



Bryn Estyn



Bryn Estyn Residential Home, 85 Russell Road, Rhyl, LL18 3DS



01745353772

The inspection visit took place on 10/02/2026

Service Information:

Operated by:	Moore & Moore Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	24
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:

Bryn Estyn is a residential care home in the seaside town of Rhyl, situated close to shops and local amenities. People achieve good well-being outcomes and are treated with dignity and respect. They have a choice of activities and staff support people to engage in ways that suit their preferences. People are treated as individuals and are supported to live their lives as they wish.

Care staff deliver good care and support because they provide well planned, person centred care that meets people's needs. Care staff treat people with kindness and compassion. Personal plans accurately reflect each individual and clearly guide care staff to support people appropriately. An area for improvement noted at the last inspection has now been resolved.

People live in a good and safe environment where the building is maintained to a high standard and remains compliant with regulations, creating a well presented and comfortable setting. The home is kept exceptionally clean and tidy, and appropriate infection control practices are consistently

followed.

Good leadership and management arrangements support the smooth running of the service. The senior management team provides oversight and ensures safe recruitment, effective training and regular staff support. They actively listen to feedback from people and staff and use this to inform ongoing development. Care staff told us they are happy working at the service.

Findings:



Well-being

Good

People living at the home experience good well-being outcomes because staff promote dignity, respect, choice and emotional support as part of everyday care. Throughout the inspection, people told us they feel valued and treated with kindness, and this matched the warm and caring interactions we observed. Care staff support everyday decisions such as where people chose to spend time, what they prefer to wear and when they want to get up, helping individuals maintain routines that are important to them. Relatives gave very positive feedback about the service and told us they are happy with the support provided. One family member commented, "*The care my spouse receives is wonderful, they also care for me,*" reflecting the supportive and inclusive approach in the home.

We saw care staff asking people what they wanted to do and engaging with them in a meaningful and supportive way. Care staff share information in ways that promote informed choice and encourages independence through positive risk taking. People have access to information that meets their individual communication needs and can access advocacy support when required. Care staff influence life in the home through individual conversations, resident meetings and surveys. We also saw feedback informing menus, activities and aspects of daily routines, showing that people's views directly influence how the home operates. The home meets communication and language needs sensitively. Bilingual signage is in place, and staff use Welsh where appropriate, supporting the Welsh Language Offer. Advocacy is available and used appropriately. People's physical, emotional and mental health needs are well supported, with staff demonstrating good knowledge of people, built through consistent relationships. A range of activities supports meaningful engagement, including regular craft sessions and regular singing activities. We saw people spend their time in different ways, including relaxing quietly, watching television or spending time with visitors.

People are protected from harm because safeguarding arrangements are robust and well understood. Care staff know their responsibilities for recognising and reporting concerns. All staff receive safeguarding training, and those we spoke to were clear about their role and duty in keeping people safe. Records show the service provider takes appropriate action to protect people, including making timely referrals to relevant agencies such as the local authority. The manager ensures any restrictions or deprivations follow legal requirements and are documented, helping to maintain people's rights and ensure decisions remain lawful and proportionate.



Care & Support

Good

People are protected from abuse and harm. People are supported to be safe and have risk assessments in place where needed. Following the previously identified non-compliance relating to repositioning, the service now delivers safe, consistent care that meets assessed need and is accurately recorded. People we spoke with confirmed they feel safe at Bryn Estyn. People receive consistently good care and support because assessment, planning and daily care follow a person centred and strengths-based approach. Assessments completed before admission give staff a clear understanding of each person's needs, preferences, life experiences, strengths and potential risks. Care plans are co-produced with people and their families where possible. They set out the daily routines, what is important to them, communication preferences and the detailed support each person requires to maintain independence. We saw staff use this information well and provide dignified, respectful care, supported by good knowledge of the people living in the home. Care plans and risk assessments are reviewed regularly to ensure they remain accurate and reflective of the person receiving care. A stable care staff team helps maintain consistency for people and ensures people receive their care in line with their preferences.

