



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Bryn Blodau



Bryn Blodau Residential Home, Ffestiniog, Blaenau Ffestiniog, LL41 4LW



01766762621

The inspection visit took place on 25/03/2026

Service Information:

Operated by:	Gwynedd Council Adults and Children's Services
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:	41
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

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

People experience excellent well-being at Bryn Blodau. Warm, respectful relationships and strong community ties help people feel known and valued. The Welsh language and culture are naturally part of daily life, supporting identity and belonging. People make their own choices and enjoy meaningful activities that promote confidence, independence and emotional well-being.

Care and support are good, person-centred and responsive. Care staff understand people well and use “what matters to me” information to guide daily care. Personal plans and risk assessments are clear and current. Partnership working is strong, with excellent support from mental health colleagues. Meals are tasty and well presented, and medication is managed safely.

The environment is good, clean and welcoming. Bedrooms reflect people’s preferences, and communal areas are familiar and easy to navigate. The maintenance officer responds promptly to repairs and decorates to a high standard. Outdoor areas are used, though further work is needed to

ensure they are fully safe and offer an attractive place for people to relax.

Leadership is good, visible and supportive. The manager sets clear expectations and encourages a positive team culture. Policies and procedures guide safe practice, and governance systems work well overall. Partnership working with professionals is strong, with coordinated communication that supports positive outcomes for people.

Findings:



Well-being

Excellent

People living at Bryn Blodau experience excellent well-being. The home has a calm and welcoming atmosphere, and people tell us they feel safe, respected and well supported. We observed relaxed and friendly interactions, with care staff speaking kindly, offering reassurance and giving people time and attention. These daily interactions help people feel valued and understood. Many care staff and residents come from the same local community, and this creates familiar, trusting and comfortable relationships. People often describe staff as *'like family'*. Shared community ties help staff understand people's backgrounds and communicate in a natural, personal way.

The Welsh language and Welsh culture are woven into every aspect of daily life at Bryn Blodau. Care staff use Welsh and English confidently, and people speak in their preferred language without needing to ask. This supports dignity, identity and emotional well-being. Welsh traditions, music and celebrations feature regularly in activities and conversations. People talk with pride about the area, and the home promotes a strong sense of place and heritage, helping individuals remain connected to their local identity and community roots. This is a culturally rich and community centred environment where people feel secure, respected and able to enjoy a fulfilling life.

People have choice and control over their routines. Staff use 'What Matters to Me' information to guide support and ensure daily activities reflect people's preferences. Throughout the day, care staff offer clear choices and allow time for decision-making. This approach promotes independence and helps people stay involved in their own care.

A wide range of meaningful activities are available. People take part in creative arts, music, reminiscence sessions, Welsh cultural events and themed activities. The home maintains strong links with local school children, supporting enjoyable intergenerational contact. In the dementia unit, care staff deliver thoughtful and personalised sessions that promote comfort, engagement and enjoyment. The Activities Champion helps care staff plan meaningful activities based on people's interests and cultural identity. Community engagement at Bryn Blodau is exemplary. People remain active members of their community. Staff support safe, positive risk-taking so people can attend local events, outings and celebrations and employment. These opportunities help people maintain independence and feel part of the local area.



Care & Support

Good

Care and support at Bryn Blodau is good and delivers positive well-being outcomes for people. People receive kind, compassionate and respectful support from care staff who know them well. Care staff respond promptly to people's needs, offer reassurance, explain what they are doing and give people time to make decisions. People tell us they feel treated with dignity and feel confident that staff understand what matters to them. Personal plans are clear and person-centred. Care staff use "what matters to me" information effectively so that people's preferences shape the support they receive. Care plans include helpful detail about communication needs, daily routines and risks. Proactive approaches and person-centred practice, together, deliver positive outcomes for people. Risk assessments are up to date and adjusted when needs change. Since the previous inspection, the service shows strong progress, with more timely reviews and improved organisation of care documentation.

Partnership working with health and social care professionals is strong. Care staff maintain regular contact with district nurses, GPs, occupational therapists and social workers to support people's physical and emotional well-being. The service receives excellent support from mental health colleagues, who respond quickly, provide clear guidance and work closely with staff to monitor changes in emotional well-being. Their input helps staff take early action and promotes stable, positive outcomes for individuals. Visiting professionals describe the home as responsive and well-coordinated with timely communication.

