



Rhosllyn Residential Home



Rhosllyn, Montgomery, SY15 6JY



01686630639

The inspection visit took place on 09/03/2026

Service Information:

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| Operated by: | Blue Ocean Bidco 2 Ltd |
| Care Type: | Care Home Service Adults Without Nursing |
| Provision for: | Care home for adults - with personal care, Provision for learning disability |
| Registered places: | 9 |
| Main language(s): | English |
| Promotion of Welsh language and culture: | The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people. |

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Rhosllyn is a residential care home which provides personal care and support for people. It is homely and welcoming situated in extensive well-maintained grounds in a quiet rural area.

People living at the service experience good well-being outcomes as they have control over their lives and are treated with dignity and respect. We saw people relaxing in their environment and participating in meaningful activities. Family ties are encouraged and people's well-being is promoted.

Care and support is good. We saw person-centred care planning and the review of personal plans is completed frequently and with involvement of people and/or their representatives. People and expressed great satisfaction with the quality of care provided.

The environment is good and promotes people's well-being outcomes by providing safe, clean and homely accommodation. The service provider currently has an ongoing programme of refurbishment and is continually making improvements to the environment.

Leadership and management is good. There is a dedicated and knowledgeable manager in place who supports staff through formal and informal supervision. The Responsible Individual (RI) visits the service routinely and ensures effective governance and oversight.

Findings:



Well-being

Good

Well-being is promoted by the service, people are happy with their care and support and have control over their lives. From discussions with people, it is evident there is much satisfaction with the care provided. Care staff encourage people to have as much control over their day as possible and they receive support to understand their rights and entitlements. It is evident the service clearly promotes people's choices and autonomy supporting them to make day to day choices. For example, people choose which meals they would like and which activities to participate in. There are meaningful activities available which are personalised to people's interests. However, staff told us staffing levels can often restrict the range of activities offered to people, and an increase in available staff would enable people to do more with their day. Despite this, we saw people content and spending their day as they choose.

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. During our visit, we spoke with people who told us they choose how to spend their day, and staff support them to do the things they want to do. We observed people being supported in a warm and compassionate way and they told us the care staff are kind and caring.

The service ensures a support system is available to promptly identify and address risks to people's well-being. The service encourages people to express their concerns and preferences. Regular group meetings are held where people can discuss things that are important to them, what they would like to achieve and anything they would like to change about the service. There are also one to one meetings held between people and staff to discuss their care and the service, to identify what is going well and what they would like to change. There is an accessible written guide which informs people about their rights and how to make a complaint if they wish.

People are supported to cultivate safe and healthy relationships. We were told people are welcome to have visitors at any time. Staff encourage and support people to make friends and share their interests and hobbies. People told us they enjoy visiting family members and this was encouraged by the staff team at Rhoslllyn.



Care & Support

Good

Care and support is good and people are supported to achieve their personal outcomes through good quality, person-centred care. The provider conducts detailed assessments to ensure they can meet people's needs before offering a service. Personal plans are written based on these assessments and are thorough and detailed. There are corresponding risk assessments in place which are comprehensive. The service reviews personal plans and risk assessments regularly and involves people and their families in these reviews. When asked about the care at Rhoslllyn, people told us they are very happy, they felt safe, staff are great and they are supported to do things that are interesting and matter to them.

People are protected from harm and abuse. There is a strong approach to safeguarding within the service, and a culture of openness and honesty. All staff receive safeguarding training. Staff spoken with have a clear understanding of their role in safeguarding people and are knowledgeable in this area. The RI and management team continually seek ways to improve safety and where improvements are needed, this is openly shared with the staff team. We saw documentation evidencing people's rights to liberty are protected and safeguarded and if restrictive practices are needed these are kept to a minimum and agreed within a wider multi-disciplinary team.

