Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Towyn Capel Residential Home

Towyn Capel Retirement Home, Lon Towyn Capel Trearddur Bay, Holyhead, LL65 2TY

01407860227

The inspection visit took place on 11/09/2026

Service Information:

Operated by:	Skyline Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Registered places:	30
Main language(s):	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:

Towyn Capel Residential Home is in Trearddur Bay close to local amenities and the seaport of Holyhead.

The well-being for people living in Towyn Capel is good. People have received an updated information guide regarding the service to make an informed decision about their care. People benefit from consistent care staff who know their needs well and have good relations and open communication with them. Some work is required to ensure people are offered an appropriate number of activities to encourage socialisation and engagement.

The care and support in Towyn Capel are good. People receive sensitive care from care staff who can anticipate their needs and help them achieve their objectives. People can access health care reviews in a timely way. Personal plans are personalised to people's individual needs and preferences.

The environment is good. The home presents as clean and tidy and people can personalise their rooms. The kitchen has been improved to meet food hygiene standards. The basement has been cleared to mitigate fire risks.

Leadership and management are good. An updated Statement of Purpose document, describing the service offered to people, has been provided for people, commissioners of care and Care Inspectorate Wales (CIW). There is over-sight of the service to ensure its smooth running.

Findings:

Well-being — Good

People live healthily and safely in the home and can access current information to make informed decisions about their care. People have been given an updated information leaflet to inform them of the care they can expect to receive in the home. People feel safe and comfortable. We observed care given over a lunch time, care staff care about people and their needs, however, consideration is required to make the mealtimes less routine orientated and more of an inclusive, enjoyable and social experience. People spoken with are happy in the home and are complimentary of the care staff, one person said, "*staff are great, I'm happy,"* another person said, "*staff are kind,"* and another made a thumbs up sign to indicate their satisfaction with their care. People spoken with are happy with the meals provided for them, two people said they have gained weight since living in the home. We saw menus are varied and kitchen staff are aware of people's preferences and can cater for special diets. We saw people having drinks and snacks as they needed them. A person said, "*the food is delicious and there are always fresh vegetables."*

People benefit from consistent care from a stable staff group who are familiar with their care. Some staff can speak Welsh and offer care through the medium of Welsh. We observed people having daily choices regarding where to spend their day. We saw from people's personal plans that people have their daily routine and care preferences recorded. However, we saw activities and socialisation opportunities are sometimes lacking. A person said, "*there's not much going on."* Another person said, "*we need more going on here, that's the only issue."* We saw an entertainer had visited once in the month and people were offered hairdressing once a week. This is an area for improvement, and we will measure the actions taken by the provider in the next inspection.

The home presents as clean and tidy. People said they are happy with their bedrooms and can personalise their room with items of importance to them. There are lounges for people to be sociable or quiet in and receive visitors. People can sit out in good weather and can go out with family and friends as able. A person said, "this *room has everything I need."* When talking about their bedroom.

People are protected from abuse and neglect. Care staff told us they are familiar with the local safeguarding process to keep people safe should they be worried about their care. We saw from training records, care staff receive training in safeguarding. Care staff have access to updated policies to support them in their daily role. People have received an updated information guide

which informs them regarding how to raise concerns if they have any.

Care & Support — Good

People receive the quality of care and support they need to achieve their personal outcomes. Personal plans reflect people's personal choices, first language choice and preferred day and night routines. We heard care staff offer people choices regarding meals, drinks and where to spend their day. Personal plans contain a pen picture of each person and people and events of importance to them. People are treated with dignity and respect. There is a stable staff group in the home who know people well and can anticipate their needs, a person said, *"staff are lovely."* People can access care as needed; care staff were prompt in answering bells and calls during inspection. Personal plans are reviewed in compliance to legislation to ensure they remain current and appropriate for people's needs. There are core risk assessments in personal plans to keep people as safe as practicably possible. Falls are well documented and risk assessments are updated as appropriate. Body maps are used to record any skin problems or sores. People have good health monitoring and can access health care professional advice in a timely way.

