



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Dolwar Residential Home



Dolwar Residential Home, Llanbedrog, Pwllheli, LL53 7PA



01758740923

The inspection visit took place on 04/03/2026

Service Information:

Operated by:	Dolwar Residential Home Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	17
Main language(s):	Welsh and 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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

The well-being of people living in Dolwar is good as people told us they feel safe and respected. People can access meaningful activities and are supported to remain in touch with family and friends. People told us they are happy with the environment of the home and the facilities are good. People have daily choices and can influence their care.

Care and support are good in the home as people receive good health monitoring and timely interventions. We observed warm, respectful interactions between care staff and people using the service. Care documentation is clear and written in respectful language and according to people's individual needs and objectives.

The environment of the home has undergone some improvements; this continues to be a work in progress to provide people with fresh and modern surroundings to support their dignity and comfort and so is rated as good. Health and safety checks and processes are in place to ensure people's safety and mitigate risks as far as is practicably possible.

Leadership and management are good in Dolwar as governance arrangements are embedded to ensure consistent quality and compliance with regulations. The service shows a strong commitment to the Welsh language and people can receive care through the medium of Welsh if they so choose. People benefit from a stable staff team who provide continuity in care. Care staff have appropriate employment checks and training, appraisal and supervision to enable good care practices.

Findings:



Well-being

Good

People have choices regarding their care and what they wish to achieve. People's personal plans demonstrate person centred care according to individual needs and objectives. We observed good relations between people and care staff and people are treated with dignity and respect. People have opportunities for activities, hobbies, entertainment and days out. People can remain part of the local community and can attend Welsh cultural activities and religious services if they wish. The active offer of the Welsh language is seamlessly offered in daily care. We saw from feedback and compliments in thank you cards and quality surveys, there are positive relationships among people, care staff and relatives. The menus offered to people are varied and people told us they are happy with the quality of the food. People spoken with are happy with their care, one person said, "*It's a good home.*"

People are generally happy with their bedrooms and can personalise them with objects of importance to them. People are happy with the renovations achieved in the home and look forward to continued work to update the décor of the home and facilities. There are lounges and areas for people to be sociable or peaceful in or they can spend time in their bedrooms if they wish.

People spoken to feel safe in the home. Care staff are aware of local safeguarding procedures and are supported in their practice with regular training, and access to policies and procedures. We saw people have risk assessments in their personal plans to maintain their safety and mitigate risks as far as is practicably possible.



Care & Support

Good

Care and support at Dolwar are good, and people receive care that is timely, attentive, and responsive to their needs. Personal plans are person-centred, clearly written, and reflect people's needs, outcomes, and preferred ways of receiving support. We saw that plans include risk assessments to help maintain safety and independence while reducing risks as much as possible.

Staff demonstrate a strong understanding of the people they support. They are familiar with individual routines, health conditions, and communication needs. Health monitoring is effective, and referrals to health professionals are made promptly when needed. We heard many people receive care through the medium of Welsh according to their preference. Care staff treat people with respect, a person told us, "*Staff are kind.*"

People feel safe in the home. Staff understand safeguarding procedures and receive regular training, with policies readily available to guide practice. Interactions between staff and people are respectful, warm, and reassuring. The service reports any incidents which hamper the smooth running of the service appropriately to Care Inspectorate Wales (CIW), and local authorities.

Medicines administration and storage are good in the home. People receive their prescribed medication appropriately. The service audits medication procedures regularly to ensure good practice. Training and competency assessments are conducted to support care staff.



Environment

Good

The environment at Dolwar contributes positively to people's comfort and well-being. People told us they are generally happy with their bedrooms and appreciate being able to personalise their space with belongings that are important to them.

Renovation work is ongoing. The home has already seen improvements to décor and facilities, and people said they look forward to further updates that will provide a more modern, fresh environment. Communal areas offer people choices between sociable, quiet, or private spaces, and people may also spend time in their rooms if they prefer. Some renovations have been conducted in the home with more planned to provide a fresh, dignified environment for people. A grant has been won to upgrade the laundry.

Health and safety checks are in place and conducted regularly. Systems to ensure people's safety—such as maintenance checks, fire safety, equipment monitoring, and environmental risk management—are consistent and documented. Utility checks for gas, electricity and water are in place. The environmental hygiene score is good demonstrating an appropriate level of hygiene and monitoring in the kitchen. People have personalised Personal Emergency Evacuation Plan (PEEP), in place in an easily accessible area, to ensure their safety in an emergency.



Leadership & Management

Good

Leadership and management at Dolwar are good, and the service operates with clear governance arrangements to support quality and compliance with RISCA (2016). A stable and experienced staff team provides continuity for people living in the home. Staff receive safe recruitment checks before starting work and have access to ongoing training, supervision, and appraisal to support professional development and good practice. Care staff told us they are happy to be working in the home and feel well supported by senior staff.

The provider demonstrates a strong commitment to the Welsh language, ensuring people can receive care in Welsh without needing to request it.

Quality assurance processes are established and include reviewing feedback, incident monitoring, and regular oversight of care documentation and the environment. These systems support ongoing improvements and help ensure that the service continues to meet regulatory requirements. The Responsible Individual (RI) produces a quality report in line with legislation. This tests all areas of the service to ensure good standards and considers the views of people using the service, care staff, allied professionals and families. People are assessed prior to receiving the service to ensure the home can meet their needs. People receive information regarding the service which is regularly reviewed to enable an informed choice. The provider invests in the service to ensure consistent levels of trained and qualified staff to meet people's care needs.

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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