



Bryn Yr Haul



Bryn Yr Haul, Rhydygaled, Mold, CH7 6QG



01352755531

The inspection visit took place on 13/01/2026

Service Information:

Operated by:	Willowtree Healthcare 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:	36
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

Requires Improvement

Summary:

Bryn Yr Haul provides nursing care for people. It is located close to the town of Mold.

People's wellbeing is good because they are able to do the things they enjoy and there is a wide variety of activities going on for them to participate in and enjoy. Care and support is good with ongoing improvements continuing to be made to documentation and record keeping.

People benefit from living in a good environment which is well maintained and homely.

A stable and committed team of staff are well supported by management and are positive about working together as a team.

Leadership and management of the service require improvements because systems and processes are not effective. Although the responsible individual (RI) visits the service every three months we found there is not an effective system in place for ensuring the accuracy and completeness of

records. The six-monthly quality of care review report does not evidence engagement with others, analyse information or auditing of records to make improvements to the service.

Findings:



Well-being

Good

People have control over what happens in their lives. They make choices each day about what they want and how they would like to spend their time. Resident and relative's meetings are held with the RI and management offering them an opportunity to discuss any issues. People and their families are included and involved in their care plans. The Welsh Active Offer is promoted with information available in Welsh by the main entrance, there is a board with Welsh phrases on and bilingual signage in different areas of the home.

People's physical, mental and emotional wellbeing needs are mostly met. Personal plans record people's needs as well as information about personal histories, relationships, communication and any hobbies and interests. We saw people having their hair done in the home's salon. Plans indicate preferences about personal appearance and what's important to them. Files in people's rooms also include a 'This is me' document for staff to get to know more about the person. The activities person is creative and plans ahead to ensure there are interesting activities, events and celebrations. People enjoy quizzes, play your cards right and poetry writing. In house activities include an around the world cruise experiencing different cultures and cuisines. Brass Bands and local schools came to sing Christmas carols. Religious beliefs are acknowledged and recorded and the local Vicar hosted a Christmas Church service. Entertainers and visitors come into Bryn Yr Haul including singers, historians, mothers with their babies and toddlers and therapy ponies. A piper has been arranged again for Burns Night. Newsletters are sent out including information about the time of year, famous birthdays, great inventions in history, looking back on the month as well as what to look forward to next. Staff comments about what is working well include *"The family style entertainment"*, *"Friendly atmosphere nice staff and lots of activities"* and *"Good friendly staff, lovely food, always activities which gets everyone involved. It's a very caring home"*.

People benefit from having positive relationships with others. We saw people sat together with the activity person taking part in a reminiscing activity. Relatives are complimentary about staff. Their comments include *"Lots of helpful staff, in fact, everyone I've been in contact with, from workmen, cleaners to management, all are smiling, friendly and efficient"*, *"Staff are wonderful"* and *"Close, loving care and friendly staff"*. They told us visitors are made to feel welcome. People who have passed away are fondly remembered in different ways and a memorial garden is also being planned.

People are protected from harm. There is a safeguarding and complaints policy and staff receive training in safeguarding. Relatives told us *"Staff, easy to talk to and any queries listened to and sorted straight away"*.



Care & Support

Good

Electronic personal plans give a good indication of what care and support people require and what they can do independently. Plans record who has actively contributed to them. Mini care plans have also been introduced into people's rooms for staff to look at including a resident daily check list to show the care and support provided. Work is ongoing to make personal plans and documentation more detailed and person centred. The RI told us they are looking at trialling a different electronic system which should be more effective.

People are provided with good quality care and support from a service which are implementing lots of changes to further enhance this. Relatives provided positive feedback about the care and support commenting on the *"Care and support from the staff"*, *"Level of care provided by the whole Team"* and *"Care and attention for my mother and a friendly approach by the nursing and other staff"*. They said *"They have listened to Mum and adjusted her care repeatedly over the past year. They have been amazing"*. They commented on *"Attentive Staff who treat Mum very well. Always contact us if there are any changes to medication or Drs recommendations. Always available to discuss Mum's care and welcome to visit at any time"*. The RI and management continue to work closely with the local authority and health board to make improvements to care documentation and records. We also found that some improvements are still needed with completing documentation, charts and oversight of this. The RI and management spoke about their progress and are continuing to work on an action plan to address these areas. Staff commented *"Care in general is good"* and *"Good Nursing Care provided and two-way communication with relatives"* and *"Care for residents is excellent. Every member of staff cares above and beyond for the residents in their home and we have a family feel to the home"*.

