Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llys Cadfan

Llys Cadfan, Brynhyfryd Road, Tywyn, LL36 9HG

01654710257

Date(s) of inspection visit(s):

26/06/2025

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 mental health
Registered places:	33
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	Requires Improvement
Leadership & Management	Good

Summary:

Llys Cadfan is a residential service based in the seaside town of Tywyn, providing care and support to older persons with or without a diagnosis of dementia.

People experience good wellbeing outcomes because they have choice about their every day lives, participate in meaningful activities and are safe where they live.

Good care and support is provided by care staff who are safely recruited and well supported. Basic information about people is available in care records and is reviewed on a regular basis so it is relevant and up to date.

People live in a clean, warm, and safe environment which supports them to be independent within their own home. Improvements are needed to ensure people benefit from an environment which is well maintained in all internal and external areas, and considers their sensory and cognitive needs.

Findings:

Well-being — Good

People have choice and control over their day to day lives, guided and supported by care staff who are respectful and care about the people they support. We saw people choose when to get up and go to bed, where they want to spend their time, how their day is structured and who they want to spend time with. We saw people spending time in their rooms, in various communal areas and outside, either on the grounds or in the local community. Staff know people well, which can be clearly seen when observing interactions between individuals and staff. Mealtimes are very well prepared and managed through the day. Tables are set with cloths, full place settings, cups and saucers and little chalk boards where the daily menu is written. People have several choices about what they want to eat and drink. People are positive about the food and appeared to enjoy their lunch on the day of inspection. Care staff and catering staff are vigilant and attentive in supporting with meals, ensuring dietary requirements are catered for. People have sufficient food and staff give subtle but effective encouragement to promote eating. People are busy throughout the day, doing things independently such as reading, doing puzzles, watching TV, and listening to the radio as well as having the option to take part in group or arranged activities. Examples of some past activities include visits from animals, BBQs, music sessions, floor games and celebrations of significant events. People go into the local community and visit the beach. We saw many photos of people enjoying some of the activities they had taken part in. People experience positive physical and mental wellbeing because the care staff are effective at identifying when people may need additional support or medical attention. We saw this is recorded and reported so timely referrals can be made to external support services.

People are supported to develop and maintain friendships, family, and community connections. People have formed friendships in their home and spend time together. We saw many visits to the service from family and friends who are welcomed and gave positive feedback. The service recognises many people have lived in the local area for many years and their community is still very important to them. This is supported by going into the town to visit cafes, and chat with familiar faces on the high street. The service engages with community projects such as Dementia Activ Gwynedd and also welcome volunteers to the service who bring their own skills and companionship. People are asked about their language preferences and cultural needs. We saw these are supported and respected, and we heard people conversing in Welsh throughout the day.

Care & Support — Good

People receive the care and support they need to meet their personal outcomes and to have a positive health and wellbeing. We observed kind and caring interactions between care staff and the people they support. People appear comfortable and relaxed in their home. Without exception, people spoke positively about the care staff who support them. We were told care staff are "*lovely," "can't do enough for you*" and "*help with anything you need*." We saw requests for help were met with patience. The manager completes pre assessments before a person moves in, considering further information from social services documents and health board assessments. This information allows the provider to make an informed decision about whether the service is suitable for the person and can offer them the support they need. Care staff know how to support people because they have developed positive relationships with people and know them well. This is further supported by personal plans which document specific support required in different areas for people's health, wellbeing and other outcomes which are important to them. Risk assessments detail the action needed to help keep people as safe as possible. We saw care records are reviewed on a regular basis and contained handwritten notes which shows they are updated when things change for people. Detailed daily records show what care and support has been delivered, how the person has been and if there are any issues which need to be addressed such as making a GP appointment or making sure they drink more fluids.

People are safe from abuse and neglect. All staff at the service complete safeguarding training so they know the signs to look out for and what to do if they have a concern. The safeguarding policy further supports this training, and all staff are required to download the All-Wales Safeguarding Procedure digital application as part of their initial training. We saw records of safeguarding issues recorded and reported to the appropriate professional bodies. Safeguarding issues are reviewed as part of the monthly quality assurance and quarterly Responsible Individual (RI) visits. People told us they feel safe and well cared for where they live. The manager has recently implemented a new process for managing the application, authorisation, and expiration of Deprivation of Liberty Safeguards. Further action required includes ensuring care records give detail about what the legal restrictions mean for people and how to safely manage them. Care staff must also have the required training and knowledge to understand these legal authorisations and what they mean for the people they support. This is an area for improvement, and we expect the provider to take action.

