



Orme View Care Home



Orme View Care Home, 6 Great Ormes Road, Llandudno, LL30 2AR



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www.ormeview.co.uk

The inspection visits for this service took place between 01/07/2026 and 07/07/2026

Service Information:

Operated by:	Orme View Care Home Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	15
Main language(s):	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

Excellent



Leadership & Management

Excellent

Summary:

Orme View Care Home is located in Llandudno, very close to beaches and local landmarks. It is close to amenities such as shops, theatres and public transport, and provides care and support to older adults.

People experience excellent outcomes because care, support, and the environment are highly personalised and consistently focused on what matters to each person. Staff know people well, support meaningful choice and use professional advice, positive risk-taking and reflective learning to improve health, independence, confidence and quality of life for people living in the service.

People benefit from a strong, positive culture of belonging and choice. The service promotes identity, relationships, Welsh language and Welsh culture through bilingual information, communication aids, Welsh resources, cultural activities and links with a local Welsh-speaking school.

The environment excellent because it is extremely well maintained and used creatively to promote people's independence, safety and wellbeing. Leaders monitor quality and safety through frequent

oversight visits, audits, feedback and workforce systems. Some governance records and development arrangements can be strengthened further, but these areas do not outweigh the significant, sustained and measurable positive outcomes we saw for people.

Findings:



Well-being

Excellent

People experience excellent wellbeing outcomes because support is highly personalised, enabling and strongly focused on identity, independence and control. Staff know people's preferences, routines, communication needs and histories very well. They actively support people making informed choices by using pictorial information, bilingual signs, Welsh language resources and communication aids. Records show people influence meals, activities, routines and environmental changes through residents' meetings and 'You Said, We Did' records. This shows that consultation is not tokenistic; people's views lead to visible changes in daily life. People's health, confidence and independence have significantly improved because staff work with health and social care professionals and meticulously adapt support around individual goals. Records in the service show highly personalised interventions have led to significantly improved nutrition and emotional wellbeing for people, increasing their confidence to access the community, and significantly greater independence for people with sensory or mobility needs. Staff use highly effective positive risk-taking, reassurance, specialist advice and environmental adaptations to support recovery, safety, confidence and quality of life while maintaining people's dignity and control.

People have strong opportunities for sustaining important relationships and belonging through reminiscence, exercise, music, arts, community links and intergenerational contact with a local Welsh-speaking school. Welsh language, culture and local identity are actively celebrated through bilingual resources, Welsh-themed events, artwork around the home, communication aids and the school links. People are supported to maintain relationships and take part in communal life in ways that are meaningful to them. Observations during our visit and feedback from people show people feel very included, very settled and completely at home in the service. Bedrooms and communal areas reflect individual's personal identity and preferences, reinforcing dignity and ownership.

People are not only safe, respected and well cared for in the service; they achieve very strong and sometimes transformational outcomes in health, independence, confidence, identity, relationships and belonging. The service provider demonstrates embedded exceptional practice across communication, activities, culture, environment and individual support for people.

Positive outcomes for people are seen in physical health, emotional wellbeing, communication, relationships, occupation, Welsh language provision and the environment. People are supported before and after moving into the home through assessment and trial stays, helping them make informed decisions and settle successfully. The service's approach is proactive and preventative, with staff noticing changes, involving professionals and adapting support before issues escalate. Our inspection shows excellent well-being practice is embedded across the service rather than dependent on individual staff or one-off initiatives.



People receive excellent care and support because assessment, planning, delivery and review are highly personalised and clearly linked to highly positive outcomes for people. Pre-admission and initial assessments consider physical, psychological, social, communication and health needs and use information from people, relatives and professionals to develop strengths-based personal plans. Plans are highly personalised but concise and guide staff about people's preferences, routines, beliefs, likes, dislikes, communication needs and desired outcomes. They are reviewed when needs change, and the evidence shows staff translate plans into exceptional day-to-day practice. Staff ask people what they want rather than following a fixed routine, which significantly supports their dignity, autonomy and involvement in their care and support. People experience highly positive and measurable outcomes because staff use exceptional personalised assessment, care planning, intervention and highly coordinated, relationship-centred support and review processes to respond to individual needs. Examples of these outcomes include improved nutritional wellbeing, increased independence and highly positive emotional and psychological health and well-being.

Health needs are met through highly effective and embedded partnership working, including healthcare and allied professionals. Staff comprehensively monitor people's nutrition, weight, hydration, falls and individual risks, and they seek timely professional advice to ensure effective adjustments to care delivery. Positive risk-taking supports community access, outdoor access, mobility and self-management of medication where appropriate. This shows care is not risk-averse; it balances safety with independence and quality of life.

Medication systems are robust and person-centred. Staff use electronic records, stock monitoring, safe storage, competency checks, controlled drug checks and temperature alerts. One person is supported to self-administer medication following personalised risk assessment, promoting independence while maintaining safety. Infection risks are minimised through cleaning systems, audits, staff competencies, food hygiene arrangements, external infection prevention work and information for people in English and Welsh.

