



Meddyg Care Dementia Home - Criccieth



The Pines Care Home, Mona Terrace, Criccieth, LL52 0DE



01766522615



www.meddygcare.co.uk

Date(s) of inspection visit(s): 24/07/2025

Service Information:

Operated by:	Meddyg Care (Criccieth) Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Provision for mental health
Registered places:	40
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

Excellent

Summary:

Meddyg Care Dementia Home Criccieth provides residential and nursing care to individuals living with Dementia. The service is in the quiet seaside village of Criccieth in North Wales.

People experience good wellbeing outcomes because the care staff anticipate their needs and treat them with warmth and kindness. Most people have choices and options to do the things they enjoy, engage in meaningful activities, and access the local community.

People receive a good level of care and support which is person centred and meets their needs. Information about people is detailed, up to date and accurate so they receive the right care at the right time. People are safe living at the service.

People live in a good environment which is personalised and kept clean, safe, and secure. Work is ongoing to develop the service further with refurbishment and renovation. There is a garden area people can access and enjoy independently.

The leadership and management of the service is excellent. There is very effective oversight of the service with a high level of quality monitoring to support ongoing development. Research and best

practice also enhance service delivery.

Findings:



Well-being

Good

People are treated with kindness and warmth and most have access to meaningful activities. We saw care staff interacting with people and responding to their requests for support. We saw care staff are patient and gently encouraged people to engage with tasks such as eating and drinking, and activities. One person said, *"it's a nice place to be here."* Due to the cognitive needs of people being supported, care staff are required to anticipate their needs. This is supported by very person centred, detailed information in care records and 'Who am I' booklets. Care staff are trained to 'set the scene' for people, which means setting up items of interest and activities for them to engage with. On the day of inspection this included books, magazines, puzzles, and games. People's specific hobbies and vocations are considered, for example there is a car in the outdoor space which people enjoy sitting in and those with mechanic experience enjoy 'tinkering' about with. This is in addition to an activity vehicle people use to access the community. Other activities include animal therapy, celebrating theme days, having sweet treats and cocktails, holding karaoke, and using the large interactive tablet. People have a scrap book to keep pictures of what they have been doing. This is a point of reminiscent discussion for people and supports family/representative involvement.

People are safeguarded from abuse and neglect. People may not always be able to identify and raise concerns with their care and support due to cognitive impairment. The provider mitigates this risk by demonstrating a high level of reporting around the wellbeing and safety of people who live at the service, which helps to keep them safe. The provider engages with safeguarding professionals in the local authority and health board, providing great detail in reports and taking appropriate action to safeguard people. Where people have advocacy, family and other representatives, their views are sought on a regular basis which ensures they can raise any concerns with the provider. Further information about how to raise concerns and give feedback is provided in the services statement of purpose, guide to the service and on the providers website. People have information which signposts them to external organisations who can also support them if they have a concern. Family members told us they are happy to raise any issues with the manager who listens and takes action.

People live in a small community where visitors are welcomed into the service. On the day of inspection, we saw families, friends and professionals visiting the service. The provider ensures community connections are maintained by supporting people to access their local community for walks and to go to the shops.



Care & Support

Good

People receive care and support which is person centred and aims to meet all aspects of their health and wellbeing. This is facilitated by a comprehensive preadmission assessment which gathers a high level of detail about people wants needs and preferences. A “Who am I” document is completed as part of the assessment process and gathers information about people’s life history, their culture, beliefs, what they treasure the most and their important memories. The provider considers relationship dynamics (including pets) which are important to the person. Information expands on likes and dislikes, recording details about how to encourage people to engage with things they like and what approaches work best. The model of care being implemented is based on existing Dementia research which has been adapted to meet the needs of people living at the service. The provider and care staff are excited about this innovative approach and the potential it holds in further enhancing the lives of people living with Dementia. Daily records show people experience good care and support outcomes where their personal care, nutrition, mobility, medication, and skin integrity needs are met consistently. A visiting family member shared positive feedback with us, about the care their loved one receives.

People are safe and protected from abuse and neglect. There is a high level of reporting and monitoring incidents, accidents, and safeguarding concerns. Records show the manager takes appropriate action to report and seek support from external professionals where needed. Incident and accident records are reviewed on a regular basis by the manager and senior management team to identify patterns and trends which may require further support or alternative strategies. Care staff complete safeguarding training and are supported by policies which are reflective of Welsh guidance and legislation.

