



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

36 Trinity Ave



36 Trinity Avenue, Llandudno, LL30 2TQ



01492871381



<https://www.caretech-uk.com/>

The inspection visit took place on 23/04/2026

Service Information:

Operated by:	Prestwood Residential Homes Ltd and CareTech Community Services Limited.
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:	5
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:

36 Trinity Ave is located in the coastal town of Llandudno and within walking distance to the town centre and local amenities. It is registered for up to 5 people to live there and provides support for people over the age of 18 with learning disabilities, mental health needs and physical disabilities.

People's well-being is good because they are supported to have choice and control over their lives and experience good well-being outcomes. Care and support is also good because support is provided in line with people's individual needs and preferences.

The environment is good because it is well maintained, safe and supports people's well-being, with clear systems in place for monitoring and making improvements.

Leadership and management is good because governance arrangements are effective and support the safe delivery of care, with clear systems in place to maintain and monitor standards.

Findings:



Well-being

Good

People experience good standards of well-being. They are supported to have choice and control over their daily lives, choosing what they eat and deciding their daily activities and routines. People are encouraged to make decisions in their own way and take time to do so, and documentation in place clearly reflects their views. People personalise their bedrooms, choosing paint colours, flooring and bringing in personal items, which help them feel comfortable and at home. Feedback from people and relatives is positive; one person told us they like living at the service and we received feedback from a relative describing the service as “*wonderful*” and said their family member is happy.

People receive appropriate support to maintain their physical health and well-being. They have access to relevant health professionals and agencies, and we saw good examples of collaborative working between the service and involved professionals. Staff support people to attend appointments and maintain their health needs. The service promotes a varied diet, including themed meals, opportunities to try different cultural foods, and they have achieved a food hygiene rating of 5 which is the highest rating possible.

People experience positive emotional well-being. We observed a relaxed and friendly atmosphere, with people spending time together and engaging in conversation around the kitchen table and in other communal areas. Staff know people well and understand their individual needs, preferences and communication styles. Communication and sensory needs are assessed and met, and staff recognise where different approaches are needed. There is a strong focus on maintaining relationships. People are supported to keep in contact with family and friends where possible, and visits and outings with relatives are facilitated.

People are supported to have meaningful social lives and to take part in activities that matter to them. Activities are person-centred and based on individual interests, with each person supported through their allocated one-to-one hours. We saw a wide range of community activities, including attending cafés, theatre trips, cinema visits, spa days and coach trips. Holidays and longer trips are also planned around people’s interests. The service recognises barriers to participation and takes steps to support inclusion, while encouraging independence within the community. Daily records reflect ongoing engagement in activities and support planning includes practical steps such as transport and budgeting.



Care & Support

Good

People receive care and support which is planned and delivered in line with their individual needs and preferences. The service completes pre-admission assessments, including visits at different times of day, to ensure people are well matched and their needs can be met. Personal plans are detailed and person-centred, describing who people are, their preferences, interests and aspirations. Plans include sections such as 'Who I am and what's important to me', 'My life story' and 'My immediate needs and wishes'. Clear guidance is in place for staff on how to support individuals, such as using plain language and allowing time for processing information. The service demonstrates a strengths-based approach, identifying person-centred future goals.

The service ensures people receive the right care at the right time. Staff understand people well and provide support that reflects their needs. Behaviour support plans clearly identify triggers and provide guidance on de-escalation techniques to promote positive outcomes. Staffing is organised to meet everyone's needs; each person is allocated specific one-to-one hours.

People are protected through effective assessment and management of risk. Risks are clearly identified within personal plans and linked to actions to take to reduce risk where possible. Plans also identify risks associated with medical diagnoses, community access, relationships and other areas of potential vulnerability. They provide guidance for staff to support people safely, including discreet intervention where needed. Medication systems are generally well managed, with alerts put in place when changes are made or new medicines are prescribed to reduce the risk of error. Incident records describe what happened and how situations were de-escalated, the service plans to develop the analysis of incidents to strengthen learning and reduce recurrence.

The service works effectively with others and keeps good records to support people's well-being. We saw clear documentation of appointments with professionals such as social workers, with outcomes recorded and followed up. People are registered with health services and have regular reviews, including annual reviews with their GP as well as routine dental and eye care appointments. Staff complete structured handovers, which include information for each person, any upcoming appointments and tasks for the next shift, helping maintain continuity. Checklists are used to ensure key tasks such as medication administration and financial checks are completed.



Environment

Good

People live in an environment that is clean, comfortable and meets their needs and preferences. Bedrooms are personalised and reflect individual tastes, helping people feel at home and maintain their identity. Communal areas are modern, bright and airy, and people move freely around the home and spend time with others as they choose. The environment is tailored to meet people's needs, with a relaxed and homely atmosphere. All areas of the home appeared clean and well maintained, with cleaning carried out routinely by staff alongside individuals. Cleaning schedules and infection control processes are in place.

The provider maintains the premises to a good standard and responds appropriately to environmental issues. During the inspection, work was ongoing to repair a bathroom following a leak. Staff had made alternative arrangements to ensure a person's personal care needs continued to be met while the work was completed. We saw evidence of regular communication with the estates team, including clear plans for repairs and timescales for completion. An electronic system is used to report and track maintenance as well as health and safety issues, should they arise.

The service has effective systems in place to maintain health and safety. A wide range of checks are completed, including equipment safety checks and quarterly audits covering the environment, with identified actions recorded and addressed. Required safety certificates are in place, including gas, electrical, fire detection, fire extinguishers and emergency lighting. Fire safety is managed appropriately, with regular evacuation drills carried out and documented. Additional measures, such as window restrictors and water hygiene testing, are in place to reduce risk.



Leadership & Management

Good

The service demonstrates effective leadership arrangements supporting the delivery of consistent, person-centred care. There is a clear management structure in place, and managers hold relevant leadership qualifications. Staff spoke positively about leadership, describing managers as approachable and easy to talk to, and highlighting a strong sense of teamwork within the service. Staff told us they feel supported and valued, with comments including that it is “*the best job*” they have had and that the service feels like “*a home*” rather than a care setting. We observed a positive and inclusive culture where people are well known, respected and understood. Team meetings take place regularly and include discussion of both service-wide matters and individual needs, demonstrating a clear focus on maintaining good standards of care and support. We observed a culture which emphasises the importance of respectful and person-centred practice, and this promotes positive outcomes for people living at the service.

There are suitable systems in place to ensure the service is well run and staff are appropriately supported. Recruitment processes are robust, with relevant checks in place to ensure fitness of staff. Staff are either registered with or in the process of registering with Social Care Wales, the workforce regulator. Staff training is well managed, with mandatory training completed and monitored through a training matrix. Ongoing development is supported through supervision and appraisals completed within expected timescales. Staffing arrangements reflect the needs of people living at the service, including agreed one-to-one support hours. The service does not rely on agency staff and maintains continuity through a consistent staff team, with the manager providing additional support when required. The arrangements in place ensure people are supported by a skilled and stable workforce.

The provider has established systems to monitor quality and oversee the service. An ‘active file’ system is used to complete a wide range of audits at different frequencies, including daily checks, weekly environmental checks and monthly medication and financial audits. Audit records include identified actions and confirmation of completion. Governance structures are in place to support oversight of the service. Quality of care reviews are undertaken and include feedback from people and relatives, as well as information about staffing, health, safety and service delivery. The provider plans to develop their quality of care reviews further to strengthen evaluation through more detailed analysis of themes, such as incidents or risks, and clearer action planning within the reports.

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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