People are achieving some outcomes and we were provided with examples of this and how these have made a difference to people's lives. We spoke with the RI and management about recording, monitoring and gathering information to show peoples achievements.

The service promotes hygienic practices and manages the risk of infection. Audits are completed but these need to be more effective in making improvements to the service. There are policies in place for infection control, staff receive training and have access to personal protective equipment.



Environment

Good

People live in a home which meets their needs. Bryn Yr Haul offers a warm and welcoming environment where attention is paid to detail. People's rooms are personalised including family photos, sentimental items and reflects any hobbies and special interests they may have. People have plaques outside their bedroom door to tell staff a bit about themselves which respects them as individuals and helps start conversations. People are able to socialise in lounges and there is a room for activities if they want to join in. There are information boards on the walls to tell people about activities taking place and other items which may be of interest to them. Dining rooms are nicely presented with tables set with vases of flowers, tablecloths, condiments and restaurant style menus provided to support choice making. Welsh bilingual signage is provided in different areas of the home. The history of the home is acknowledged with information provided about it as well as framed pictures of the past and local places of interest decorating the walls. A memorial garden is being planned to be able to remember those who have passed. We found the home to be clean and tidy throughout and spoke with the head housekeeper about their role. Relative's comments include "*A clean environment with caring staff, I would highly recommend*" and "*Situated in a lovely setting*".

The environment is kept safe, secure and well maintained. A wide range of audits and checks are completed including infection control, environment, health and safety and equipment but these need to be more robust in identifying and addressing issues. Fire checks are carried out but information is kept in different places. The RI and manager informed us that actions from the fire service are being taken to ensure people are kept safe. Maintenance work is completed as and when needed and there is a refurbishment programme in place. The deputy manager spoke about improvements that have been made to the home including the flooring and decor completed downstairs with plans for the upstairs flooring to also be done.



Leadership & Management Requires Improvement

A committed, motivated and stable staff team work well together. Recruitment checks are completed and staff are registered with Social Care Wales, the workforce regulator. Staff mostly told us they feel very well supported in their roles. Staff receive one to one supervision and we discussed with the RI and manager the required frequency of these and are assured this is being addressed. Staff said the *“Manager is supportive and staff are friendly”* and *“Any problems then go to the manager and it's sorted quickly”*. Staff comments about what is working well include *“Communication and teamwork is key in a health care setting”*. Staff told us their opportunities for learning and development are either good or excellent. On the day we visited, in house training was being provided by staff to staff from another service. Relatives are complimentary about *“A lovely home and wonderful staff”* and *“They are doing an amazing job”*.

Systems and processes are not effective in making improvements to the service. The RI visits the home three monthly to view premises, speak with people and staff and look at a sample of records. We found there is not an effective system in place for ensuring the accuracy and completeness of records regarding care and support, environment and leadership and management. We acknowledge that although some improvements have been made to documentation and records there is still more work to be done. This is an area for improvement, and we expect the provider to take action to ensure the accuracy and completeness of all records.

A six-monthly quality of care review report is completed. The provider does not have suitable arrangements in place to assess, monitor, and improve the quality and safety of the service. The report we looked at did not evidence engagement with others, analysis of information or auditing of records. This is an area for improvement, and we expect the provider to take action to ensure quality monitoring drives improvements in the service.

A positive culture is promoted and we were provided with examples of this. The deputy manager told us they work well with the manager to implement changes for the benefit of people living there. Staff spoke highly about the manager and deputy manager and how they all work as one team. Staff commented on *“Team spirit”*, *“A one team family environment”* and *“Lovely caring home, best I've worked in”*. Relative's comments include *“Thankful for all the support management have provided in a very complicated situation”* and *“After visiting a number Nursing Homes in the area for a placement for my mother Bryn Y Haul came out 'Head and shoulders' above the others I visited”*.

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
People may not always achieve good outcomes because systems in place do not ensure the accuracy and completeness of records including care and support, environment and leadership and management.	13/01/26
People may not always achieve good outcomes because the provider does not have suitable arrangements in place. The quality of care review does not evidence their engagement with people and others, analyse information, or consider the outcome of audits and the completeness of records to make improvements to the service.	13/01/26

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

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