The service consistently demonstrates that people's health, safety, independence, communication, nutrition and emotional well-being improve because staff understand what matters to each person and coordinate support effectively. The evidence also shows that staff understand the relationship between care, dignity and personal outcomes. Plans and risk assessments do not simply describe tasks; they explain how people prefer support to be provided and what staff should avoid. This helps ensure consistent approaches, particularly for people who may become distressed or need communication support. The combination of person-centred planning, professional involvement and outcome monitoring demonstrates care that is highly responsive, highly skilled and sustained.



People live in an excellent environment which is safe, very homely, highly personalised and used creatively to promote independence, confidence and well-being. The home is clean, warm, comfortable and exceptionally well maintained. People personalise their bedrooms with their own possessions, photographs, furniture and colour choices. This supports their dignity, identity and sense of belonging in the home. There are private and communal spaces, including lounges, dining areas, a conservatory, quiet lounge and accessible gardens, which people use freely according to preference.

Environmental improvements are clearly linked to people's feedback and outcomes. Feedback is used to prioritise improvements, and leaders allocate resources to refurbishment, equipment and maintenance. This means the environment supports personal outcomes, risk reduction and emotional well-being in a coordinated and practical way. The quiet lounge, sensory garden and courtyard have been enhanced following feedback from people, and the RI (responsible individual in charge of the service) reviews whether changes have had a positive impact. People influence garden planting, decorating colours, ornaments and seating, and follow-up evaluation shows they continue to use and enjoy outdoor areas. The sensory garden includes sensory planting, comfortable seating, water features, chimes and shaded areas, showing a thoughtful approach to comfort and well-being.

Environmental planning is integrated with care planning. Adaptations respond to sensory impairment, mobility, continence, comfort, outdoor access and social well-being. Technology and equipment are used effectively to improve people's outcomes. Pendant call bells have increased people's confidence to access outdoor space safely and independently. Specialist equipment and close working with professionals have also enabled a person with worsening mobility to remain in their chosen home. These examples show the environment is adapted around individual needs and outcomes. Maintenance and safety systems are very strong. Records show robust oversight of repairs, refurbishment, servicing, health and safety checks, fire safety, water safety, personal emergency evacuation plans and environmental risk assessments. People have access to equipment and facilities that help them remain as independent and healthy as possible. Highly individualised risk assessment supports positive risk-taking and autonomy, including community access, stair lift use and outdoor access where appropriate.

The environment does more than meet basic accommodation standards; it promotes independence, confidence, safety, identity, choice and well-being. Improvements are shaped by people's views, implemented by the provider and reviewed for impact. This reflective approach, together with personalised adaptations and strong safety systems, provides an exceptional environment.



Leadership and management in the home is excellent because governance processes, workforce oversight and improvement activity are strongly focused on quality, safety and outcomes for people. The RI is highly visible, visits almost daily and conducts extensive reviews of records in the home relating to staffing, training, supervision, incidents, complaints, medication, environmental matters, resident feedback and service performance. Monthly management audits of day to day service delivery result in action trackers, governance logs, incident reviews, highly detailed incident analysis and extensive policy review. These demonstrate the providers comprehensive structured oversight of the service. The provider has developed many policies since the previous inspection, further demonstrating their organisational commitment to maintaining systems aligned with legislation and regulatory expectations.

Leaders in the service listen attentively and act in highly effective way in response to feedback. The service provider gathers people's and professionals' views through resident meetings, staff meetings, direct conversations, digital systems, paper feedback and online feedback. Requests from people and relatives have led to focussed, swift, and highly positive changes. Wider evidence shows feedback leads directly to significant and very high quality improvements in activities, meals, communal areas, gardens and people's overall experience of their home. Several examples we saw in records include follow-up and outcome monitoring, which demonstrates a highly responsive culture where people's experiences directly influence service development. The service provider also responded appropriately to external scrutiny, with feedback from external monitoring and audit or inspection being swiftly addressed and evidenced clearly in records.

Workforce systems are exceptionally strong and support positive outcomes for people. The service has good levels of highly trained staff who provide excellent care and support to people. Staff hold recognised social care qualifications and are registered with Social Care Wales. Training compliance is high and includes specialist areas to meet people's needs. The provider ensure training includes face to face, in practice and online elements to meet staff learning styles and effectively embed knowledge and understanding of topics covered. Staff are paid to complete training and report feeling very well supported by approachable leaders. Staff wellbeing is promoted through supportive management and access to wellbeing information. Leaders identify issues in relation to staff and training through their extensive oversight and take swift action. Very strong governance systems also support medication safety, infection prevention, environmental safety, supervision, appraisal and policy compliance.

We found very strong visible leadership, highly effective governance, proactive workforce oversight, responsiveness to feedback and improvement activity supports a highly positive, person-centred culture and exceptionally positive outcomes for people.

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.

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