People's health needs are met with stringent health monitoring and prompt referral to health care professionals when required. Care staff follow the advice of health care professionals to ensure a good level of care and support is provided.

People live in an old building with many of its original features restored as a focal point of the home. As an older building there is an ongoing programme of refurbishment, and the provider has recently invested in a new kitchen. The home is comfortable and homely and provides a good environment for people. The service has good leadership and management in place. The manager

and responsible individual (RI) are active in the service and ensure they spend time getting to know people and relatives. They have an open-door policy and promote a positive culture within the service.

Findings:

Well-being — Good

People living at the service experience positive outcomes and are supported to exercise choice and control over their daily lives. During the inspection, people were observed making decisions about how they spend their time, including whether to participate in activities, socialise in communal areas or remain in the privacy of their own rooms. Care staff consistently respect individual preferences and adapt their approach in response to people's wishes and changing needs. Interactions between staff and people are warm, respectful, and unrushed, promoting dignity and independence.

People are supported to maintain their identity and individuality. Bedrooms are personalised with photographs, furnishings and possessions that reflect people's lives, interests, and preferences. Care records include information about people's backgrounds, important relationships, routines and likes and dislikes. Care staff demonstrate a good understanding of the people they support and use this knowledge to provide care which is individualised and meaningful. There are opportunities for people to engage in activities and social interaction. Whilst the service does not follow a rigid activities programme, staff provide flexible opportunities based on individual interests and preferences. During the inspection, people participated in music, singing and conversations with staff and visitors, and there was a visit from a brass band. People were observed enjoying positive interactions with staff throughout the day.

People are supported to maintain relationships that are important to them. Relatives report they are welcomed into the home and can visit regularly. Feedback from relatives is consistently positive, with many describing the service as caring, friendly, and supportive, and one relative commenting the service is “*like a family*.” Welsh language needs are considered and accommodated where possible through Welsh-speaking staff and communication aids. The service has invested in earpieces which help translate languages in real time.

People receive support that promotes emotional well-being. Care staff respond sensitively when individuals become anxious and require reassurance. They use calm and patient approaches, taking time to listen and provide support in a manner that reduces distress and maintains dignity. Individuals are encouraged to participate in meaningful tasks and activities which provide comfort, enjoyment, and purpose.

People report feeling safe living at the service and relatives share this view. Management and staff understand safeguarding procedures and systems are in place to respond to concerns appropriately. Risk assessments support people to remain as independent as possible whilst minimising the risk of harm.

Care & Support — Good

People receive care and support which is delivered in accordance with their assessed needs. Care plans and associated documentation provide staff with information about individuals' health conditions, preferences, routines, and support requirements. The manager collects detailed person-centred information which forms an easy read individual support plan. Records demonstrate care staff have access to information which helps them provide good person-centred care and respond to people consistently. Care staff demonstrate a thorough understanding of people's needs and care is delivered in a respectful and responsive manner.

The service promotes person-centred practice through knowledge of individuals' histories, routines, and preferences. Care records contain personal information that helps care staff understand what matters to people and how best to support them. They use this information effectively, and people receive care that reflects their individual circumstances. Care staff engage positively with people, encourage participation, and adapt support according to individual needs and abilities.

People's healthcare needs are monitored and responded to appropriately. Records show timely referrals to healthcare professionals and evidence advice is followed when received. Feedback from healthcare professionals is positive and indicates effective communication between the service and external agencies. Healthcare professionals report management and staff seek assistance when concerns arise and work collaboratively to support positive outcomes for people. Risk management arrangements are in place to support people's safety and well-being.

Assessments are completed for identified risks including falls, nutrition, mobility, skin integrity, and behaviours that may cause distress. Monitoring records demonstrate care staff undertake checks and observations where these have been identified as necessary, including food and fluid records, repositioning, and weight charts. This helps ensure changes in people's well-being can be recognised and acted upon promptly and provide evidence care is delivered consistently. Care staff complete records regularly and these correspond with peoples identified needs and levels of support. Medication is managed safely. Records reviewed indicate medicines are administered as prescribed and medication administration records are completed accurately. Medication is stored safely, with audits completed to ensure safety is maintained.

