



17 Ffordd Garnedd



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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

The care home is situated within a residential area, within walking distance of Y Felinheli village centre. The care and support provided is of a good standard, and people's needs are fully met. People and their relatives praise the service provided and they have positive relationships with the care workers. The environment is suitable; it provides a comfortable living space and enables people to be as independent as possible. There are good leadership and management arrangements in place which support the smooth running of the service. Care workers enjoy their work, they are recruited safely, complete appropriate training and receive good support from the management team.

Findings:



Well-being

Good

People are encouraged to have control over their own lives and to be as independent as possible. Positive risk taking is a part of people's daily experience, and there is a strong emphasis upon enabling people to do as much as they can for themselves. People told us support is always available if they need it. Personal plans record what people can do independently, so care workers can encourage this to continue and build upon people's strengths. Care workers provide people with choices in relation to all aspects of their lives and people can make their own decisions, so far as is possible. Where decisions must be made on people's behalf, in their best interests, the required legal authorisations are in place (Deprivation of Liberty Safeguards).

Relatives are happy with the care and support their family member receives. They told us they would recommend the service for its *"Supportive, caring and person-centred environment"*. Relatives told us they have positive relationships with the care workers and the management team. They told us the care workers are *"Dedicated"*, and the team are *"Always professional, and caring, and supportive...always have (my relative's) best interests as a priority"* and *"I know (my relative) is in safe hands and well cared for"*. Families appreciate the good communication they receive regarding any changes in their relative's care, and support needs.

The service promotes people's health, safety and well-being in various ways. There are arrangements in place for people to be a part of their local community and to participate in activities they enjoy. This can be on their own, or with support from care workers. The management team have a good understanding of people's health needs and have arrangements in place to enable people to be as well as possible.

The environment is homely, safe and comfortable. People have their own rooms which they personalise to their own tastes and preferences, and care workers respect as their own personal space. The communal lounge provides an area for people to spend time with others, if they want to. The kitchen has facilities, such as a cooker and a washing machine, which encourages people to be independent and to learn new skills. Health and safety checks are completed consistently to ensure the environment is safe.



Care & Support

Good

People are safe and protected from harm and abuse. Effective policies and procedures are in place to respond to safeguarding matters. Records show the manager makes safeguarding reports to the local authority when required, and CIW are also informed. Care workers complete safeguarding training and they are confident in their responsibilities in relation to keeping people safe.

The manager creates personal plans with people, and they record each person's individual support needs. How people want to be supported is reflected in their plan, and they also include clear guidance to care workers about each person's preferences to guide care workers to provide people with the correct care, in the correct way, to achieve their outcomes. 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. A social care professional told us *"The service they provide is professional and personalised and I feel that they care for the resident's well-being"*. Risk assessments are used to record the known risks to people's safety, and measures are in place to mitigate those risks. People told us they are happy living at the service and feel the support they receive works well for them. Relatives told us they felt the care provided is *"Outstanding"*, and *"Staff consistently go above and beyond"*, to meet people's needs. We saw care workers are respectful towards people, and they provide support in a timely way.

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, and those who can manage their own medication are encouraged to do so. A balanced diet is provided, and people's weights are monitored. People are supported to attend medical appointments, if this is required.

There are good infection control measures in place to protect people's health. An infection control policy is available, and care workers receive relevant training. The manager completes infection control audits regularly to check the procedures in place are followed.

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.



Environment

Good

The home provides a comfortable living environment which enables people to live as independently as possible. There is a furnished living room, a kitchen for people to prepare their own meals, two bedrooms and a shared bathroom. People can personalise their own rooms with their own items so they can feel more at home. People told us they are happy with their rooms. There is a garden at the front of the house, and seating is provided.

The home is clean and overall, 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

Good arrangements are in place to oversee the quality of the care provided and to ensure the home is running smoothly and safely. The manager provides strong leadership to the care staff by providing practical guidance daily, and they assist when any challenges occur. 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. Relatives told us the manager is “Approachable”, and they can always speak with a senior staff member if they need to. They told us *“The manager...is truly outstanding in her role. (They) lead by example, and it’s clear that the high standards of care and support reflect (their) dedication and guidance”*.

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 *“Helps to build your confidence...and to grow”*. 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 feel very well supported by the manager, and they feel able to raise any issues they may have with them. They told us *“The manager treats everyone equally, very caring for the service users and staff”*.

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 live at the home, 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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