Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Garfield

Garth Road., Off Pabo Lane, Llangwestenin, Llandudno Junction, LL31 9JF

01492547549

www.potens-uk.com

The inspection visit took place on 15/10/2026

Service Information:

Operated by:	Potensial Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	8
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	Excellent
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Garfield is situated in the countryside near the village of Mochdre. A refurbished farmhouse offering beautiful views with a peaceful and relaxing atmosphere.
People living at the service experience excellent wellbeing outcomes and are supported to lead meaningful and fulfilling lives. The service has a strong person-centred culture where people are listened to, actively involved in decisions about their care, and encouraged to achieve goals that are important to them.
Care and support were found to be good, highly personalised care plans and risk assessments are in place that balance safety with independence. Staff provide responsive, compassionate support and encourage people to make choices about how they spend their time and participate in community activities.
The environment is clean, well maintained, welcoming and suited to people's needs. People are encouraged to personalise their bedrooms, use communal and outdoor spaces, and participate in decisions about the home. Leadership and management arrangements were found to be good, with strong governance and oversight systems in place. Staffing levels are flexible and responsive to people's needs, staff receive appropriate training and support, and recruitment processes ensure

suitable staff are employed.

Findings:

Well-being — Excellent

The service is working towards providing the Active Offer of the Welsh language, we saw some documentation is readily available in the Welsh language. Welsh daily phrases are in a communal area, and information boards have some bilingual posters. Some staff working at the service can speak the Welsh language.

People are supported to identify and achieve excellent well-being outcomes that are meaningful to them, from everyday goals to significant life ambitions. Records show people experience significant and meaningful improvements in their quality of life through highly personalised and outcome focused support. The service demonstrates an embedded culture of listening to people, staff adopt an inclusive and enabling approach, promoting choice, control and independence, while encouraging community participation and positive risk-taking. Staff consistently work alongside people to turn aspirations into reality which has led to paid employment for one person, and a first holiday abroad for another person. People are fully involved with developing and reviewing their personal plans and meet with their keyworker regularly to discuss progress and review of their goals.

People attend regular house meetings where they can express their views, share ideas and actively contribute to decisions about their home and the support they receive. People are encouraged to have a say in the recruitment of staff, including participating in interviews and probationary reviews. A person using the service said *"I like living here, the house is nice and clean, and I like the staff team who support me, management are good and help me lots since I moved here, I am now very independent"*

Peoples physical and mental health is promoted with effective systems in place to monitor healthcare appointments and health needs, with clear recording and follow-up arrangements in place. People are safe and protected from abuse and neglect because staff are trained in safeguarding. The service has a safeguarding policy in place that staff must follow, staff told us they know where the policies are kept and can access these at any time. Staff know how to report concerns and feel confident to go to management.

The environment is clean, comfortable, welcoming and suitable for the needs of the people living there. People are encouraged to personalise and take ownership of their bedrooms and keep things that are important to them. People have access to the kitchen and their own bathroom facilities, enabling them to maintain independent living skills. People can use the well-being hub in the garden to relax, play games, watch films and to sit and enjoy the views around them. People benefit from the pet chicken that lives at the service, for one person the chicken has provided companionship and the opportunity in learning new skills by caring for the chicken.

Care & Support — Good

Care and Support at the service is good because people receive the quality care and support, they need to achieve their personal outcomes. Personal plans and risk assessments are designed in consultation with people and are reviewed every three months or amended sooner if people's needs change to ensure they remain accurate. People meet with their keyworker monthly to discuss progress and review of their goals. Personal plans are highly person centred and strength based. Robust risk assessments are in place with support measures intended to reduce risk whilst preserving people's independence. The provider consistently supports and empowers people to identify and achieve their health and well-being outcomes that may not have previously been considered. Care is provided in a responsive, kind and supportive way. People choose how they want to spend their day, some people spent their morning visiting Llandudno and another person choosing to go out for lunch.