People are referred for appropriate care and treatment. We saw care staff supporting people to attend health checks during the inspection, and records clearly show timely referrals and regular input from GPs, community nurses and other professionals. There was a health professional visiting a resident of the home on the day of inspection. Nutrition and hydration are monitored effectively through detailed daily recording. People have access to a nutritious and balanced diet, with menus developed in consultation with people and adapted to dietary needs which are in line with their care plans. Mealtimes offer choice and a relaxed, supportive atmosphere.

Medication is safely stored, checked and administered in line with national guidance. Care staff follow safe procedures and complete accurate records, ensuring people receive their medication safely. Audits support learning and quality improvement, and the service uses these findings to continually strengthen oversight. Infection-control procedures are good we saw Personal Protective Equipment (PPE) used appropriately and audits confirming ongoing compliance. Overall, people experience supportive, well-coordinated care that promotes independence where possible, safety and we saw warm, respectful relationships throughout the home.



Environment

Good

People live in an environment that is safe, comfortable and well maintained. Bedrooms and communal spaces are kept to a consistently high standard. The home presents as welcoming, clean and well organised. During the visit, we saw bedrooms that are tidy, personalised and furnished to promote comfort and independence. Furniture is in good condition, and décor and soft furnishings are well presented. People personalise their bedrooms with photographs, ornaments and sentimental items, helping them feel settled and at home. The home is very clean throughout, and we saw staff working hard to maintain this exceptionally high standard of cleanliness. Ensuite and shared bathrooms are hygienic, tidy and equipped with specialist items for those who required additional support. Corridor areas are free from clutter, supporting safe movement and reducing the risk of falls. Communal areas provide a variety of options for people to relax, socialise or spend quiet time. Two adjoining lounges and a spacious dining room offer comfortable areas for group activities and mealtimes, while seating along the hallways provides additional areas. Outdoor spaces are accessible and offer pleasant areas for fresh air.

Environmental safety and maintenance arrangements are well established. The provider completes regular health and safety audits and environmental risk assessments, and repairs are addressed promptly. Checks and certificates for water, gas and electricity are current, and fire alarms are tested weekly. Each person has an up-to-date Personal Emergency Evacuation Plan (PEEP) to support safe evacuation if required. The front door is secure, and all visitors sign in and out, so the service maintains oversight of who is entering or leaving the building. Infection prevention and control procedures are good. The provider has clear policies in place, Personal Protective Equipment (PPE) is used appropriately, and routine monitoring ensures ongoing compliance. The home holds a good (four) food hygiene rating, reflecting safe storage, preparation and kitchen practices. Overall, the home provides a well-kept, safe and comfortable environment that supports people and promotes a strong sense of homeliness.



Leadership & Management

Good

The service benefits from good leadership and clear management arrangements that supports safe, consistent and person-centred care. Staff describe a positive culture within the home, telling us they feel valued, well supported and confident in the leadership team. One staff member told us, *“I really enjoy working here, we are a really good team”* reflecting the positive morale across the service. Managers are approachable and visible, and staff said they can raise concerns or seek guidance easily, with another staff member noting, *“The manager is very supportive and listens to us”* This supportive atmosphere contributes to a stable workforce, with many staff reporting long service.

Recruitment and workforce governance are well managed. Care staff files contain required pre-employment checks including references and disclosure and barring service (DBS) certificates. These checks are important as they determine a person’s suitability to work with vulnerable people. All staff complete an induction and maintain their registration with Social Care Wales, the workforce regulator. Records show staff receive regular supervision and annual appraisals, which support reflective practice and helps identify any training or development needs. Care staff told us training is accessible, relevant to their roles and helps them feel confident in the care they provide. Training records confirm mandatory courses such as dementia care, moving and handling, safeguarding, infection prevention and control, and medication administration. Staffing levels are appropriate, as evidenced by duty rotas, observations during the inspection and feedback from people and relatives. Care staff told us they feel well supported and able to meet people’s needs safely and effectively.

Policies and procedures are clinically sound and are reviewed regularly. Audit activity is established, covering key areas such as infection control, medication, care planning, environmental checks and risk assessments. Oversight from the Responsible Individual (RI) is evident through routine visits, discussions with people and staff, and review of both care delivery and the environment. Quality of Care Reviews show positive engagement, a commitment to development and an intention to broaden governance analysis. The service is supported by committed leaders, a motivated staff team and well-established systems that promote safe, well governed and person-centred care.

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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