Care staff ensure the risk of infection is minimised. They demonstrate an understanding of infection prevention and control practices and relevant training has been completed. Cleaning schedules and monitoring systems are in place to support environmental cleanliness and reduce risks.

Environment

Good

People are provided within an environment that is comfortable, welcoming, and suitable for their needs. Communal areas provide opportunities for social interaction and people were observed using these spaces throughout the inspection. There is a quiet lounge for people to receive visitors or relax in. Bedrooms are personalised and reflect individual preferences, helping people feel at home and maintain their sense of identity. The overall atmosphere within the service is calm and relaxed, with people moving freely around the home and engaging comfortably with staff and visitors. The service is provided in an old building, with many of the original features, such as fireplaces and flooring maintained and providing points of interest.

The provider ensures the health and safety of the service is maintained. We saw evidence of regular servicing and safety certification for gas and electrical safety. Legionella risk assessments are in place with water safety checks completed in line with this. The service has recently had a fire safety inspection. There are some areas to improve, and we saw the suggested works have either been completed or are planned. Fire safety equipment is regularly checked to ensure it is in good working order. The service is upgrading their personal emergency evacuation plans to provide more detailed information for care staff about people's support needs in the event of an emergency evacuation. Specialist equipment is available for people to use and is serviced and maintained.

The manager and RI have responded positively to concerns previously identified by environmental health officers. In response to a food hygiene rating of two, meaning improvements were necessary, the management team has undertaken significant work to improve food safety arrangements, kitchen practices, and environmental standards. The provider has invested in refitting the kitchen to a modern and easy to maintain standard. Additional monitoring systems have been introduced to strengthen oversight of food storage, cleaning, and hygiene processes. These actions demonstrate a commitment to improvement and a willingness to address identified concerns promptly.

The building is safe and secure, with keypad locks where needed, and a signing in book for visitors to complete. We were required to identify ourselves to staff before we could enter the home.

Leadership & Management — Good

The service benefits from visible and committed leadership. The registered manager and RI demonstrate a good understanding of the operation of the service and the needs of people living there. The RI supports the manager and staff team with regular visits to the service and is available to provide practical support to the manager as needed. Staff, relatives, and healthcare professionals told us the leadership team are approachable. Relatives' express confidence in the leadership of the service. Feedback consistently describes management as, responsive, and committed to maintaining high standards of care.

The manager ensures a positive and person-centred culture is maintained throughout the service. Care staff speak positively about their roles and demonstrate commitment to supporting people to achieve good outcomes. Relationships between management, staff, people and relatives are constructive and respectful. The manager has an open-door policy and regularly engages with people and staff.

The RI maintains oversight of service delivery through regular visits and monitoring activities. They know people well and the records of their visits demonstrate meaningful engagement with people to gather their views about the service. Records of visits demonstrate consideration of people's experiences, the quality of care provided and the day-to-day operation of the service. Quality assurance systems are established to monitor areas such as accidents, incidents, safeguarding concerns, medication management, and weight monitoring. The provider demonstrates a willingness to review practices and implement improvements when issues are identified. A six-monthly quality of care report identifies strengths and areas for development. These demonstrate reflection and a commitment to continuous improvement. There are opportunities to strengthen these reviews through greater analysis of patterns and trends relating to accidents, incidents, complaints, and other quality indicators. This is something the RI intends to address.

The provider ensures staffing arrangements support people's needs. During the inspection there were sufficient staff available to meet people's care needs and engage meaningfully with them. Recruitment processes include appropriate pre-employment checks and care staff are registered with Social Care Wales (the workforce regulator). Staff supervision arrangements are established and provide opportunities for support and professional development. Care staff also receive an annual appraisal to consider their learning and development needs. They also receive regular training and whilst compliance with training renewals can be improved, this is an area the manager is aware of. They are adopting a new system which will alert them when staff training is due for renewal, enabling them to be more proactive in reminding staff to complete this.

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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