



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### Yr Hen Rheithordy



Old Rectory, Amlwch, LL68 0PY



01407711487



[www.cartrefi.coop](http://www.cartrefi.coop)

The inspection visit took place on 24/10/2025

### Service Information:

Operated by:	Cartrefi Cymru Co-operative Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	5
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:

Yr Hen Rheithordy has a homely atmosphere that puts people at ease.

People experience good wellbeing as there is a team of motivated, friendly and caring staff who support people to enjoy a good quality of life. People are listened to and respected. Care workers embrace their individuality and people have as much control over their day-to-day lives as possible.

Care and support is good as personal plans now provide more insight into who people are and how they can be supported to achieve their goals. They are regularly reviewed and updated. They actively promote people's health and independence. People feel content doing things they enjoy in the home.

People live in an environment which is good. The home is clean, well maintained and suitably equipped. There is ongoing refurbishment of the home.

Leadership and management is 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 and audits to help the Responsible Individual (RI) monitor the quality of the service and drive improvement.

## Findings:



### Well-being

Good

People receive support which enhances their physical and mental well-being. They enjoy the companionship and are treated with kindness and compassion by the staff team which contributes to the home's family feel. People enjoy social lives such as going to pub, bingo, swimming and visiting cities. They take part in activities, for example craft sessions, games and quizzes. Care workers support people to maintain a healthy diet. They can choose from a varied menu and enjoy a sociable dining experience, or they can eat out. Improvements have been made to the care planning process, which ensures people's care and support needs are clearly and accurately captured within their personal plans. People have access to medical and specialist services to promote their ongoing health and well-being. They also have access to telephones, tablets, touchscreen computers, and complimentary Wi-Fi.

The service respects people's views and rights. The RI gathers feedback from people during formal visits, which helps influence change. Care workers support people to make everyday decisions. They understand people's preferences and know what is important to them. These are accounted for within personal plans, which are regularly reviewed. Each person is matched to a care worker to ensure their needs are met which includes their preferred language. We heard staff speaking Welsh with one person. People are encouraged to bring their own personal items in during stay.

People feel safe and comfortable in their home. People are supported by care workers who have been appropriately recruited and trained. Care workers understand their role in protecting people from harm and abuse. Managers ensure care workers receive the support they need to develop in their roles. There are regular staff meetings, which further support staff. There are robust systems in place for managing the upkeep of the home and its facilities, thereby minimising risks to people's health and safety.

The environment supports people to achieve a good standard of well-being. Rooms are spacious and appropriately furnished and decorated. People feel at home in their surroundings, whether relaxing in their private rooms or socialising in communal areas. Care workers follow cleaning schedules to ensure the home is kept clean and tidy. People make use of indoor and outdoor areas as they wish and regularly spend time in the community. They take pride in their surroundings, having contributed to decisions about the décor and furnishings within communal areas.



## Care & Support

Good

The service has improved the quality of its care planning and record-keeping documents. We found records to be well organised, and more person centred. People's current needs are reflected within personal plans and supported by appropriate risk assessments. These documents are regularly reviewed to ensure they remain up to date. Daily monitoring charts and care recordings show staff consistently support people in line with their plans.

People are supported to keep healthy. Care workers make prompt referrals and ensure people have access to the medical and specialist services they need when their needs change. They keep clear records of people's contact with health professionals and follow the advice they give. They carefully track people's medical appointments, recording details of the outcomes. Guidelines from professionals are available for reference within people's care records. Records show that care workers assess people's mental health and well-being every day. They have in depth knowledge of people's health needs and provide the right care and support to help people maintain a suitable diet. People's weight is also monitored in line with their personal plans. Medication audits are routinely carried out by a designated member of staff.

People are able to access opportunities to learn, follow interests and develop skills. People are provided with short break care, which is tailored to meet their individual needs and follows an active support programme, which looks at specific tasks for everyone and the outcomes needed. As this is a short break service, an emphasis is placed on providing people with opportunities to be supported to go out and enjoy their leisure time. People can access various local community amenities such as a pub, café, church and a local shop. One person told us they enjoy going to the local pub and have made friends there. The nearby seaside village offers opportunities for coastal walks, boat trips, beach activities and visits to historical sites for people to enjoy. Regular excursions to North Wales's top attractions, as well as visits to Liverpool and Manchester for football matches and shopping, have been enjoyed by people during their stay. People and staff are looking forward to the upcoming Halloween party arranged by Mencap and a trip to Chester Zoo.

The service promotes a good standard of hygiene and infection control. We found the home to be clean and tidy throughout. All staff complete training in relation to infection control.



## Environment

**Good**

People enjoy a homely environment. People benefit from a Grade II listed building which is located in the tranquil village of Llanfechell. The home has been decorated to preserve its historical significance and has spacious walled gardens and private parking facilities. Each bedroom has good quality furniture, and the design of individual rooms support people's needs and interests such as 'Wildlife', 'Rainbow', 'Beach' and 'Botanical' themes. The home is well presented and has the necessary facilities to promote people's well-being.

The service has suitable arrangements in place to ensure equipment and utilities are appropriately serviced and inspected. People are safe from strangers entering the premises as care workers checked our identity before allowing us into the home and ensured that we completed a visitors' book. We saw fire safety equipment is serviced and regular fire drills and checks of emergency lighting also take place. Personal emergency evacuation plans can be accessed quickly and easily. Staff complete fire safety and health and safety training. There are systems in place for management to audit the environment and request any repairs or upgrades as needed.



## Leadership & Management

**Good**

The oversight and governance of the service are highly effective. Managers carry out regular internal audits to ensure the service is performing well. Monthly reviews of the service are carried out with the RI, area managers, and business partner for quality & governance. This informs the internal audit process. The RI ensures people's voices are heard during formal assessments of the service. These are carried out during three-monthly visits, which inform six-monthly quality-of-care reviews. Managers take forward any actions to ensure the service continuously improves. The manager feels the support provided by the RI and regional manager is above and beyond what's necessary. There is clear evidence of investment in the service as numerous environmental upgrades have been made, and further improvements are planned. The service has the necessary resources and staffing arrangements to operate safely and effectively.

Care workers are appropriately recruited, supported and have the skills to provide safe, effective care. Records confirm the necessary recruitment checks are carried out before new staff are employed. Staff are given information and updates during team meetings and shift handovers. They also have opportunities to reflect on their work and development during individual supervision meetings and annual appraisals. The service has a robust induction programme which includes mandatory training and a shadowing period. Managers support staff to register with Social Care Wales, the workforce regulator. Staff complete mandatory and specialist training relevant to people's needs. There is an effective system in place for monitoring staff's completion of training, so it is refreshed within expected timeframes.

## 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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