Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Y Frondeg

Y Frondeg, Maesincla, Caernarfon, LL55 1PS

01286674888

The inspection visit took place on 19/06/2026

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
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	Excellent
Care & Support	Excellent
Environment	Good
Leadership & Management	Excellent

Summary:

Y Frondeg provides a home for people living with physical and learning disability. The home is situated close to Caernarfon Town.

Wellbeing at Y Frondeg is excellent. People are supported to be as independent and active as possible and achieve their chosen objectives. A person told us their life has improved drastically since living in the home. The service offers a strong active offer of the Welsh language and people remain a part of the local community.

Care and support are excellent. People have care planned with them and records are person centred and reflect people's choices and preferences. People receive care from familiar staff who provide continuation in care. Medicine processes are well thought out and audited.

The environment is rated good. People can personalise their bedroom surrounding themselves with

things of importance to them. The home is an older building that requires upgrading, a budget has been agreed to meet this.

Leadership and management are excellent. Senior staff are supportive of care staff. Care staff receive training and meaningful supervision. Care staff are supported to advance their careers and young apprentices receive mentorship. The Responsible Individual (RI) visits the service and provides quality reports in line with legislation.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives. People are supported and encouraged to be as independent as they are able. People set their own objectives and are encouraged to be active. We saw a person going to attend a water aerobics class, other people attended day care in a sister home and had enjoyed going to the chip shop for lunch. People who chose to remain in the home were peeling vegetables and enjoying making soup. People are offered meaningful activities, a person had collections and hobby materials in their room which they showed us with pride. Another person had pets which they were able to care for themselves and take to vet appointments. We saw an example of a person having little activity or motivation on admission to the home to, in time, leading a full and colourful life, joining local groups and travelling. The home has a mini-bus and can take people to day care, events and days out. People are supported with positive risk management to achieve their personal objectives. A person said, “The m*anager and staff do a good job, we are all happy here.”* The service is innovative, having a shop in town, called “Galwch Acw” (call around), where people have meaningful employment making and selling wax melts and other products. People are supported with their communication needs, care staff know people well and can anticipate their needs. The service offers a full active offer of the Welsh language. We heard people and staff conversing naturally in Welsh. People can access bilingual information regarding the service, which is also in easy read format, this fosters informed choice about the service offered.

People are protected from abuse and neglect. Care staff have safeguarding training and are aware of who to contact should they be worried about anyone’s care. People’s personal plans contain risk assessments to keep them as safe as practicably possible. People are supported to raise any worries or concerns and communication with people’s families is good. People spoken with said they feel safe and well cared for in the home.

People live in accommodation that supports their well-being outcomes. People personalise their rooms as they like and can have things of importance around them. Care staff take extra steps to ensure people are happy with their rooms helping to decorate and paint them according to the person’s choices. Bedrooms are disabled friendly and people can access equipment needed for their care.

Care & Support — Excellent

People receive the quality of care and support they need to achieve their personal outcomes. People receive personalised care from care staff who are familiar to them and know their needs well, providing continuation in care. People are supported to remain in contact with family and friends who are welcomed in the home, and communication with families regarding people's care and well-being is very good. People access medical reviews and advice in a timely manner and are supported to maintain good health. People are as involved as able with planning their care and the service is especially good at enabling people to reach personal objectives. Personal plans are regularly reviewed and updated as required to ensure people receive appropriate care. People are supported in the language of their choice; this is reflected in their personal plans. Most staff can speak or understand Welsh and most of the people using the service speak Welsh. Signage throughout the home and documents regarding the service, are bilingual. People are robustly assessed and can access any specialist equipment needed for their care. Equipment is regularly checked and serviced to ensure people's safety. Personal plans contain an effective pen picture of the person, preferred routines, likes and dislikes and methods to diffuse any anxiety behaviours. People's plans are very person centred and provide care staff with good care instructions.

