



Bod Hyfyrd Care Home



Bod Hyfyrd Care Home, Northop Road, Flint, CH6 5LH



01352763396

The inspection visit took place on 27/11/2025

Service Information:

Operated by:	Bod Hyfyrd Care Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing
Registered places:	40
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Bod Hyfryd has two storeys. General nursing and personal care is provided on the ground floor and an area of the home known as Lavender Lane, on the first floor, provides care and support for people living with dementia.

People feel at home in their surroundings. They are treated with dignity and respect by a team of kind, compassionate staff. Care staff understand what matters to people and are committed to ensuring they have the best possible experiences. They support people to be as healthy and active as possible. People have opportunities to take part in a wide range of activities.

People live in a safe, secure environment. The accommodation is comfortable and homely. People have access to private and communal areas, which are spacious, thoughtfully adapted and nicely presented overall. The home's equipment and facilities are clean and appropriately maintained.

There are ongoing changes to the management of the service, experienced leaders ensure the home continues to run smoothly. The service has robust systems for recruiting and monitoring staff. There is currently no active responsible individual (RI) in the service, however, an application has been submitted by a person and is currently being considered by CIW. There is a strong sense of teamwork amongst staff. The service ensures people are cared for by staff who have the skills and support to meet their individual needs.

Findings:



Well-being

Good

People's views are valued. Care staff support them to make decisions regarding their day-to-day activity. People help develop and review their personal plans, which identify their care preferences and routines. Staff make every effort to accommodate people's individual requests and follow Deprivation of Liberty Safeguards procedures to ensure people are not unlawfully restricted. The RI speaks with people about their experiences when assessing standards at the service. The home encourages all residents and staff to converse in a language of their choice. Where possible, the home recruits and encourages staff to speak Welsh. Documents are available in both English and Welsh and if needed the home will access the services of an interpreter or sign language support. The home has bilingual signage. Most staff have completed the Welsh language awareness course 'Prentis-laith'.

People receive a good standard of care and support that promotes their physical and mental well-being. There are ample opportunities for people to socialise with others and take part in activities they enjoy. People's individual needs and wishes are set out within informative risk assessments and personal plans. Care staff are familiar with these, which enables them to provide people with the appropriate level of care. People value their relationships with care staff, which is reciprocated. The service accesses medical and specialist services so people benefit from their expert advice. People receive their prescribed medicines to promote their health and well-being.

The service helps protect people from abuse. Safeguarding and whistleblowing procedures are prominently displayed so people know how they can report concerns about people's welfare. Staff are safely recruited and trained. They communicate well with people and their representatives and are confident dealing with any incidents. The new RI and other members of the senior management team monitor the service closely. Managers take action to address concerns and improve standards. They are committed to providing a service that is as safe and person centred as possible.

The environment supports people's needs and interests. The dementia household is enhanced with dementia-friendly features and stimulation. People have ample opportunities to socialise with others in communal areas, which are appropriately decorated and furnished. Bedrooms are also arranged and equipped to cater for people's individual needs. People have access to attractive outdoor areas, where they can relax or enjoy gardening activities.



Care & Support

Good

Bod Hyfryd has a homely atmosphere where people experience a true sense of belonging. People have developed trusting, positive relationships with staff. A visitor told us they are glad they chose the home and praised the staff for their support and care they provide. Another visitor was very complimentary about the care and excellent communication which we observed throughout the inspection. Staff understand what really matters to people and what gives them comfort. We heard conversation flowing freely as care staff spent time supporting people's emotional and physical well-being.

The service promotes people's health and well-being. Care staff encourage people to develop and maintain important relationships. Personal and social profiles capture details about who people are and how they like to be supported. Their care and support needs are set out within individual risk assessments and personal plans. Documentation is regularly reviewed, and people or their representatives are consulted about whether their plans remain suitable. Records show relevant health and social care professionals are involved in people's care. Copies of specialist assessments are available within care records and reflected within personal plans. Daily records indicate that people receive appropriate care, in line with their personal plans.

