



Bryn Awelon Care Home Limited



Bryn Awelon Nursing Home, Lon Fel, Criccieth, LL52 0LN



01766522464

Date(s) of inspection visit(s):

03/07/2025

Service Information:

Operated by:	BRYN AWELON CARE HOME LIMITED
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	28
Main language(s):	English
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:

Bryn Awelon is located in an elevated position on the outskirts of Criccieth. The home benefits from panoramic views of the countryside, sea and Criccieth Castle. The home is owned by Bryn Awelon Nursing Home Ltd which is a family run business. The home can accommodate up to twenty-eight people who require nursing and personal care.

People experience good wellbeing as there is a team of motivated staff who support people to enjoy a good quality of life. People are listened to and respected. Care staff embrace their individuality and give them as much control over their day-to-day lives as possible.

Care and support is good as personal plans provide a good insight into who people are and how they can be supported to achieve their goals. They are regularly reviewed and updated. They actively promote people's health and independence. People feel content doing things they enjoy in the home.

People live in an environment which good and improving. The home is clean, well maintained and suitably equipped. There is ongoing refurbishment of the home.

Leadership and management are good as managers lead by example, work in partnership with people, staff and professionals to provide a safe, reliable service that enhances people's lives. Staff work well as a team and receive a high level of support from managers, who motivate them to continually learn and develop in their roles. There are robust systems of audit to help the Responsible Individual (RI) monitor the quality of the service and drive improvement.

Findings:



Well-being

Good

People receive support which enhances their physical and mental well-being. Care staff know what is important to people and how to support them to achieve their personal goals. People experience good continuity of care from a stable team of staff. Care staff encourage people to eat and drink healthily and to keep active. Their medication is managed in a safe way. People have things to look forward to and are encouraged to follow their interests. Care staff closely monitor people's mental health and follow professional advice to ensure people receive the best possible support. Care staff support people with dignity, kindness and respect. They have a good understanding of people's needs and fully support their individual routines.

People feel safe and comfortable in their home. They have developed good relationships with care staff, who know how to manage risks to their safety and well-being. Managers lead with skill and passion. Call bells are answered in a timely way and care staff are responsive. They promote a positive culture in the home and a strong sense of teamwork amongst staff. Care staff are safely recruited and well trained and they receive a good level of support from managers to enable them to undertake their roles effectively. They are familiar with safeguarding and whistleblowing procedures and feel confident managers would deal with any concerns immediately. The RI supervises the management of the service closely and effective auditing systems help drive constant improvement.

The environment mainly supports people to achieve a good standard of well-being. People enjoy a spacious, homely environment that has a good range of facilities to promote independence. They are accommodated in rooms that suit their needs and preferences. There is ongoing refurbishment work such as the conservatory renovation, new windows and new flooring in some parts of the home. The manager has identified potential environmental hazards and has taken steps to minimise risks to people.



Care & Support

Good

Personal plans provide a good level of detail about people's care needs and preferences, including their chosen language of communication. They are regularly reviewed with people and/or their representative. Care records demonstrate people consistently receive the right level of care and support. The manager encourages care staff to keep insightful records about how people have spent their days. These show that care staff support people to follow their interests and routines. The service follows Deprivation of Liberty Safeguards procedures to ensure restrictions are only applied in their best interests.

People enjoy a range of nutritious homemade meals and can look forward to activities. Ample food stocks are available to accommodate choices. People's weight is monitored closely, and swift action is taken if needed to prevent any further weight loss. People have plenty to eat and drink throughout the day. The menu is displayed in the lounge/dining room. The menu is varied and currently being reviewed so people can enjoy new food combinations. Each person will contribute to its development and their likes and dislikes are considered. Activities are tailored to people's needs and interests. People recently enjoyed an afternoon ice cream party, baking, hand and head massage, and arts and crafts.

The service actively promotes people's health and well-being. Care staff ensure people receive input from the relevant medical and specialist services in a timely manner. Accidents and incidents are dealt with appropriately and routinely audited by the manager so any lessons can be learned. The manager rigorously monitors medication systems. An electronic medication system automatically tracks stock levels and provides alerts to ensure staff give medicines at the right time. Medicines are stored securely and at appropriate temperatures. Records show people consistently receive their prescribed medicines. The service ensures care staff are suitably trained and competent before administering any medication.



Environment

Good

The home is benefitting from environmental upgrades, but these need to continue. The conservatory is undergoing considerable renovation work which is due for completion in the next month. We found some décor to be in need of repair or uplift, such as the carpet on the main corridor in the upper floor is worn and has some stains. The external grounds are not tidy, safe, or attractive. People are unable to access the outside area and sit in the grounds due to ongoing building work. The RI has stated this will be addressed along with new guttering and painting the external walls of the home once the conservatory renovation has been completed. People are pleased with their individual rooms, which we found to be adequately furnished and decorated. People told us they spend time in their rooms as they wish, and care staff respect this.

The service has suitable arrangements in place to ensure equipment and utilities are appropriately serviced and inspected. People are safe from strangers entering the premises as care staff checked our identity before allowing us into the home and ensured that we completed a visitors' book. We saw fire safety equipment is serviced and regular fire drills and checks of emergency lighting also take place. Personal emergency evacuation plans can be accessed quickly and easily. Staff complete fire safety and health and safety training. There are systems in place for management to audit the environment and request any repairs or upgrades as needed. Most repairs are undertaken by a member of the company's maintenance team. A maintenance book is used to log any general repairs needed in the home, which the maintenance worker dates and signs once complete.



Leadership & Management

Good

The service benefits from strong leadership and management. Staff morale is high, creating an upbeat, positive atmosphere. The manager and deputy manager take pride in their roles and work diligently to provide people with the best possible service. People look to managers for advice and guidance and managers lead by example, instilling confidence in the staff team. People can access the office when needed and the RI, manager and deputy manager are involved in service delivery as well as managing the day to day running of the home. Managers carry out regular internal audits to ensure the service is performing well, which the RI oversees. The RI ensures people's voices are heard during formal assessments of the service. These are carried out during three-monthly visits. A Quality-of-Care report has been produced but requires improvements. The report includes limited amounts of feedback from people who use the service and consultation with other relevant parties on the quality-of-care and support provided. The service has the necessary resources and staffing arrangements to operate safely and effectively.

There are robust systems in place for recruiting and training staff. The service is fully staffed, so people receive good continuity of care from familiar staff. Staff undergo the required pre-employment checks, including a criminal check via the Disclosure and Barring Service. Staff get to know people and familiarise themselves with policies and procedures during their induction programme. Staff value their training, and one staff member said, "*We have so much training*". We found training statistics to be consistently high. Staff feel comfortable speaking openly during staff meetings and their formal, individual supervision every three months. Staff supervision meetings include a review of feedback from colleagues and the people they support. They allow staff to have meaningful discussions about their overall performance, personal well-being and learning and development. Staff receive support which makes them feel valued and care about staff's personal well-being. The provider recently organised a BBQ for staff and has planned a day out for them to show their appreciation of their hard work and dedication.

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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