



Inspection Report on

Sŵn Y Môr

Pwllheli

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

10 December 2024.

10/12/2024

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About Sŵn Y Môr

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cartrefi Cymru Co-operative Ltd
Registered places	4
Language of the service	Both
Previous Care Inspectorate Wales inspection	23 May 2023.
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

This service provides short stay respite care for adults and will consider emergency respite depending on the individual's circumstances. The service is registered to provide a care home service for up to four people.

The home is modern and designed for its purpose. Rooms are spacious and tidy; people can bring their own belongings with them as they wish. People can access equipment needed for their care, and there are hoists available to move them safely. There is a lounge to watch TV and socialise and a kitchen area for people and staff to use. The home adjoins Tan Y Marian care home and utilities are shared. Outside spaces are kept tidy and people can sit outside if they wish to.

Care staff are available to attend to people's care needs day and night. People are supported to be as independent as possible within their own capabilities and supported to make their own choices. People are assessed prior to respite being offered and care plans are centred around their individual needs and are updated upon each admission for respite care.

There have been changes to the managerial structure, personnel and branding of the service. A new Responsible individual (RI) is being registered for the service to oversee the quality of the service offered to people. Care staff spoken with feel well supported and trained for their role.

Well-being

We saw people are happy in the home and are supported to spend their time as they wish. People's care plans are centred around their needs and preferences and enable daily/nightly choices by explaining preferred routines. Care staff gave us examples of people being supported to take part in their favourite activities and remaining a part of the local community. People are encouraged to be as active as they are able and are encouraged to maintain their independence. People can also choose to continue attending day placements if they wish.

The service works closely with families and social workers to gain as much knowledge about people's needs and preferences as possible. People are supported to remain in touch with family and friends during their stay. People's first language choices are recorded, care staff endeavour to speak Welsh with people if they prefer it. There is a kitchen for people and staff's use, people can choose, and help shop for, meals, snacks and drinks. People can help to prepare their meals as able. The service ensures people who need a special diet are catered for.

People are cared for in large, spacious rooms with hoists on the ceiling and in bathrooms to ensure they are aided to move safely. The facilities are wheel-chair friendly. The home is well maintained and shares utilities with the adjoining Tan Y Marian care home. The home is intended for short term stays only so rooms are kept plain, but people can bring some belongings from home for reassurance and comfort. The new manager of the service is auditing the cleaning of the home to ensure it is of a good standard. A person told us in Welsh, they think the room is pretty and it's very nice in the home, "*Ystafell ddel, mae'n neis iawn yma*".

Care staff are up to date with safeguarding training to keep people safe from abuse and neglect. People can access an advocate to ensure their rights should they require one.

Care and Support

People benefit from updated care plans to ensure they are relevant for their needs. Plans are regularly reviewed prior to each respite stay for people who are known to the service. Managers discuss the person's needs with them and their family prior to admission to the service. The service works closely with the local health board and referrals are made from professionals for people to have respite stays in the home. Care assessments are shared prior to the person's admission to the home to ensure they receive appropriate care.

Should people become unwell during their stay, the service calls the family and local GP or out of hours GP dependent on the time of day. Staff are trained in first aid, and in specific care needs such as epilepsy. Training records show staff are up to date with their training. Care staff spoken with told us they receive good training, and this helps them in their daily role. Staff are trained in safeguarding to keep people safe from abuse and neglect. Deprivation of liberty safeguards (DoLS) referrals can be made for people who cannot leave the service unaided or because of best interest decisions.

We saw people have personal choices regarding how to spend their time. We saw staff can give one to one care for people who choose to do activities locally. People can choose to treat their respite stay as a holiday or continue with their regular routines. People have a voice in their care and their chosen outcomes for their stay.

People can access their medications; these are stored in a secure manner as per the regulations. People can self-medicate if they are able, and this is risk assessed upon admission to the home. Staff have over-sight of the medications taken to ensure people's safety.

Environment

The home has been designed for the service. It is modern and spacious. There are no obstructions to walk-ways or fire escapes. The new manager told us equipment has been bought to steam clean the floors and environment to ensure a deep clean. Rooms are wheel-chair friendly with sufficient space for people's comfort and safety. People can access outside areas around the home; these are well maintained. Senior staff are working on health and safety risk assessments to ensure they are updated and fit for purpose. The service has use of the local authorities' maintenance department, "*cynnal a chadw*," to maintain the home and keep it in good condition.

The home adjoins Tan Y Marian care home and shares some utilities. Both homes have weekly fire tests with checks regarding emergency lighting and fire extinguishers. The service is compliant to water and electric equipment tests. Equipment used for people's care is serviced as per manufacturer instructions which are up to date.

Leadership and Management

The previous RI provided visit reports to demonstrate the quality of the service. A new RI is being registered to ensure there continues to be oversight of the quality of the service, and to provide support for the managerial team.

We saw there are good staff retention and recruitment practices in the service. Sufficient checks are in place to ensure care staff are appropriate to work with vulnerable adults. These checks are up to date. Care staff told us they have good support, training and regular supervision to help them in their daily practice. The training and supervision documents reflected this view. Care staff said they are happy in their work and well supported by the managers, they feel managers are approachable and listen to staff views.

The service has not reported any financial concerns to Care Inspectorate Wales (CIW). We saw food and drinks are plentiful for people's needs. The home is well maintained as is equipment. Senior staff told us they can request new equipment and furnishings as required.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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