



## Cefn Rodyn



Maes Caled, Dolgellau, LL40 1UG



01341422975

Date(s) of inspection visit(s): The inspection visit took place on 14/08/2025

### 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:	21
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider 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:

Cefn Rodyn is a residential home providing respite and long-term care for adults over the age of 55. It is situated in Dolgellau, a historic town in Southern Snowdonia and is within a short walking distance of the town and local amenities. People experience good wellbeing outcomes at the home because care staff treat them with dignity and respect. They can speak with people in both English and Welsh to meet people's preferences. People receive good quality person centred care and support, from care staff who enjoy their roles.

The service is comfortable and homely providing good quality accommodation. There are plenty of communal areas for people to access, to spend time socialising with others or receive visitors. The leadership and management team provide good oversight of the service. The manager and deputy manager provide 'hands on' care and know people well. Staff training has improved since our last inspection. Staff supervision requires some improvement to ensure this is happening in line with regulations. However, we found this is not impacting on the good quality care and support people receive. The responsible individual (RI) regularly visits the service to ensure it is running smoothly.

## Findings:



### Well-being

Good

Many people have control over their day to day lives. They are involved in decisions affecting them, ensuring their voices are heard and respected. People have choice about where they spend their time, activities they would like to participate in, and what they like to eat. There is a varied menu, people told us the food is good quality, with alternatives available if requested. Some people eat in the dining room where they can socialise, and quieter spaces are arranged for people who prefer this. There is a variety of activities to choose from. A puppy regularly visits the service, and we saw people interacting with her during our visit. People told us they really enjoyed seeing the puppy and spending time with her.

People are treated with dignity and respect. People we spoke with told us staff are responsive if they need their support, and they were made to feel welcome into the home. They told us care staff made an effort to introduce themselves when they first moved in and get to know them, enabling them to settle in quickly. One person described the service as "*Home from home*". We saw care staff were attentive to people's needs during our visit. Relatives told us they are welcome to visit at any time and can help themselves to a hot drink. One relative told us they "*Can't speak highly enough.*" Another told us their relative "*Couldn't be anywhere better than this.*"

People have excellent wellbeing outcomes because the promotion of Welsh language and culture is fully integrated into the service. We heard care staff speaking with people and relatives in Welsh throughout the day. Relatives told us how important the use of Welsh language was in their choice of care home, and how happy they are to see the language used so naturally. People have enriching experiences, including community events which foster social connections. People are supported to attend events in their local community, including entering the local carnival. Local groups attend the service, including nursery children, and a regular session of boccia with another local community group.

Positive practice is shown through listening attentively, providing clear information, and effectively supporting people to make informed choices. People have access to a service user guide, which has been thoughtfully designed. It contains lots of photographs of the service and activities and practical information for people considering moving to the home. It also contains clear detail about how to make a complaint.



## Care & Support

Good

People's personal plans are strengths based and outline how staff should support people to achieve their well-being outcomes. They start with a one-page profile and life story which give a clear picture of the person. They are clear about what people can do for themselves which enables care staff to promote independence for each individual. People's outcomes are considered alongside their likes and dislikes for each area of support. Care staff can follow detailed daily routines to provide support in line with people's preferences. The manager is currently improving the review schedule for personal plans, to ensure they receive regular reviews and updates. The provider completes thorough initial assessments, gathering useful information from professionals already involved in people's care and support, which enables them to make a fully informed decision about whether they can provide a service.

People are referred for appropriate care and treatment at the right time and recommendations for treatment by other professionals are carried out as directed. A healthcare professional we spoke with told us they have good communication with the service, and their advice is followed. We saw reviews were completed with healthcare providers appropriately, such as medication reviews. The manager is proactive in seeking advice and support from health and social care professionals and raising any issues or concerns with them, such as an identified increase in people's care and support needs. Care staff deliver support in a kind and patient way, ensuring care is delivered in line with people's personal plans. People are treated with dignity and respect, and there is a calm and relaxed atmosphere throughout the home.

The manager listens to concerns about safety; events are reported and investigated thoroughly with lessons learned to continually identify good practice. Care staff feel confident to raise concerns knowing they will be listened to and correct procedures, such as the whistleblowing policy and procedure, will be followed. The manager and deputy manager provide 'hands on' support and are fully aware of people's support needs. They are present to complete formal and informal observations of the competency of care staff. When allegations are made, the service provider takes immediate action to ensure the safety of those receiving care and support, and makes appropriate referrals to relevant agencies, such as local authorities.



## Environment

Good

People's privacy and dignity are considered in the layout of the service. There are plenty of communal areas for people to choose from, to spend time socialising, or quiet time relaxing. There is a library of large print books, and selections of magazines available for people to read, with quieter areas to engage in reading. Bird feeders and hedgehog houses are provided in the garden, and the patio windows allow people to watch wildlife from the comfort of the lounge. There is a garden people can access and enjoy. The dining area is laid out in a homely manner with tables for people to sit and socialise if they choose. Artwork from activities is on display, such as the banner made for this year's carnival. People can personalise their rooms and have brought photos and objects of sentimental value from home.

People have access to suitable furnishings and equipment to meet their needs. Specialist equipment is available for people to use and is serviced regularly to ensure it is in good working order. There are grabrails throughout the building and these are in a contrasting colour, to help people with dementia, or visual impairment to easily see these. There is signage throughout the home, which is bilingual and pictorial, to help people find their way around.

The service provider ensures regular servicing, maintenance, and immediate repairs take place for the safety and wellbeing of people using the service. Fire safety equipment is regularly serviced, and people have clear personal emergency evacuation plans in place. The service has a food safety hygiene of five, which is highest that can be achieved. The home is well maintained and there is a schedule for refurbishment in place. We saw some areas of the home had been recently refurbished and there are plans to upgrade the call bell system.



## Leadership & Management

Good

People achieve their outcomes because there are enough suitably qualified and trained staff to meet their needs. New staff are required to undergo recruitment checks and we saw evidence of disclosure and barring service (DBS) and reference checks. All staff are required to register with Social Care Wales, the workforce regulator. The manager and deputy ensure regular medication competency checks are completed. Care staff receive regular training to ensure they have the skills and knowledge to meet people's needs. Most staff have received dementia training. We have seen a significant improvement to staff training since our last inspection. We found care staff have not all received regular supervision in line with regulations. Staff supervisions require improvement, to ensure staff receive supervision every three months. We saw there were plenty of staff available to meet people's needs on the day of our inspection and this was also reflected in the rota.

The service provider's oversight and governance arrangements foster a positive and compassionate culture in the service. There are effective quality monitoring systems in place, such as regular medication audits to ensure medication is stored safely and securely and is safely administered. The service provider has worked with an external pharmacy service to make improvements to their systems for managing medication. Staff are happy in their roles and are confident to approach management if they have any issues or concerns, knowing these will be taken seriously. The RI ensures they visit the service regularly and provide a written record of their visits. This evidences speaking to a variety of people and staff for their feedback, inspecting the premises and reviewing a selection of records. The RI is aware of any challenges facing the service and their reports consider any areas which require improvement. A six-monthly quality of care report is also completed, which provides an honest reflection on what is working well and where the service can be improved. The service provider is involved in a trial with healthcare providers to train care staff to be able to undertake more healthcare checks, such as blood pressure and temperatures. This can help healthcare professionals in assessing people's health conditions remotely and help people avoid unnecessary hospital admissions.

## 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
We found the wellbeing of people is at risk as care staff have not all received regular supervision.	14/08/25

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



Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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