People are supported to access healthcare and the support of other professionals to improve their life and general wellbeing. People are referred for appropriate care and treatment at the right time and recommendations for care and treatment by other professionals are carried out as directed. There are effective systems in place to monitor healthcare appointments and health needs, with clear recording and follow-up arrangements in place. People are supported by skilled and competent staff; training is provided to staff through a combination of face to face and online training. Staff also complete service specific training.

The provider has a Positive Behaviour Support Policy. The policy is firmly person-centred and strengths-based, promoting least restrictive practice and explicitly prohibiting blanket restrictions. This was reflected in practice during the inspection, where people were seen to have access to their home environment, including the kitchen, communal areas, the garden and the Well-being hub.

Medication storage and administration practices in the service are good and keep people safe. Trained staff administer medication and have their competency assessed regularly. Records show administration of medication is recorded accurately, regular medication counts are completed, and medication audits are completed by management. People who self-administer their medication have been assessed to do so and have detailed plans and risk assessments in place.

Environment

Good

The environment is good because people live in a home that is suitable for their needs. People are encouraged to personalise and take ownership of their bedrooms. The premises are clean, well maintained and homely. We found no concerns regarding the upkeep of the building, furnishings or communal areas. The environment is welcoming, safe and suitable for the people living there. People have access to safe and attractive outdoor spaces. Visitors are required to sign in and out of a visit and provide identification on arrival.

People's privacy and dignity is respected; each bedroom has ensuite facilities. Care staff knock on the door and wait for permission to enter people's bedrooms.
People are involved in making decisions regarding the environment, records show that discussions take place with people living at the service during house meetings. People living at the service wanted to turn the outdoor summer house in to a Well-being Hub. The addition of the Well-being Hub offers an alternative space for people to spend their time.

The provider has effective maintenance systems in place, to ensure that the required safety checks are routinely carried out in line with regulatory requirements, such as condition of the electrical installation, fire safety, water hygiene and gas safety. In house checks are completed such as call bells, fire safety equipment, lighting and fire alarms. Health and safety risk assessments are completed and reviewed. One person living at the service completes daily health and safety checks; this was implemented following the person showing an interest in health and safety and wanting to take on additional responsibility. With staff support and guidance this opportunity has promoted their independence, built on existing strengths and enables them to have an active and meaningful role in maintaining a safe living environment. People can prepare food and drinks in an organised and clean kitchen, the service received a Food Hygiene rating of 5 in March 2026, the highest food rating attainable.

Leadership & Management — Good

Leadership and management in the service is good because governance and oversight systems are well established. The manager and senior staff complete regular audits covering health and safety, medication, personal plans, incidents and accidents, Infection prevention control and environmental checks. Staff meetings are held regularly so everyone can discuss what's going well and what improvements are needed. Staff have a one-to-one meeting with their manager every six to eight weeks, staff told us they feel these meetings are beneficial to them, and they feel supported by management. Staff also receive annual appraisals with their manager where they discuss their work, experiences and receive feedback about their performance.

RI visits the service regularly to check records, and to gather views of people and staff. The RI produces a report from each visit including a summary of their findings, and an action plan. The RI monitors the outcomes of actions identified during previous visits and ensures they are completed. They check various aspects of the service to ensure processes are audited and the service is compliant and safe. Quality of Care Reviews are completed every six months and covered a range of important areas including choice and control, health and well-being, incidents, safeguarding and environmental quality. Reports identify what is working well, areas that can be improved and showed evidence of ongoing service improvement planning.

The service provider makes sure there are enough suitably qualified and trained staff to deliver quality care and support for people to achieve their personal outcomes. We saw rotas that reflect staffing levels are flexible to suit the needs of the people living there, taking in to account the things people want to do. They have plans in place to manage sickness or absences to ensure people experience continuity of care. Employment records show staff undergo thorough vetting checks prior to starting work in the service. Care staff have either registered with Social Care Wales or are in the process of doing so. The provider has published their annual return on their website as required by Regulation

Training systems are in place including service specific subjects relevant to the needs of people living at the service. Training is provided to staff through a combination of face to face and online training. Training records are reviewed and updated to make sure they accurately reflect training compliance.

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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