



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

2 Ffordd Siabod



Y Felinheli



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

Date(s) of inspection visit(s): 03/07/2025

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:	2
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

The care home is situated within a residential area within a short walking distance from the centre of Y Felinheli village. People are achieving excellent well-being outcomes because they are supported to do the things that matter to them and take part in meaningful activities in their community. The manager and care workers are skilled in positive risk management and enabling people to access new opportunities. People have built new social networks and made friends due to the opportunities they have.

People are treated as individuals, with empathy and compassion. Their views are listened to, and their care is tailored to their own specific needs. Detailed personal plans are in place and people receive good care and support. Professionals in contact with the service and people's relatives highly praise the care and support provided. People are protected from harm and are supported to live a healthy life.

The layout of the environment promotes independence, is comfortable and homely. It is safe and well-maintained. Pleasant and accessible outdoor is available.

Strong leadership and management arrangements are in place at the service. This means people can be confident the service is well run, with effective systems in place to ensure it is consistently supporting people to achieve good outcomes. The Responsible Individual (RI) speaks with care workers and the people who live at the home regularly. They demonstrate a high level of commitment to ensuring the service has a positive culture that is inclusive and respectful.

Findings:



Well-being

Excellent

People have many opportunities to participate in social activities, and to maintain their hobbies and interests which is a strength of the service. Arrangements are made for people to participate in a wide range of different activities in the community, which positively enhances their sense of belonging. People told us they have made friends, and they enjoy the variety of different things they do, such as horse riding, attending discos and pub quizzes, swimming and playing bingo. Positive risk taking is facilitated, and people try new activities. We saw people's achievements are celebrated and care staff are committed to bringing joy to people's lives.

The accommodation is homely, clean and bright to promote positive well-being. All areas of the home are safe, well-presented and maintained. There are communal areas for people to spend time with others, or with their families. Interesting, pleasant and accessible outdoor space is provided. People are safe because visitors to the home must gain permission from care workers before they can enter the building. Health and safety checks are consistently completed to ensure the building is safe.

Support is provided to assist people to be healthy and well. People's physical and mental health conditions are known when they move into the service, and plans reflect how each condition is managed. There are clear directions recorded in people's personal plans how care workers should respond if they have any concerns regarding people's health. Arrangements are in place to administer medication safely. A balanced diet is provided, and people's weights are monitored. People are supported to attend medical appointments, if this is required.

The service is working towards providing the Welsh language active offer. Key documents are available in Welsh, should people want this provision. Currently no person using the service wishes to receive their service in Welsh. The statement of purpose is clear what people can expect in relation to the Welsh language provision, so people who may want to use the service in the future can be aware of what is available.



Care & Support

Good

Care staff know people's needs and preferences well. The manager completes assessments of people's care needs before they move into the home, to ensure the service can meet the person's needs. Personal plans are strength based which protects people's independence and direct care workers to consistently provide people with the correct care. Risk assessments are used to record and manage known risks to people's health and safety and are regularly reviewed and updated when changes occur. Efforts are made to overcome challenges people face, by being creative in the support they provide, so people have as many positive experiences as possible.

The manager creates personal plans with people, and they record each person's individual support needs. People are listened to and how they want to be supported is reflected in their plan. Care documents are reviewed and updated regularly, and following any changes in people's needs. Records show reassessments are requested from health and social care professionals when people's needs change. The manager is proactive in their approach to ensure the relevant professionals work in partnership to provide people with the correct specialist support they require. We saw a social care professional had recently written to the manager to highly praise the *"Dedication, motivation and continuity of staff support"* and how this meant people achieved positive outcomes.

Arrangements are in place to keep people safe from harm. Care workers receive safeguarding training and understand their responsibility to protect people from abuse and neglect. The manager and RI oversee safeguarding matters appropriately.

Infection control measures are good at the home and as result people are well protected from seasonal infections. Infection control training is provided, and we saw care workers following good infection control practices whilst carrying out their duties.



Environment

Good

The home provides a comfortable living environment which enables people to live as independently as possible. There is a furnished living room, two bedrooms and a shared bathroom. The kitchen has cooking facilities for people to prepare their own meals, with support if needed, and a washing machine is available for people to use, if they want to. People personalise their rooms to reflect their own preferences and tastes. People told us they are happy with their rooms, and we saw they are spacious and appropriately furnished. There is a garden at the front of the house, and seating is provided. There is also a balcony area, with seating provided. People told us they enjoy seeing the wildlife that visit the garden, especially the family of peacocks.

The home is clean and well maintained. Health and safety checks take place to ensure risks to people's safety are managed. Records show gas and electric appliances are serviced, as required, and fire safety checks also take place.



Leadership & Management

Good

The provider has good arrangements in place to oversee the quality of the care provided and to ensure the home is running smoothly and safely. Internal monitoring staff are appointed by the service provider. Their role is to complete regular checks of how the service is operating to ensure it is meeting regulatory requirements. They also proactively identify any areas of the service which needs attention, so they can be addressed immediately. The RI visits the home every three months, as is required, to monitor the quality of the service provided. They also ensure the resources required to run the home safely are in place.

The manager provides strong leadership to the care staff by providing practical guidance daily, and they assist when any challenges occur. The RI knows each person who lives at the service, they understand their care needs and are involved in decisions regarding their care provision. People feel comfortable speaking with the RI, and they have a good relationship with them.

Robust recruitment processes are in place, so people can be assured the care workers who support them have been assessed as being of a suitable character for their roles. Records show care workers are provided with appropriate training and one-to-one supervision sessions occur regularly. Care workers told us the manager's *"Constant presence makes things easy and work well"*. Staffing levels are sufficient to meet people's needs, and people are supported by a small group of care workers. This means people can be confident their care will be provided by care workers who they know and are familiar with. Care workers told us they are very well supported by the manager, and they feel able to raise any issues they may have with them. They told us they have *"Excellent"* opportunities for continuous self-development and career progression, they feel valued and appreciated by the manager.

People's views are regularly sought regarding the developments they would like to see at the service. The service provider has arrangements in place to formally review the quality of the service provided, which includes consulting with people who use the service, and other relevant people. The service provider responds proactively to the feedback received to develop, and further improve, the service.

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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