Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bodelwyddan Residential Care Limited

Ffordd Belan, Rhosneigr, LL64 5JG

01407811289

The inspection visit took place on 01/04/2026

Service Information:

Operated by:	Bodelwyddan Residential Care Ltd.
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	16
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	Requires Improvement
Care & Support	Good
Environment	Good
Leadership & Management	Requires Improvement

Summary:

Bodelwyddan is a residential care home located in Rhosneigr, a coastal village on the west coast of Anglesey. The home is close to the beach and within easy reach of local amenities, including shops, a post office and community facilities.

Well-being requires improvement because the service does not consistently ensure people's well-being through effective care planning, meaningful activities and up-to-date risk assessments. Systems do not clearly demonstrate how staff plan, monitor and review people's outcomes or support individuals to engage in activities and maintain their interests. People do benefit from respectful interactions, choice, and effective communication.

Care and support is good because people experience positive relationships with care staff who provide attentive and compassionate support. Care staff understand people's needs and deliver care which meets their day-to-day requirements, helping people feel safe and well supported.

The environment is good because the service provides a safe, clean and a well-maintained setting

which meets people’s needs.

Leadership and management require improvement because leaders do not consistently use effective governance systems to identify and address shortfalls in care planning, risk management and record keeping. The provider needs to strengthen oversight and quality assurance systems to ensure the service consistently monitors performance and can evidence people’s well-being outcomes. Leaders and the management team demonstrate a positive and receptive approach to feedback and welcome support to strengthen practice and drive further improvement.

Findings:



Well-being — Requires Improvement

People living at Bodelwyddan experience warm, caring relationships. Care staff demonstrate kindness, respect and a genuine commitment to supporting individuals. During the inspection, we observed positive and meaningful interactions, and people and their families consistently describe care staff as attentive and compassionate. Care staff know people well and support them in ways which promote comfort, familiarity and trust. A stable workforce contributes to continuity of care and helps build strong, supportive relationships.

People exercise choice in their day-to-day lives, including routines and meal preferences. Care staff respond positively to individual wishes where possible. Communication is effective, including through the use of the Welsh language where appropriate, supporting people's sense of identity and inclusion. These factors contribute to a positive lived experience for many individuals and reflect a caring culture within the home. While people experience aspects of good well-being in practice, the service does not consistently evidence how it plans, reviews and sustains this. Care staff do not regularly update care plans and outcome-focused documentation to reflect people's current needs, preferences and aspirations. This limits assurance the service actively plans and monitors people's well-being.

There is limited formal structure around activities. Although some activities take place, for example singers attend. Care records do not clearly show how care staff support people to engage in activities, maintain interests or achieve personal goals. Recording systems do not consistently show how care staff promote independence, choice and participation in daily life. There is also a clear gap between the care we observed and the care staff record, meaning the service cannot fully evidence how it achieves well-being outcomes.

The service gathers feedback from people and families largely informally, which provides limited evidence of structured engagement such as meetings or surveys. This reduces assurance that individuals' views consistently inform care delivery and service development. The provider demonstrates a positive and open attitude towards improvement and acknowledges the need to strengthen these areas. Leaders show a clear willingness to develop more structured approaches to activities, care planning and engagement with people and families. With improved systems and clearer documentation, the service has the potential to evidence the good care it already delivers and further enhance people's well-being.

Care & Support — Good

People receive care and support from care staff who demonstrate attentiveness, respect and responsiveness to their individual needs. Care staff demonstrate a good understanding of the people they support and provide care in ways which align with people's preferences and routines. Feedback from individuals and families is positive. People tell us the care they receive is good and they are happy with the support care staff provide. People also tell us they feel safe. One family member says, "*I am very happy with the care that my mum gets*," and another tells us they can contact the owner or manager at any time to discuss anything. We saw staff delivering care in a calm and compassionate manner.