People are protected from harm and abuse. People can access an advocate if needed, to protect their rights. Personal emergency evacuation plans, (PEEPS), are in place to evacuate people safely in event of fire or emergency. Senior staff notify the safeguarding authority if there are any incidents or accidents affecting people's well-being. The service works with Care Inspectorate Wales (CIW), to ensure the service aims towards compliance to legislation and to alert authorities if there are any issues that hamper the smooth running of the service.

Medicine administration and storage are good in the home. Medicine administration records (MAR) are completed, with no gaps seen in care staff signing for each medicine given to people. We counted a random selection of medicines in people's prescribed medicines and found the count to be accurate. People have their own named medicine basket which are kept in a locked and tethered trolley for safety. Essential safety information such as people's photos and any allergies are also documented. We saw medicines audits are conducted by the manager to ensure good practice and the results are shared with care staff to enable continually improving standards. Care staff receive medicines administration training and have competency testing to ensure good practice.

Environment

Good

People live in an environment with appropriately maintained facilities and equipment. Facilities such as the number of bathrooms is compliant to the requirements of the legislation. People are happy with their bedrooms, and we saw they are compliant to legislation. People can personalise their bedrooms to make them homely and comfortable. The home is tidy and corridors and walkways are clear of obstructions as are fire escapes. People can choose to spend time in their bedrooms or in a lounge or sit outside in good weather. There is a parking area, and emergency vehicles can gain access to the home. The door is locked for people's security. People sign in and out of the home in compliance to fire legislation. We saw the basement area of the home has been tidied to mitigate fire risks. The food hygiene rating for the kitchen is 5 (very good), necessary improvements have been made to the kitchen. Kitchen staff said they are happy with the improvements made which makes the kitchen a good environment to work in.

People are protected with health and safety reviews and assessments. Qualified fire officers assess the home for fire safety and give advice to further mitigate fire risks which the provider adheres to in a proactive manner. Improvements are steadily being made to ensure people's safety and comfort. The home is kept clean and warm to enable people to have dignity from their surroundings.

People have their well-being protected with required servicing to utilities and equipment. Utilities such as water, electricity and gas are tested regularly and certified by qualified professionals. People can access equipment needed for their safe care which is maintained for their safety. Fire alarms and emergency lighting are regularly tested to ensure they are in good working order. The home presents as clean and tidy. Some areas of the home, such as corridors and bathrooms, are a little tired and would benefit from being updated and refreshed. Housekeeping staff are happy in their work and feel the morale is good. They feel they can clean the home to a good standard in the work hours allocated.

Leadership & Management — Good

People are supported to achieve their outcomes as the service provider has effective organisation arrangements, governance and oversight to ensure smooth operations. The RI has visited the home to meet staff and residents and is in regular communication with senior staff to have oversight of the running of the service. Senior staff and care staff state they are well supported and happy in their work. The service benefits from retaining staff who know the service and people's needs well. Policies and procedures are in place to support care staff in their daily practice and are currently reviewed and in date. The Statement of Purpose document, which explains the service people can expect to receive, has been updated, is compliant to legislation and has been made available for all stakeholders for the service.

People are supported by care staff who have the necessary skills and experience. We viewed a random selection of staff records and found necessary checks are in place to ensure care staff are appropriate to work with vulnerable adults. We saw training records are up to date, care staff spoken with confirmed they receive training to support them in their role. Care staff supervision is in date; staff receive supervision to ensure good care standards and their personal well-being. Care staff spoken with said they are happy with the improvements made in the home and the running of the service. One care support worker said morale has improved and, "*things have settled.* "Care staff said they are enabled to give people a good standard of care. Care staff said, "the *manager is great",* and said they are visible and approachable and proactive regarding any issues raised.

The provider is investing in the service. We saw that people have varied meals made with fresh ingredients. Care staff are appropriately recruited and trained. Work is being done to maintain and upgrade the environment for people's dignity and comfort.

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
The provider has not ensured that people receive the activity enrichment, socialisation and engagement needed for their well-being.	11/09/26

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

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