



Tirionfa Residential Care



Llandderfel, Bala, LL23 7HG



01678530335

The inspection visit took place on 25/03/2026

Service Information:

Operated by:	Tirionfa Residential Care Home
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	11
Main language(s):	Welsh and 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:

Tirionfa residential care home, is a small family run service, located outside the historic town of Bala in Gwynedd.

People experience good wellbeing outcomes because they are in control of their day to day lives and do the things which are important to them. Health needs are met in a timely way because the manager and care team recognise when people need support and take timely action to access this.

The care and support people receive at Tirionfa is good. Care records reflect the person-centred care people receive and are detailed, accurate and up to date. Care staff are dedicated, experienced and know people extremely well.

People live in an environment which is good. The accommodation is safe, and homely. Environmental checks and maintenance are undertaken as required.

The leadership and management of the service is good. Consistent and detailed oversight means people experience continuity of care. The provider who is also the manager and Responsible Individual (RI) is highly motivated to deliver high quality care and support.

Findings:



Well-being

Good

People have choice and control over their day to day lives. They make decisions about things which affect them and contribute their views. People choose what they do with their time, doing the things which are important and meaningful to them. People choose when they want to get up and go to bed and where they want to spend their time. Requests for support are met, whether this be a care need or support to access an activity or spend time outside. People told us they had been busy making decorations for the Easter tree and showed us their work. We were told one lady continues to support the local church with decorating for important events such as Easter and Christmas. One person told us, *"Were very happy here, the food is lovely, Tirionfa is wonderful,"* another said, *"we always have a laugh, were a good group."* We saw the outdoor areas are well maintained so people can enjoy sitting outside which they told us they do. People said, *"The garden is beautiful, there are dishes and feeders so we can watch the birds and they have been nesting."*

People are active members of their local community. Involvement in local events and news remains especially important to people, and this is supported by the provider, whether it be to access the local town, or to have local papers such as Pethe Penllyn, Y Cyfnod and the Daily Post delivered to the service. People meet with friends in the town and enjoy speaking with neighbours on walks around the village. Tirionfa has a positive community presence with people in the local community maintaining connections with the service such as visits from the local school, attending local meetings and using services such as the community bus. The Welsh language and culture are very important to people living at Tirionfa. The provider ensures people have access to bilingual literature, Welsh TV, and radio. Care staff at the service are Welsh speaking and we heard the majority of interactions through the day to be through the medium of Welsh.



Care & Support

Good

People receive the care and support they need to live full and meaningful lives. The provider completes thorough assessments with people to ensure the service can meet their aims and needs and provide the personalised care they need. The provider considers and retains any additional assessments and care plans from the health board and local authority. All areas of a person's wellbeing are reviewed monthly and care records updated if there is a change in need. The provider has implemented a monthly care review record which summarises key events for people over the past month to ensure any issues are identified and addressed quickly. Records show there timely and regular contact with health professionals when it is needed, and means people live well. Care has been taken to gather information about people's life history, their social connections, hobbies, likes, dislikes and what is important to them now. This means staff know people well and have built meaningful relationships based on daily interactions which match their interests. One person told us, *"It's a very good place here."*

People are safe and protected from abuse and neglect. Care staff complete safeguarding training and there are policies in place to support this learning. Records of incidents, accidents and safeguarding concerns are recorded appropriately, and the provider is confident in the process of reporting any concerns. Detailed and robust risk assessments are in place which inform care staff how to manage any identified risks. Where restrictions are needed to keep people safe, the appropriate legal processes are in place and people's rights are maintained.

People receive the medication they need when they need it which supports them to maintain a positive wellbeing. Good processes are in place for the safe storage and management of medication.



Environment

Good

People live in accommodation, which is safe, well maintained, and homely. The service is secure from unauthorised visitors and people are free to come and go as they please. People have access to a number of communal spaces which meet their personal preferences and physical needs. Communal spaces are well equipped and personalised. People have safe and private bedroom spaces which are highly personalised with personal belongings, photos, and soft furnishings. In addition to indoor spaces, people can access an outdoor garden which is well maintained and offers sheltered places where people can watch the birds and enjoy the landscaping.

People are safe because routine checks and servicing of utilities such as gas and electrical safety is completed as required. The provider ensures fire safety is checked on a regular basis and by professional contractors in line with guidance. Manual handling and mobility equipment is serviced to ensure it safe to be used.

Infection prevention and control procedures are in place. Good hygiene practices were observed and waste is managed appropriately. Care staff have access to personal protective equipment (PPE), if required. Laundry areas are tidy and chemicals or equipment which may pose a risk is stored safely. The service was awarded a level 5 rating following an inspection by the Food Standards Agency in September 2025. This is the highest which can be achieved and indicates a high level of cleanliness and food safety compliance.



Leadership & Management

Good

Tirionfa Residential home is a small, family run service. The provider is also the manager and RI. Good arrangements are in place for the oversight of the service to monitor quality and check for any changes, which we saw the provider identifies quickly and responds to appropriately. Detailed reports show which areas have been looked at, including staffing arrangements, health and safety, medication management, and care planning. Reports evidence people, families, representatives, and professionals are asked for their views.

People are supported by care staff who have been carefully recruited and are supported in their roles. Pre employment checks are completed to ensure applicants are safe and suitable to work with adults at risk. Care staff complete a mix of online and face to face training. The provider has implemented a written record to document one to one supervisions which consider the wellbeing and professional development of care staff. People are supported by care staff who have worked at the service for a long time and who they also know from the local community which provides familiarity and continuity.

People have access to information about the service. This includes the service statement of purpose, guide to the service and policies and procedures. This information provides useful information for people, including how to raise a concern and the providers complaints policy. People living at the service told us they are extremely happy and have “*no issues whatsoever.*”

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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