The service manages medicines safely. Internal and external audits help ensure appropriate medication arrangements are in place. Policies and procedures are available to guide staff in the safe handling of medicines. Staff complete training, observations, and competency assessments before administering medication. We found storage areas to be clean, organised and appropriately heated and ventilated. The service controls medication stocks well and keeps accurate records. Care workers ensure people receive their prescribed medicines. Medication reviews are carried out routinely, and staff contact medical professionals for advice and support when needed.

The service supports people to maintain a suitable diet. Catering staff are aware of people's dietary requirements. Information is available within the kitchen and within care records. People are provided with food and drink that is prepared according to their individual needs. People confirmed they have plenty to eat and drink throughout the day and are offered choice. The service listens to people's views about their meals and makes changes to improve their experiences. We saw care staff assisting people with their meals in a dignified, sensitive way. Care staff monitor people's weight and keep clear records of people's dietary and fluid intake.

The service promotes a good overall standard of hygiene and infection control. Communal and private rooms are clean and hygienic. The home was awarded a food hygiene rating of 5 (very good) following an inspection by the Food Standards Agency in March 2025. Records show that staff complete mandatory infection prevention and control training.



Environment

Good

The accommodation is well presented overall and has a feeling of space. The large communal lounge on the ground floor has many homely features and is arranged in a way that promotes both social interaction and relaxation. People told us they like eating with others in the dining room. This was beautifully presented for the lunchtime meal, creating a warm, comfortable feel. People have access to a hairdressing salon when the hairdresser visits twice a week. We found that bedrooms vary in terms of personalisation. Most have been painted the same colour but contain treasured items and personal effects. The home has made good use of its outdoor space. Seating areas allow people to relax and enjoy the outdoors. Some bedrooms along the side of the home have windows overlooking the garden. Noticeboards are used to display information about upcoming meetings and activities.

The home is safe and secure. There is an electronic record kept of visitors entering and leaving the premises. Exits and other doors leading to potential hazards are fitted with keycodes to prevent people accessing these areas without support. Records show utilities and equipment are inspected within recommended timeframes. We found private and communal rooms to be clean and tidy. Fire safety checks are carried out routinely, and specialist equipment is serviced and inspected as recommended. All staff complete training in health and safety, control of substances hazardous to health (COSHH), and infection control.



Leadership & Management

Good

The home has experienced recent management changes. The new RI's application is being processed by CIW, a new manager has been appointed and is due to commence their post shortly. The RI and current manager lead by example; they place people's health and well-being at the heart of decision-making and reinforce a culture of openness. Staff told us the home is run well, and they can contact the manager, area manager or RI if they have any concerns. The new RI supervises the management of the service, setting and reviewing actions that will improve the service. The RI closely monitors standards by visiting the service regularly and speaking with people about their experiences. Staff are consulted about planned changes during team meetings.

The service has organised administration systems. Information about the service is readily available. Staff are clear about how to report safeguarding and whistle blowing concerns. They know how to access policies and procedures, which are kept under review. These are discussed during staff induction and supervision processes. There are effective quality assurance measures in place. These include three monthly visits to the service by the RI and six-monthly quality of care reviews. The RI assesses standards at the service and continuously sets and reviews actions for improvement. The service has received numerous compliments about the quality-of-care staff provide. Managers deal with complaints in line with the service's complaints policy.

Staff feel valued and supported, are given clear direction and trained in a way that improves outcomes for people. The service ensures staff are appropriately recruited and vetted by the Disclosure and Barring Service. New staff receive a warm welcome to the team. They follow a clear induction process and complete training relevant to their role. Records show staff are up to date with mandatory training, which includes safeguarding adults at risk. There is a system in place for ensuring staff receive formal, individual supervision and annual appraisals. Staff work well as a team and feel supported in their roles.

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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