



Willow Hall Residential Care Home limited



Willow Hall Residential Home, North Road, Caernarfon, LL55 1BA



01286672103

Date(s) of inspection visit(s):

11/06/2025, 03/06/2025

Service Information:

Operated by:	WILLOW HALL RESIDENTIAL CARE HOME LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	24
Main language(s):	Welsh
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:

Willow hall is a care home for adults requiring support with personal care. The home is situated close to Caernarfon town centre and local amenities.

We found care and support and well-being is good because people receive dignified and respectful care, with meaningful interactions with staff, friends, family, and others. The environment of the home is also rated as good. There are refurbishments underway to improve the facilities in the home, and the provider ensures people's health and safety is maintained and promoted.

We found staff refresher training needs improving to ensure staff can meet people's needs safely. However, on balance leadership and management in the home is good because the provider identifies and works to implement necessary changes to ensure people achieve good outcomes.

Findings:



Well-being

Good

Outcomes for people are positive because they are respected, can make choices about their daily lives, and receive support for their health needs. Care staff are kind, have a good rapport with people, and provide respectful and dignified support. They are engaged, attentive, smiley, and approachable with both people and visitors. People told us, “*They are lovely with me and very friendly,*” and “*I can ask for anything and they help me.*” People can choose how to spend their time, whether in communal areas or their rooms. The menu is varied, offering meal options and access to drinks and snacks throughout the day. Records show people have timely access to healthcare when needed. This is supported by what people told us and what we saw during our inspection. People feel safe in the home, with one person mentioning they have settled in well and feel well-supported with their health needs.

People are encouraged to engage in activities they enjoy, promoting a sense of personal well-being. There is a monthly schedule of planned daily activities, including movies, arts and crafts, chair exercises, and reminiscing sessions. We saw positive interactions between staff and people, as well as among the residents themselves. Regular visits from the hairdresser and chiropodist are appreciated by people, and many enjoyed a recent visit from a harpist and singer. During our visit, we saw a game of bingo involving both residents and care staff, creating a warm community atmosphere. The manager and RI plan to expand the range of activities and gather feedback from people about their individual preferences. Care staff provide compassionate care, responding to people with warmth and tenderness. We saw that people were valued and respected by care staff, contributing to their sense of personal well-being.

People are encouraged to maintain important relationships and actively participate in their community and culture. Visitors are welcomed throughout the day, and relatives enjoy celebrating birthdays with family parties at the service. The service provider meets the Welsh language and cultural needs of people, offering activities and care in Welsh for those who prefer it. People have access to Welsh medium books, radio, and TV. Local religious practitioners regularly visit to deliver services for those who wish to participate.



Care & Support

Good

The provider has introduced a new electronic care record system, and the manager is currently increasing the personalised details in care plans using information from people, professionals, and representatives. Some preferences are already noted, and long-standing staff know people well. The additional details will help newer staff support people to achieve their desired outcomes.

Many people receive dignified and respectful care, with meaningful interactions with staff, friends, family, and others. We observed staff assisting someone to mobilise with clear, well-paced instructions, considering their communication needs. Staff chat with people about people, events, and topics that are important to them, and Welsh is used routinely in care activities and conversations.

People are well supported to access specialist support and advice. Referrals are made for appropriate care and treatment at the right time, and recommendations from other professionals are followed. We saw professionals visiting people in the home, and there is good communication with healthcare professionals to ensure needs are met. People like the food, which is homecooked using fresh ingredients, and people's specialist dietary needs are known by staff and catered for.

Safety concerns are addressed by the manager and RI, and people feel safe living in the home. There are some gaps in safeguarding training, which the manager is addressing through supervision and performance management. Medication management and storage processes keep people safe. The manager works with local pharmacies to ensure medications supplies are consistent and timely. We observed trained staff following correct procedures while administering medication. The manager regularly audits medication practices to maintain good standards and address issues promptly.

Hygiene practices in the home are effective. Domestic staff follow a routine to keep communal areas and people's rooms clean and clutter-free. Personal protective equipment (PPE) is used appropriately to keep people safe and is available in sufficient quantities. The manager audits infection prevention and control practices in the home regularly and promptly addresses issues if they arise. Staff receive training in infection prevention and control, and we saw staff following good hygienic practices during our inspection.



Environment

Good

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. The home is secure, bright, and airy with modern but homely décor throughout. The communal areas at the front of the house have large windows and provide plenty of seating for people to enjoy socialising, eat meals together, or watch tv. There are two secure outside seating areas accessible – one to the front and one to the rear. The dining room has enough dining tables and chairs for most people to eat their meals together and is used for parties and celebrations. People's rooms contain the furniture and equipment they need and many rooms we saw were personalised with ornaments and items that are important to people. People are free to move about the home as they wish and are supported to do so where needed.

Each bedroom has ensuite toilet and sink facilities. During our inspection work was underway to improve bathing facilities on the ground and first floors. These currently contain baths but are being turned into wet rooms in response to people's preferences for showers. A new medication room on the first floor and a new clean laundry room on the ground floor are planned as part of this refurbishment programme. The manager and RI told us that once the main building work is complete, work will begin on redecorating communal areas. Repairs generally around the home are reported to the manager and action taken to address them.

The provider ensures there is plenty of equipment and supplies in the service to meet the needs of people. Records demonstrate health and safety checks and procedures are carried out in the service to keep people and visitors safe. The manager works to ensure all equipment is serviced regularly in line with relevant legislation. We saw fire safety, mains utility supplies and services have been checked and certified as required by law. All staff have completed fire safety training, and the management team ensure all staff have access to required health and safety training. The kitchen is well stocked and equipped and has a level four hygiene rating, which is good.



Leadership & Management

Good

The provider has systems in place for the governance, oversight and monitoring of the service. The home has experienced significant staffing changes in recent months and the RI is working collaboratively with the management team to foster a positive and compassionate culture. Policies and procedures in place guide staff and are reviewed and updated as required. Audits of care quality are completed, and required actions are planned and progress is tracked by the RI as part of their quality-of-care review processes. The new management team feels well supported by the RI and director, who respond promptly to issues raised with them.

The provider encourages feedback from people, professionals, and staff to assess care quality. External audits and reviews by visiting professionals are used to plan improvements. Relatives praised the management team's responsiveness to issues. People and relatives are informed of feedback and complaint outcomes, though not always promptly. The RI is working to improve this. The management team is transparent about issues and incidents, keeping people and their relatives informed and offering apologies when needed.

There are enough staff on shift to support people. The provider has recruited many new staff and continues to do so to cover planned and unexpected absences. Records show new staff are well vetted before appointment, and ongoing checks are maintained for all staff in line with current legislation. Staff receive regular supervision and annual performance management from the management team. All staff are registered with Social Care Wales the workforce regulator and new staff appreciate the induction and shadowing program in place. The RI is revising the induction process to prioritise training compliance for new starters. Records show multiple gaps in staff refresher training described in the provider's statement of purpose. The RI and manager are addressing this through supervision and performance management with individual staff. People's outcomes are at risk due to insufficient ongoing training compliance. Because there is a high level of new staff it is important to ensure all staff maintain training compliance to meet people's needs safely. We have raised this area for improvement with the provider and expect them to take action. However, on balance, and considering the findings of the inspection overall, we have decided to award a good rating for leadership and management. This is because people are currently achieving good outcomes, and the RI and manager are taking positive action to address the issue.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Outcomes for people may not be met safely because staff do not complete their required refresher training on time.	03/06/25

CIW has not issued any Priority action notices following this inspection.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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