



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Y Gilwen



Y Gilwen, Maesincla Lane, Caernarfon, LL55 1DD



01286669115



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

The inspection visit took place on 03/11/2025

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:	6
Main language(s):	Welsh and 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:

Y Gilwen is set within its own grounds on a residential estate in Caernarfon. Y Gilwen comprises of a large four-bedroom house with two smaller self-contained flats adjacent to the property.

People are happy living in Y Gilwen are recognised and respected for who they are. People have developed positive relationships with staff, who encourage and support them to live a healthy lifestyle. People are encouraged to speak out and influence decisions affecting their everyday lives. They are able to follow their interests and spend time outdoors and in the community.

People are supported in clean, homely accommodation that is well maintained. The home is well run and there is a positive culture within the service. Standards of practice within the home are closely monitored, and action is taken where improvements can be made. People are supported by adequate numbers of staff.

Leadership and management are good as managers lead by example, work in partnership with people, staff and professionals to provide a safe, reliable service that enhances people's lives. There are robust systems of audit to help the Responsible Individual (RI) monitor the quality of the service and drive improvement.

Findings:



Well-being

Good

People have control and choice over their day to day lives. They welcome visitors into their home and offer to make drinks for them. They make choices and decisions about what they want to do each day and in their future. Personal goals are being achieved, and people have things to look forward to. People are listened to; their opinions and rights are respected by the manager and staff who advocate for them to make sure things happen, reducing any barriers. People are encouraged to look after their own finances and increase their everyday skills ready for moving on to more independent living. People whose first language is Welsh are acknowledged by staff who can speak or are learning to speak Welsh.

The service promotes people's physical and mental well-being. People take part in various activities and enjoy regular interaction with others. Care workers communicate effectively as a team and have access to up to date personal plans outlining how they can safely meet people's care needs and preferences. People receive appropriate support with their medication and care staff make prompt referrals if people need to access health services. One person using the service enjoys doing voluntary work and two other people look forward to going fishing. We observed staff demonstrating their awareness of an individual's complex needs by talking to the person about their anxieties regarding some concerns they had.

There are systems in place to ensure that people are safe and as far as possible, protected from harm and neglect. People told us they are happy living in the home and content with the support they received from care workers. We found care workers are clear about the action they need to take if they encountered any safeguarding concerns. Methods for managing people's risks to safety, inside and outside the home, are clearly set out within their individual care records. Risk assessments are completed and positive risk taking is promoted in a safe way. A safeguarding policy is in place for staff to follow and they receive training. People have access to the advocacy service to ensure they are fully represented in decisions made regarding their care and support. Advocacy leaflets are on display on the notice board in the house.

People live in a home that suits their needs. People's own rooms reflect their tastes and preferences with attention paid to detail. They have their own belongings with items and furnishings reflecting their specific hobbies and interests. Investment has been made with decorating the lounges which are warm and welcoming. Improvements have been made and are still ongoing. There is a pleasant outdoor area which people can use and enjoy.



Care & Support

Good

People are provided with good quality care and support through a service which includes them and considers their personal wishes, risks and any specialist needs. Personal plans consider people's preferences and specific routines ensuring consistency of support from staff who are matched with them. People achieve their goals which are set, monitored and celebrated. Staff commented people are now doing more than ever, have a better quality of life and are achieving outcomes they did not think were possible. Detailed assessments, strategies, approaches and plans are highly effective in reducing risks and promoting positive risk taking.

People are provided with good quality care and support, they are involved in what happens and consideration is given to their personal wishes, aspirations and risks. People have positive relationships with staff they trust and feel safe with. They are supported to understand benefits and consequences of their actions so they can make informed choices and have access to an independent advocate. People are achieving their goals and are moving forward in life. They are supported to be as independent as possible, look for job opportunities, go fishing, make new friends/ relationships and try different experiences. One person was proud to show us how they cared for their pet cat.

People are supported to access healthcare and other services to maintain their ongoing health, development and well-being. Plans include information about professionals involved, how to monitor health conditions and actions to be taken by staff. Professionals are contacted when needed and discussions on the day with people and the manager confirmed that health appointments are being successfully attended, increasing people's health and wellbeing. Systems to manage medication are robust. The service ensures care staff are suitably trained and competent before administering any medication. Records show people consistently receive their prescribed medicines, which are stored safely.

The service promotes hygienic practices and manages risk of infection. There is an infection control policy in place and staff receive training. Audits are completed to identify and address any issues. Personal protective equipment is available for staff if needed.



Environment

Good

People live in a home which provides accommodation in a location which promotes achievement of their personal outcomes. The environment provides an opportunity for people to do things for themselves or with minimum support. This is because the service is provided in a residential setting, and the layout of the building allows people to meet others and develop relationships in the communal areas and have private space should they need it. We saw the main house has an open-door policy where people were seen to come and go as they please. Some people showed us their rooms and told us they are happy with them. These reflect their own personal tastes and interests. We saw people had made their individual flats their own; each had its own layout and contained a range of items that reflected people's personal tastes and interests. The communal lounge comfortably furnished and contained some leisure items, such as a television. We saw photographs of residents displayed within communal hallways, which contributed to the overall homely feel of the environment.

People benefit from living in a clean environment where equipment is kept in good working order. All parts of the home we viewed were clean and tidy. Fire safety equipment has been inspected recently, along with the testing of portable appliances. A new kitchen including a cooker was being installed during our visit and work has already been completed including new bathrooms. People's personal bathrooms have recently been refurbished to a good standard. There is a maintenance plan in place, and we discussed with the manager other work that has been planned. Health and safety audits are completed as well as risk assessments regarding the environment. People have personal emergency evacuation plans in place to evacuate them safely from the home in an emergency. Staff receive training to keep themselves and others safe.



Leadership & Management

Good

The service benefits from good leadership and management. The manager and staff take pride in their roles and work diligently to provide people with the best possible service. People look to managers for advice and guidance, and managers lead by example, instilling confidence in the staff team. People can access the office when needed and the RI and manager are involved in service delivery as well as managing the day to day running of the home. Managers carry out regular internal audits to ensure the service is performing well, which the RI oversees. The RI ensures people's voices are heard during formal assessments of the service. These are carried out during three-monthly visits. A detailed quality-of-care report has been produced includes feedback from people who use the service and consultation with other relevant parties on the quality of care and support provided. The service has the necessary resources and staffing arrangements to operate safely and effectively.

People are supported by a staff team who are highly motivated, dedicated, and skilled. Staff files contain the necessary information, and they are registered with Social Care Wales, the workforce regulator. Staff undergo the required pre-employment checks, including a criminal record check via the Disclosure and Barring Service. Staff get to know people and familiarise themselves with policies and procedures during their induction programme. Staff are supported and valued, commenting on good communication, openness and being able to go to the manager or senior staff with any problems. Staff receive in-depth inductions. Training is provided to understand and meet people's complex needs. Staff receive regular supervision and annual appraisals which gives people opportunity to have 1:1 discussion with senior staff, supporting their ongoing learning and development.

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

This report is also available in Welsh

Welsh Government © Crown copyright 2025.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*