Medication is managed safely at the service. Medication is stored appropriately and thorough audits are completed frequently. There is a comprehensive medication policy in place. Temperature checks are completed daily, and we saw a good history of these within the correct range. Staff receive training to ensure they are competent to administer medication and staff spoken with are very knowledgeable about their role and responsibilities in this area.

Infection prevention and control is prioritised within the service. The environment is clean and clutter free. There is strong oversight in this area as thorough and regular audits are completed. Actions identified from these audits are completed within a clear timeframe. Information about the risk of infection is shared appropriately with people, visitors and external agencies. Staff receive training in infection prevention and control. We saw sufficient supplies of personal protective equipment within the service, and we saw staff use this proactively.



Environment

Good

People live in a good environment that meets their needs. People have access to communal and private spaces where they can spend time alone or socialise if they wish. There is a large communal lounge area on the ground floor where we saw people spending their time relaxing and getting involved in activities on offer to them. People can also access a conservatory which is quiet and offers beautiful, serene views of the garden. The dining area is large, and staff told us people often eat their meals together here, creating a homely environment. We saw people's bedrooms which afford privacy and are decorated and personalised to their individual tastes and preferences. Equipment and adaptations are available where needed and these are well-maintained and serviced regularly. There is a large, spacious and well-maintained outdoor space people can access as they wish, and the manager told us of their plans to improve this area. We saw raised garden beds where people are growing plants along with an inviting summer house area where people can spend time in. The area is accessible to people; however, the manager told us of plans to increase accessibility for people, which will further enhance their well-being outcomes.

People's care and support needs are met through robust safety management systems to minimise risks within the service. We saw records showing the regular servicing, maintenance and repairs of facilities ensuring the safety and well-being of people using the service. Daily, weekly and monthly checks are in place for health and safety checks such as water temperatures and fire safety checks. The service has recently been inspected by the Food Standards Agency and awarded a score of 4 (Good). The required health and safety certificates are in place to ensure the service complies with current legislation and national guidance. This includes certificates relating to fire, gas, electricity and water. Regular fire drills take place, and we saw records of these being completed.

Effective security arrangements are in place to protect people while safeguarding their rights, privacy and dignity. There is secure entry to the service and a visitor's book is maintained to ensure a log of people accessing the building is maintained along with complying with fire regulations.



Leadership & Management

Good

Leadership and management of the service is good and there is effective oversight and governance by the RI, who visits the service regularly. They work closely with and are supported by a very committed, knowledgeable and experienced manager. They regularly speak to people, families and staff to gather feedback about the service. This identifies any required improvements which are then acted upon promptly. This information is used to inform regulatory reports completed by the RI which are comprehensive and informative. The management team completes regular audits in a wide range of areas ensuring any required improvements raised are actioned. There are comprehensive and relevant policies and procedures in place which are reviewed regularly. Staff spoken with told us they can access these whenever they needed to.

People are supported by staff who have the necessary expertise, skills and qualifications to meet people's care and support needs. Required recruitment and background checks are completed with staff prior to them being offered a job. Routine checks are completed to ensure staff remain suitably fit to work. Staff complete a thorough induction along with a range of training to equip them with the knowledge and skills required to fulfil their role effectively. All eligible staff are registered with Social Care Wales (SCW) the workforce regulator.

Staff told us they feel supported by the management team. Staff receive supervision and appraisal and told us they found these useful and supportive. Staff spoken with told us, "*The manager is very approachable and always here for us*" and "*Teamwork here is good, we are a close knit team and we work well together.*" Team meetings are held and staff told us these are two-way conversations and they are given the opportunity to raise and discuss matters important to them.

The service provider has oversight of financial arrangements and investment in the service. Refurbishment of the service is ongoing, and projects are either planned or in progress. On the day of inspection, staffing levels appeared appropriate and staff told us they do not feel rushed and they have time to attend to people's needs. However, staff told us they feel an increase in staffing number would enhance people's well-being and increase the amount and range of community activities people access.

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.

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