People are protected from harm and abuse. People can access an advocate to ensure their rights if they have no other representative. Senior staff are aware of the safeguarding referral process should any incidents or accidents occur to people. People's falls and accidents are documented and reported appropriately. People have risk assessments in their personal plans to mitigate risks for people as far as is reasonably practicable. Senior staff notify Care Inspectorate Wales (CIW), of any issues affecting the smooth running of the service.

People's medicines are effectively managed. Care staff receive training and competency testing regarding medicines administration to ensure they can practice safely. People have frequent reviews to ensure their medicines remain therapeutic. Medicines are stored in a safe way. Medicines are robustly audited, good records are available showing the numbers of medicines entering and leaving the home and the stock numbers of medicines available for people.

Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. Y Frondeg has been due for relocation since some years in favour of a new building and so upgrades have not always been budgeted for. However, as this has been delayed, a budget for upgrades has now been agreed. Senior staff say they can access funds to replace furniture and equipment as required and we saw monthly checks are made of equipment and furniture. The home is bright and colourful, and people are assisted to personalise their rooms to a high degree. There is a garden available where people engage in activities such as growing vegetables, making bird boxes, painting stones. There is a parking area, and emergency vehicles can easily gain access to the home. The food hygiene rating for the kitchen is five (very good), this is the highest score possible and demonstrates the home is compliant to legislation. The home presents as clean and tidy and walkways are free of obstacles and trip hazards. Risk assessments are in place to ensure people's safety within the home. Fire checks occur weekly and care staff receive fire evacuation training. People have PEEPS, (personal emergency evacuation plans), which are accessible to the emergency services. The home has insurance; we saw the certificate is in date. Utilities such as water, electric, gas are checked for safety by appropriate professionals as are electrical equipment.

People spoken with told us they are happy in the home. People said they feel safe in the home and feel it is their home. People have their own personal rooms which are adapted to people's personal interests and taste. People are enabled to keep pets in their rooms and are given the autonomy of looking after the pet and ensuring they are healthy. We saw that people's rooms are clean and in good order and were told that people help with cleaning their rooms, doing their laundry, and help in the kitchen. Senior and care staff ensure people can engage in these activities as safely as possible and enable positive risk taking to promote people's independence.

Leadership & Management — Excellent

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance, and oversight to ensure smooth operations and high-quality care. The RI visits the home regularly and provides visit reports as required by legislation. Quality audits and reports are also conducted in line with legislation asking the opinions of service users, families and allied health care professionals. We saw positive feedback received from families. Responses were all positive with families being happy with the care and support and stating they felt the activities offered to their relative are meaningful. Families said, *"Staff are welcoming, friendly, warm, caring." "The staff present a warm welcome with a gentle, patient, but thoroughly professional manner," "the building layout is secure, simple, and non-imposing. The décor is in good condition and lends a bright atmosphere." "They are like a big, happy family."* A GP visiting people at the home felt the care is good and care staff can advocate for people knowledgably. The service has a good relationship with commissioners and are open and transparent in their dealings. Senior staff said they are well supported by the RI and can access the training needed for their role. Service policies are regularly reviewed and are accessible to staff to guide their practice. The Statement of Purpose and information for people using the service are regularly reviewed and are available in an easy read format. We saw the manager conducts several audits to ensure the care is of good standard in the home, the results are shared with the RI and care staff to ensure continuing improvements in the home.

People are supported by care staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. We saw records showing care staff are updated with mandatory training and supervision which supports them in their role and enables good practice. Care staff have annual appraisals and say they are supported to attend further training to advance their career. Care staff are all registered with Social Care Wales the governing body. Apprentices are welcomed in the home and some elect to stay as care workers or kitchen staff. Care staff files are compliant to legislation and contain the required checks to ensure they can work with vulnerable adults. Senior staff conduct sickness management with staff, staff say their support is excellent, keeping in regular contact with them and helping source medical advice. The staff team suffered the loss of a colleague; senior staff have provided time and space for memorial and for staff to talk if they wish.

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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