People are well supported with their medication. There are good processes for the ordering, storage and administration of medication at the service. Care staff complete medication training and have annual competencies of their knowledge and skills. Records are fully completed. We saw regular contact with healthcare professionals regarding medication management to ensure it is reviewed and is still the most appropriate course of treatment for the person.

Environment — Requires Improvement

People live at a service which is clean, accessible, and safe. The health and safety of the service is well managed and maintained so the people living there and staff working there are safe. Routine servicing is completed as required. Fire safety is effective, with internal checks and fire drills carried out at service level and professional risk assessment and servicing completed by external contractors. There are adaptations in the service to support participation such as height adjustable kitchen surfaces, specialist bathing facilities and fixed moving and handling equipment. People have beds, tables and chairs which support their mobility needs, meet any health requirements, and consider choice and preference. All moving and handling equipment is serviced as required and is in good condition.

People's personal spaces are treated with respect. They are kept very clean and have personal touches such as ensuring beds are made with nightwear folded on pillows, personal blankets and cushions laid out and a fresh set of towels folded on the bed daily. This level of thought is appreciated by people who told us they love their rooms and wanted to show us how nice they are. We saw people can personalise their spaces with pictures, furniture, and other personal items. People would benefit from having the choice of a room number or other way of identifying their rooms. Memory boxes are in place for some rooms, however, are not routinely used. We saw people have their own dedicated laundry spaces within an airing cupboard before clean clothes are kept in wardrobes and drawers.

Whilst the environment is safe, improvements are needed to some parts of the building and its grounds. We found the windows, including the frames and ledges to be in need to repair. The glass in some windows has blown and, on the outside, have residual dirt. This impacts of the ability of people to see out of the windows but also the quality of the light coming in. We were told this has been raised previously by the manager but there has been no further action. The manager of the service takes action to address areas they can such as cosmetic redecoration which has brightened some communal areas and remains ongoing. People also have access to safe and accessible outdoor areas with raised beds for gardening and sensory areas for people to enjoy. Unfortunately, the external areas of the service have not been maintained and are not currently a pleasant and inviting space for people. The provider must ensure action is taken to address the environmental issues identified at this inspection and make provisions for any improvements to be maintained. This is important for the people living at the service, so they live in a home which is well maintained, well lit and meets their sensory and wellbeing needs. Outcomes for people in relation to the environment require improvement and we expect the provider to take action.

Leadership & Management — Good

People live at a service which is well organised and runs smoothly on a day-to-day basis. Staffing levels are reflective of the assurances in the statement of purpose and are reviewed depending on the occupancy levels and dependency levels of people living there. Where needed, the service has agency staff to meet the needs of the service and ensures these are regular attendees of the service who are familiar with the people living there to help with continuity. The manager and deputy support the staff team, working directly with people and supporting with tasks which then give the care staff more time with the people they are supporting. The service benefits from having additional support in the form of volunteers. Auditing processes are in place to monitor different areas of service provision. These are checked by the management team for any actions to be addressed at service level or escalated to the wider organisation. Monthly quality reports are created and reviewed by the area manager. The management team acknowledge and respond to any feedback from external quality monitoring processes, including any actions as part of the overall quality monitoring process.

People are supported by care staff who are safely recruited to ensure they are suitable and safe to work with adults at risk. We found all the required pre-employment checks to be in place before a person begins working at the service, this includes disclosure and barring service checks and appropriate references. All staff at the service receive one to one supervision on a regular basis and an annual appraisal of their work. We saw staff meetings take place where there are good discussions and valuable advice is raised and shared. The induction process includes the All-Wales Induction Framework which support care staff to register with Social Care Wales, the workforce regulator. All staff complete mandatory training relevant to their role as part of the induction process. Where specialist needs are identified, training is sought. The manager told us training with the health board is about to be completed to build on current knowledge about Dysphagia.

People have access to documents such as the statement of purpose and guide to the service which inform them about the service and the provider. These documents also give people important information about who they contact if they have a complaint or need support from external services.

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 do not live an environment where the provider takes action to invest in the maintenance and redecoration of the service, considering the sensory and cognitive needs of individuals. This means people may not be able to enjoy communal areas of the service to their full potential.	26/06/25
People cannot be assured that any lawful restrictions in place are effectively managed and care staff have the knowledge and awareness to support them in line with these practices.	26/06/25

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

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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