People are well supported with medication administration. Medication is stored securely. Electronic systems support good practice, so people get the right medication at the right time. The provider ensures people have regular reviews of their medications to prevent overmedicating and to ensure people continue to be on the most appropriate treatment plan for them.



Environment

Good

People benefit from an environment which is clean, safe, and well maintained. The provider has considered the cognitive and sensory needs of the people they support, providing an engaging atmosphere. The service is currently undergoing an extensive refurbishment to update areas and further develop its accessibility as part of the organisations Dementia accreditation process.

The service has already had some bathrooms renovated with a new lift installed, which is pleasantly decorated in a woodland scene to help people to relax when they travel in it. People can mobilise safely around the service with sufficient room for supportive equipment to maintain their independence. People's personal spaces are decorated to their taste and with pictures, artwork and furniture which is important to them. People have an identifiable front door to their rooms, with a room number and memory box. The memory boxes help people identify their rooms and provide important cues for care staff about the person's identity. We saw people spending time outside in the garden which they can access independently as it is safely enclosed. The garden has raised flower beds and mounted planters so people can enjoy the flowers.

People can be assured their Health and Safety is effectively managed. This is because regular audits of the environment are conducted, shared, and discussed with the senior managers and any actions addressed. We found routine testing and servicing of areas such as gas and electrical safety is carried out. Fire safety is appropriately managed internally as required and by external professionals who visit the service. Emergency evacuation plans are in place and fire drills are conducted so people know what to do in the event of a fire. Moving and handling equipment is serviced on a regular basis, so it is safe to use. Other specialist equipment such as air mattresses and sensors are audited on a regularly and checked daily as part of individual rooms checks.

People live at a service which is clean and where appropriate infection prevention and control measures are carried out. We found the service to be clean with appropriate cleaning equipment and laundry arrangements in place. We saw care staff using personal protective equipment appropriately and arrangements are in place for effective waste management. The Food Standards Agency recently inspected the service and awarded a level five rating, the highest which can be achieved, indicating a high level of cleanliness.



People live at a service which is organised and well led. The leaders and management at the service strive to provide care which is influenced by industry research and best practice guidance. Senior managers work with care providers to support practice development. There is a positive culture of learning and development at the service where the provider encourages and promotes personal development and staff engage with this. Care staff are proud of the work they do, and their achievements are shared and celebrated. There are extensive quality monitoring systems in place which audit, in great detail, areas of service provision. These audits are conducted on a regular basis at service level and by senior management. The outcomes of audits are reviewed and discussed by the leadership team so areas to be developed can be identified and addressed. Quality assurance processes also help identify good practice which is shared with staff and in the quality-of-care review. The service engages with commissioners and other professionals who also carry out quality monitoring of the service, welcoming feedback and engaging with practice development. The provider demonstrates a strong commitment to information sharing through the high level of reporting and engagement with other professionals and the service regulator. Further quality assurance is gathered through resident and representative meetings and feedback surveys. We also saw the manager keeps a record of compliments from family, friends and visiting professionals.

People can be confident they are supported by care staff who are safely recruited, well trained and appropriately supported in their roles. We saw the required checks are carried out when recruiting staff, including obtaining a disclosure and barring service check and appropriate references. This is important in making sure care staff are safe and suitable to work with adults at risk. On the day of inspection, we found staffing levels to be reflective of the assurances given in the statement of purpose. Where people require one to one support in addition to commissioned care hours, the provider meets this need by welcoming staff from a care agency. They aim to create consistency for people by booking regular staff who are familiar with people and the service. In depth and high-quality induction and training programmes ensure care staff are very well informed about their roles and are confident in supporting people effectively. Care staff receive regular, meaningful one to one supervision which requires them reflect and identify any positive practice as well as areas for further development. Annual competency checks make sure care staff are still skilled in their care delivery. Nursing staff are supported by a clinical lead. They receive clinical supervision on a regular basis and have clinical staff meetings. Nursing staff are supported with their ongoing professional development. They complete clinical training and competencies to retain their professional registration, ensuring people are provided with high quality nursing care.

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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