People receive good nutritional care, and meals are tasty, home-cooked and well presented. The kitchen maintains a food standard agency rating of 5 (very good). Care staff understand dietary needs and preferences and offer alternatives when required. We observe relaxed mealtime experiences, with care staff encouraging independence and offering sensitive support. People tell us they enjoy the meals and appreciate the choices available.

Medication management is safe and well governed. A full audit completed during the inspection shows correct storage, accurate recording and consistent administration. The Medicines Champion and deputy managers provide strong oversight. Previous issues relating to PRN (as required) medication and medication administration record (MAR) charts are now resolved.

Care staff demonstrate a clear understanding of safeguarding. They describe confidently what they would do if they had concerns and refer to recent examples of appropriate reporting. Most safeguarding notifications are completed correctly, though some documentation requires more consistency to strengthen audit trails.



Environment

Good

The environment at Bryn Blodau is clean, safe and well maintained, and it supports people's comfort, independence and well-being. The home feels warm and welcoming, and people tell us they are happy with their surroundings. The service benefits from tidy communal spaces, comfortable seating and good lighting that helps people feel confident using shared areas. Communal areas are familiar and easy to navigate. Clear bilingual signage supports orientation and promotes the Welsh language. The layout of the home helps people move around safely and reduces anxiety, particularly for people living with dementia. The home maintains very high standards of cleanliness. The full-time cleaner works consistently to ensure bedrooms and communal areas remain hygienic and well presented. Staff and visitors comment positively on the home's cleanliness and overall appearance.

The maintenance officer plays an important role in keeping the environment safe and attractive. Routine repairs are completed promptly, and staff report issues knowing they will be addressed quickly. The maintenance officer also decorates to a high standard, helping to ensure rooms and communal areas remain fresh, welcoming and comfortable. Health and safety checks are mostly completed well. Gas servicing, fire safety checks, PAT testing and legionella monitoring are up to date. Some weekly checklists require more consistent completion, and the manager is addressing this. We also note a small number of unlocked storage cupboards in the dementia unit; keeping this locked will strengthen safety.

Outdoor areas offer space for people to enjoy fresh air, socialise and spend time with visitors. However, attention is needed to ensure the outdoor space is fully safe and provides an attractive, comfortable area for people to relax in. Improving the garden will enhance people's well-being and encourage more regular use. There are clear plans in place to strengthen the safety and quality of the outdoor space.

Bedrooms are personalised and homely. People choose their own photographs, bedding and belongings, and this helps them feel settled and connected to important memories. Staff support individuals to arrange their rooms in ways that suit their needs and preferences, which promotes comfort and independence.



Leadership & Management

Good

Leadership at Bryn Blodau is effective, engaged and impactful and focused on continuous improvement playing a central role in the positive experiences and outcomes people receive. The manager provides clear direction and works alongside care staff, modelling good practice and setting clear expectations. Care staff describe the manager as approachable and supportive, and they feel confident raising questions or seeking guidance. This visible leadership contributes to a stable service where people experience positive outcomes.

Staffing is consistent and well organised. The service no longer relies on agency staff, which helps maintain continuity of care and allows residents to build trusting relationships with familiar staff. Care staff tell us they enjoy working at Bryn Blodau, feel valued within the team and take pride in the support they provide. The manager responds promptly to staffing pressures, adjusts rotas when needed and offers additional coaching to support the team. Training and development are well structured and ongoing. Care staff access mandatory and specialist training that reflects the needs of people living in the home. Records show regular supervision and annual appraisals, which care staff say help them reflect on practice, build skills and feel more confident. The manager also provides informal guidance throughout the day, supporting newer staff and reinforcing person-centred approaches.

The Responsible Individual (RI) provides robust oversight. RI visits take place regularly and include speaking with residents and care staff, reviewing care documentation and checking the environment. These visits identify strengths and create clear action plans, and we see evidence of these being completed. The RI has a good understanding of the service and provides appropriate challenge and support.

Governance systems are effective in ensuring safe practice. Policies and procedures are in place and guide staff in key areas such as safeguarding, medication administration, infection control and record-keeping. Recent improvements include better structured care files, stronger medication audits and clearer documentation. Some administrative tasks such as the governance planner, activity records and weekly health and safety checks require more consistent completion. The manager is working with the leadership team to strengthen these processes.

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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