



Bryn Marl Nursing Home



Bryn Marl Nursing Home, Marl Drive, Llandudno Junction, LL31 9YX



01492581191

The inspection visits for this service took place between 11/12/2025 and 17/12/2025

Service Information:

Operated by:	Bryn Marl Ltd
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:	39
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:

People are well supported in Bryn Marl and told us they feel safe in the home. People have a voice and have daily choices. Activities are offered to ensure people are stimulated and have opportunity to socialise with others; work is in progress to offer a full programme of events. People are supported to keep in touch with friends and family. People are happy with the menu offered and can access snacks and drinks. The environment is well maintained, and people have a choice regarding the décor of their bedroom. The rating for well-being is good as people live as healthily and safely as able with choices regarding their daily lives and care.

People are cared for by a stable staff group who provide continuity in care. We observed people are treated with dignity and respect and have good relationships with care staff. There are good systems in place to ensure people receive their prescribed medication. Senior staff audit quality of care markers such as hygiene, infection control, accidents, falls and incidents to ensure good standards of care. The rating for care and support is good as people receive the care and support; they need to achieve their personal outcomes.

People are happy with the upgrades made to the environment which are an ongoing process. There are appropriate facilities in the home to support people's desired outcomes. There is a maintenance plan in place to ensure the home is in good repair and appropriate to provide people's care. The home has updated risk assessments in place to ensure people's health and safety. The

rating for the environment is good as people live in a home which has appropriate facilities and is well maintained.

The Responsible Individual (RI) visits the home as per the requirements of the regulations to ensure good standards in the home. Senior staff feel supported by the RI. Care staff feel well supported and say that senior staff are approachable and helpful. The rating for leadership and management is good as the Responsible Individual (RI) has good oversight of the service and standards of care offered to people.

Findings:



Well-being

Good

People feel they mostly have choices regarding their care and daily lives. People can choose where to spend their day and what meals to have. People told us they are happy with the service in the home, and the food is good. People are offered activities and support according to their personal preferences. We saw people had been doing some crafts, a person was assisted to do a jigsaw, other people in the lounge were enjoying afternoon tea. Some people chose to spend time in their rooms and said they were comfortable watching TV. People's personal plans include details of their personal history, their likes and dislikes and their individual care objectives. People's first language choices and any communication needs are recorded for care staff to offer appropriate support.

People's personal plans evidence they receive personalised care from care staff who are supported to enable good care standards. We saw people are encouraged to make personal choices. Care staff can anticipate people's needs, and we witnessed good rapport between people and care staff. People told us they are happy with the care and are treated with dignity and respect. One person told us care staff are "*like friends and make a difference in the home.*" People praised the meals provided and said they can access drinks and snacks as they want them.

The service can safeguard the people living there if required. Care staff receive updated safeguarding training and are supported with policies and protocols to follow in the event of a concern. Care staff spoken with are aware of local safeguarding procedures and how to access local authority teams to ensure people's safety. Care staff said they can approach senior staff if they have any concerns regarding people's care.



People's plans are written according to their individual objectives and needs. People's preferences and personal history including important people and dates are documented to enable person centred care and to provide a measure for personal aims. Daily and nightly records are recorded in a clear, easy to read way and are organised and easy to navigate on a computerised system. Care staff can input into care records as they work to ensure records of care are contemporary and accurate. Care staff said they like the system as it is efficient and easy to use. The computer flags up when personal plans and risk assessments are due for review to ensure they remain appropriate for people's care needs. Health care professionals' visits are carefully recorded and any resulting changes to the person's care. Senior staff said people can contribute to their personal plans if they are able, further documented evidence of this would be of benefit to demonstrate choice and people's influence on their care. People's health needs are monitored to keep them as healthy as possible. People access health care advice in a timely way as care staff know people well and can anticipate their needs. People can have optician; dental and chiropody appointments as required and can access hairdressing services.

Care staff offer sensitive care and demonstrate a respectful attitude towards people to enable dignity in their care. People's nutritional needs and weight is regularly monitored, and people can access nutritional food and drinks. People have a choice of where to spend their day and can access some activities.