People experience a positive health and wellbeing because their healthcare needs are met. Care staff seek support from healthcare professionals when required and respond to changes in people's health needs. Care staff understand safeguarding processes drawing on their training and experience to respond to any concerns appropriately. Care staff administer and store medication safely. We found records of medication administration to be consistently fully completed. Infection prevention and control practices are effective and support a safe environment. Care staff demonstrate a clear awareness of people's needs, drawing on their knowledge, experience and familiarity with individuals. This supports continuity of care and helps ensure staff meet people's day-to-day needs. Care and support would be strengthened through improvements to care planning. While people experience positive outcomes, care plans are not consistently in place or regularly updated. Despite this, people appear comfortable and well supported, and care staff show commitment to providing good care.

The service provides a safe, clean and generally well-maintained environment that supports people's safety, comfort and independence. The premises meet the needs of the people living there. Bedrooms are personalised and reflect individuals' preferences, which helps create a homely and welcoming atmosphere. People access spaces which support both independence and social interaction, and the environment enables people to move around safely with appropriate support. Staff carry out regular maintenance checks to ensure the environment remains safe and functional.

Environment

Good

The service provides a safe, clean and generally well-maintained environment to support people's safety, comfort and independence. The premises are suitable for the needs of the people living there, and during the inspection we observed infection prevention and control standards are maintained throughout the home.

Bedrooms are personalised and reflect individuals' preferences, contributing to a homely and welcoming atmosphere. People have access to spaces which support both independence and social interaction. People can move around safely with appropriate support. Maintenance systems are in place, and regular checks are undertaken to ensure safety and functionality.

Environmental risk management systems are evident, including the use of Personal Emergency Evacuation Plans (PEEPs), which demonstrate awareness of people's needs in emergency situations. These systems support the safety of individuals and reduce risks within the environment.

The environment is generally comfortable, welcoming and meets people's needs. People live in homely surroundings which support their safety and wellbeing. While most areas are well maintained, some aspects of décor and furnishings show signs of wear, these do not impact on people's safety but present opportunities to further enhance the overall presentation and comfort of the homes. The provider demonstrates a proactive approach to maintaining a safe environment and responds to maintenance needs as they arise.

Leadership & Management Requires Improvement

The service benefits from visible, approachable and committed leadership. Staff, people and families speak positively about the management team and describe them as supportive and responsive. Leaders promote a caring culture within the home and demonstrate a commitment to people's care. Managers maintain regular communication with staff, including through staff meetings, and create an environment where staff feel able to raise concerns or ask questions. Care staff receive supervision and appraisal, which supports their development and practice. This approach provides a positive foundation for further development.

Improvements are needed to quality assurance processes. Governance and management systems are not consistently and effectively used to provide robust oversight of the service. The provider has not yet developed a fully structured quality assurance framework and uses limited auditing processes. As a result, leaders do not always identify or address issues such as gaps in care planning, risk management and record keeping through formal systems. This reduces assurance the service consistently monitors and manages risk.

The service needs to develop systems for gathering feedback. The service relies mainly on informal feedback from people and families and does not routinely use structured methods such as meetings or surveys. This limits the service's ability to show how it uses people's views to inform improvement. The service has some gaps in policy governance. The service does not fully align all policies with Welsh legislation. Recruitment activity is limited, as staff remain in post and turnover is low. However, the provider does not consistently maintain complete recruitment records. Records show gaps in application information and required references. The provider has requested references, but they are not available at the time of inspection. All staff have up-to-date disclosure and barring service (DBS) checks in place. However, incomplete recruitment documentation does not fully demonstrate the provider follows robust recruitment procedures in line with regulatory requirements. This is a requirement to ensure care staff are safe and suitable to work with adults at risk.

Leaders have implemented some systems, but they have not yet fully embedded them to consistently assure quality and compliance. The provider shows a clear willingness to improve, and with stronger governance systems, structured audits and improved oversight, the service is well placed to develop further.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People cannot be assured care is safe. Bodelwyddan has potential ongoing risks to people due to gaps in governance, care planning and quality assurance systems. The impact may negatively affect people's safety, wellbeing and quality of life, as changes in health or safeguarding concerns may not be identified or responded to in a timely way. Staff may lack accurate, up-to-date information, increasing the risk of inconsistent or inappropriate care.	01/04/26
People cannot be assured care staff have access to personal plans which are up to date and reflect their current care and support needs. This means people could be at risk of receiving the wrong support for their care needs.	05/10/23

CIW has not issued any Priority action notices following this inspection.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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