



## Alexandra Nursing Home



Alexandra Nursing Home, Sandilands Road, Tywyn, LL36 9AS



01654711734



<http://alexandranursinghome.com/>

Date(s) of inspection visit(s):

08/07/2025

### Service Information:

Operated by:	ALEXANDRA TYWYN LIMITED
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	25
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

Good

## Summary:

Alexandra Care Home is a detached property situated in a quiet location near the beach approximately a quarter of a mile from Tywyn town centre. The home provides a service for a maximum of twenty-five people who require nursing and personal care.

People's wellbeing and care and support is good because they receive dignified and respectful care, with meaningful interactions with staff and their care is individually tailored to each person's own individual needs. The environment is also good as it is homely, clean and well-maintained. People are also benefitting from an ongoing refurbishment of the home. Leadership and management are good as the responsible individual (RI) supervises the management of the service effectively. There are robust audit systems in place, and the RI regularly monitors standards at the service and sets actions that will drive improvement.

## Findings:



### Well-being

Good

The service promotes people's rights. People have control over their day-to-day lives. They are involved in setting their own goals and developing and reviewing their personal plans. Care staff treat people in a dignified, respectful way. People follow their own interests and routines, which gives them structure and a sense of well-being. They are encouraged to do as much for themselves as possible. The RI often speaks to people about their experiences and uses the feedback gathered to make positive changes.

People receive good quality care and support. Care staff know what is important to people and how best to support them. They are committed to helping people maximise their potential; an ethos reinforced by the management team. People's individual needs and wishes are outlined within detailed personal plans. People have opportunities to socialise with others inside and outside the home. They are encouraged to keep active and to maintain a healthy diet. Care staff ensure people receive their prescribed medicines. The service promotes a good standard of cleanliness to reduce infection risks.

People live in spacious, homely accommodation. The provider invests in the service and has recently refurbished bedrooms, laid new flooring in the corridors and installed some new windows. Their private rooms are appropriately furnished, personalised as desired and people have chosen their new carpet, furniture and colour scheme in their rooms. People can relax and do things they enjoy in communal areas both inside and outside. People contribute to the upkeep of their home, which helps develop their independence and gives them a sense of achievement.

People's safety is promoted. The home maintains safe staffing levels to ensure people receive timely support from care staff. People have developed trusting relationships with the staff and management team. They respond positively when given support and direction. Staff are recruited in a safe way. They receive a range of mandatory and specialist training relevant to people's needs. This ensures people receive safe, appropriate care. Staff complete training in relation to safeguarding adults at risk. They know how to manage risks to people's well-being and report any incidents or concerns. The RI visits the service often to ensure it is meeting people's needs and expectations.



## Care & Support

Good

People feel content in their home and have developed positive relationships with staff. The manager and care staff treat people with dignity and respect and recognise what is important to them. One person told us they enjoy the banter with staff, and we heard much laughter and free-flowing conversation. A relative described the team as *“Very friendly and provide exceptional care”* and told us they were grateful for the support staff provide. Care staff anticipate when people need comfort or guidance and provide this in a sensitive, caring way. People choose where to spend their time and eat their meals, which is respected. One person told us they like to sit and watch staff and others go about their daily activity. Drinks are made available to people when spending time in both their own rooms and communal areas. People told us their meals are very nice, and they can have anything they want, and alternatives are available if they want them. We saw people enjoying visits from family and friends, whom staff gave a warm welcome. We heard staff using both Welsh and English language dependent on the persons preference.

The home has a lively, welcoming atmosphere. Care staff encourage people to be active. An enthusiastic activities person supports people to carry out activities, responding flexibly to their changing needs and wishes. There is a knitting and gardening club for people to enjoy, and people have been busy knitting items for the neonatal baby units. They recently raised money for a well-known charity and a resident helped organise this fund-raising event. One person artwork is on display in the local library. People confirmed care staff support them to follow their interests, which has a positive effect on their well-being.

Medication is managed safely. Medication is stored securely within the designated medication room and nurses carry out daily temperature checks of storage areas to ensure they remain appropriate. Regular audits are carried out to ensure medicines are being handled safely. Medication records show people consistently receive their prescribed medicines. There is a clear, up-to-date medication policy to support safe practice. Care staff complete medication training and competency assessments before administering any medicines.

The service promotes a good standard of hygiene, as outlined in its infection control policy. The RI assesses the cleanliness of the environment during formal visits to the home. We observed communal and private rooms to be clean and tidy. People told us they also carry out a deep clean of their rooms every week. Records confirm that staff are required to complete training in relation to food safety and infection control. The Food Standards Agency awarded a food hygiene rating of 5 (very good) following an inspection in January 2025.



## Environment

Good

People live in an environment that is suitable to meet their needs. The home is warm, welcoming, and decorated nicely throughout. There is ample communal space for people to choose where they want to spend their time. This includes a dining area, several comfortable lounges and a conservatory that enables people to spend time together or in private if they wish to. There are sufficient adapted bathrooms and toilets for people to use. We viewed a selection of bedrooms and saw they are warm, clean and contain people's personal belongings. Bedrooms are personalised to individual taste with personal items of memorabilia including photographs, ornaments, and items of furniture. People told us they felt happy living at the home. We observed daily cleaning being undertaken, and communal areas are kept hazard-free to maintain residents' safety. The service has a pleasant, well maintained external space that contains good quality garden furniture which enables people to spend time outdoors as and when they wish. Bilingual signs around the home help people orientate to their surroundings.

People can be confident they live in a safe environment. The main entrance is secure, and our identification was checked before we were permitted entry. The building is well maintained, and safety checks of the building are completed when required. There is a fire risk assessment in place and all people have a Personal Emergency Evacuation Plan which is important as this guides staff on how to evacuate people in the event of an emergency. The fire alarms and emergency lighting are tested regularly. Staff have received training in fire safety and first aid. We saw environmental certificates confirmed that safety checks and measures in relation to gas installation, and safety records, electricity and Portable Appliance Testing were satisfactory and up to date. All confidential files including care and staff files are stored securely.



## Leadership & Management

Good

The home has a strong leadership and management team. The experienced manager and RI are well respected. Management lead by example, instilling a culture of openness and commitment to prioritising people's well-being. The RI assesses standards on a formal and informal basis; this involves speaking with people about the service they receive and analysing records and data. The manager feels fully supported by the RI and they communicate frequently, reviewing resources and working together to deliver a safe, effective service. The home has clear and informative policies and procedures to support this. These are reviewed and updated to ensure they reflect current legislation and guidance. The RI produces reports about the home's performance following three-monthly formal visits and six-monthly quality of care reviews. Actions for improvement are also set and reviewed. The feedback gathered indicates people have fulfilling experiences.

People can be confident that they are supported by staff who are well trained, supported and safely recruited. A sample of staff recruitment files were examined which mainly contained the required information to ensure suitability and fitness. Pre-employment checks to ensure staff were 'fit' persons to work at the home, such as references and Disclosure and Barring Service checks had been completed. Staff meetings are held regularly, and meeting minutes detailed matters such as good practice guidance as well as general issues. On commencement of employment, new staff complete a comprehensive induction programme followed by a shadowing period and competency checks are undertaken. We saw training certificates within staff files, which showed staff have completed mandatory and specialist training.

## 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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