Medicine administration and storage practices are good in the home. There is a good record of medicines entering and leaving the home. Medicines are stored in a secure way, and the temperature of the room and medicines fridge is monitored daily to ensure they are stored in an optimal way. People are given their medicines individually and as prescribed. Care staff receive medicine administration refresher training to ensure their knowledge is up to date and to enable good practice. Senior staff said they can access medication prescriptions for people in a timely manner.

There are good safeguarding practices in the home to protect people from harm. Care plans are regularly audited to ensure good standards. Care staff receive safeguarding training and told us they know how to report any incidents or practices of concern. Senior staff report appropriate concerns to Care Inspectorate Wales (CIW) and other relevant authorities. Accidents and incidents are recorded, and appropriate actions are taken.



Environment

Good

People live in a home which is well maintained and careful of their health and safety. The home presents as clean and tidy and has spacious lounges for people to be sociable or quiet in. Walkways and fire exits are kept clear of obstacles. People can choose to spend time in their room or in the lounge areas to socialise, engage in activities, eat meals in and receive visitors. People confirmed they have daily choices regarding where to spend their day. The home has an ongoing programme of redecoration and maintenance to provide people with a pleasant environment. People and care staff said they are happy with the new lounge area on the first floor and said it is “*lovely*”. This is used for various activities and is decorated in a fresh and modern style. People can have a say in the décor of their room and can personalise them according to personal taste and preference. There are appropriate facilities in the home and people are happy with the laundry service provided. The hygiene rating for the home is five, this is the highest rating possible. People can access the equipment needed for their safe care; this is well maintained and serviced to ensure their safety. There are spacious grounds which are well maintained, people enjoy sitting out in good weather. There are parking facilities for visitors and sufficient space for an ambulance as required.

Health and safety checks and assessments are audited and are up to date to enable people’s safety. Utility checks and certificates are in place for water, gas and electricity. Weekly fire alarm checks are conducted, and staff are trained regarding evacuating people in the event of a fire. People have personalised personal emergency evacuation plans (PEEPs), to ensure their safe evacuation in the event of an emergency. Housekeeping staff are employed to ensure the home is clean and has good infection control. Entrances to the home are locked and people sign in and out for accountability and a record in the event of a fire or emergency of any extra people within the home.



Leadership & Management

Good

The provider has good governance arrangements in place to ensure the smooth running of the service. The RI visits regularly and considers the views of residents, family and staff regarding the service. The RI provides a quality report regarding the home in line with the requirements of the legislation. This considers people's well-being, the care and support provided, environmental needs, maintenance and managerial issues such as staffing requirements, training and supervision. The manager feels well supported by the RI and can access training required for their role. Service audits conducted by senior staff are discussed with the RI and any actions to be taken to maintain good care standards. People have an assessment prior to accessing the service to ensure the home can meet their needs. People have information regarding the service prior to using the service, this information is frequently reviewed to ensure its accuracy.

Care staff are safely recruited. We saw from staff records that appropriate employment checks are in place and in date to ensure they are appropriate to work with adults at risk. Checks are made to ensure care staff and nurses are qualified and registered with the relevant governing body. Care staff receive regular training and supervision suitable for their role. On-line training is used; this shows a high attendance rate from care staff and nurses. Training is also provided in person for certain subjects, a care staff member said, "*the training provided is very good.*" Training is an ongoing process throughout the year, and good audit records are kept. Care staff and nurses said senior staff are approachable and supportive. A member of staff said they are happy in their work and, "*It's a good home, we do our best for people.*" The levels of staff employed match that which is stated in the Statement of Purpose document for the service enabling continuity of care for people.

The provider invests in the home; the building is maintained on an ongoing basis to provide dignified surroundings for people. People are offered meals made with fresh ingredients and can access snacks and drinks as required. Care staff are safely recruited, and investment is made in appropriate training. Equipment is replaced as required as are soft furnishings, towels and bedding.

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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