



Coed Isaf Nursing Home



Coed Isaf, Bryn Lupus Road, Llandudno, LL30 1SR



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The inspection visits for this service took place between 26/11/2025 and 27/11/2025

Service Information:

Operated by:	Coed Isaf Nursing Home Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Provision for mental health, Care home for adults - with personal care
Registered places:	32
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:

Coed Isaf is a service for older people with nursing care needs who live with dementia, located on the outskirts of Llandudno.

People's well-being is good because their health and well-being is well-maintained; they receive support to achieve their personal outcomes and lead comfortable lives, getting the right care at the right time. The service provides people with opportunities to take part in a range of activities and can exercise choice. Systems are in place to help safeguard people in an environment which supports their needs. Care and support is good, with people and families providing very positive feedback about the service. Personal plans are person-centred and kept under regular review. Effective systems are in place to manage medication and infection control, and to safeguard people. The environment is good, being well-maintained, safe, and meeting the needs of people. Significant investment has been made in recent months and is evident throughout, which enhances people's experience of living there. Leadership and management is good. Governance and oversight systems support the smooth running of the service, with staff happy working there. Care and nursing staff have appropriate training and are recruited safely.

Findings:



Well-being

Good

People experience good well-being at Coed Isaf because they are treated with dignity and respect and are supported to achieve their outcomes. People live safely and healthily with control over their lives. Feedback from people and their representatives is overwhelmingly positive. The service captures and documents important person-centred information about people's past, their preferences and wishes, on admission. This information informs people's plans. Where people have difficulty communicating or making decisions, the service works closely with people's families, representatives and professionals to ensure decisions are in the person's best interests, with the service having made significant improvements in this area. The service maintains very good contact with relatives, keeping them informed and involved, and offering a warm and welcoming environment. People receive information about what to expect from the service via a service user guide, which includes information on how to make a complaint. Family meetings take place, where views are sought and issues regarding the service can be discussed. People get the right care at the right time. The service refers health concerns appropriately and follows guidance.

Systems are in place to help protect people from abuse and neglect. Recruitment procedures are safe, with checks completed before staff begin work. Risks to people and care staff are managed through risk assessments in the care planning process. The service is environmentally secure. Families say they feel confident the service is safe and can visit whenever they wish.

People are supported to cultivate safe and healthy relationships. People can do the things they wish, with a variety of regular activities and opportunities arranged for them, such as arts and crafts and visiting entertainers. People spend time in areas of the service of their choosing with people they wish to be with. The service employs an activity coordinator, who arranges and engages people in different activities. The service is inclusive and encourages family and friends to participate when marking significant events and occasions, such as birthdays. The service is working towards the Welsh Active offer, capturing language preferences, having a Welsh board in place, and having several Welsh-speaking staff available. Welsh cultural events are marked and celebrated.

People live in an environment that supports their needs. Coed Isaf is set over three floors, providing support to older people with nursing needs who live with dementia. The home is welcoming, has a calm atmosphere, staff are visible, and is well equipped to meet people's needs. Bedrooms are comfortable and personalised, with several communal areas and access to attractive garden grounds. The overall environment is pleasant, clean and well-maintained.



Care & Support

Good

Care and support at Coed Isaf is good because people are treated with kindness, empathy and compassion. We saw people are well-settled in their environment, with care staff interacting in a calm, respectful manner. We saw positive social engagement throughout the service, with people spending time together, families visiting regularly, and mealtimes being a pleasant and relaxed experience. People and their families speak positively about the service, telling us *“the staff are lovely and kind”, “it’s wonderful – I can visit any time of day or night”, “the staff are very patient – they listen”,* and *“they’re lovely, all of them – I can drop in whenever and always get a warm welcome.”* Qualified staff at the service assess people’s needs prior to them moving in. Personal plans are detailed and person centred, documenting how people like to be supported. Risk assessments identify issues and how to manage these. Plans are kept under regular review. Daily notes and monitoring charts track people’s progress and confirm people receive support according to their personal plans.

Processes are in place to help protect people from harm. Care staff undertake safeguarding training and trust management will respond appropriately if they report any issues. Records of incidents and accidents are kept, with risk management plans guiding care staff in supporting people safely. People and families tell us they feel the service is safe. Where people lack mental capacity to make decisions about their care and accommodation, the service ensures Deprivation of Liberty Safeguard (DoLS) applications are made.

Systems are in place to support the safe storage and administration of medication. Medicines are well managed by nursing staff, stored securely and administered according to prescriber instructions. Records are up to date and free from errors. Monthly medication audits ensure supplies are accurate. Appropriate authorisations and documentation are in place where medication must be managed covertly. Staff receive training in safe medication handling and administration. Clinical oversight is robust and much improved, with good systems to monitor people’s health such as their weight, nutrition and physical health.

Infection control is well managed, with effective measures in place to reduce risks. Care staff have access to protective equipment and use it as necessary, for example when supporting with personal care tasks. Care staff receive infection control training, with an up-to-date policy supporting staff practice. Domestic staff complete cleaning routines, with clear records evidencing oversight and action taken to address any issues. Laundry is managed appropriately. Clinical waste is managed and disposed of correctly. The kitchen achieved a Food Hygiene Rating of 5, which means standards of food hygiene are ‘very good’.



Environment

Good

The environment is good because people live in homely accommodation that is safe and meets their needs. People benefit from a warm, comfortable, welcoming, well-lit environment which promotes their independence and maintains their dignity. The service is set over three floors, located in a residential area on the outskirts of Llandudno. It is tidy and uncluttered, and we saw high standards of cleanliness throughout. Only authorised persons can enter, with all visitors required to sign in upon arrival and when leaving. There are two comfortable lounge areas, where people often spend their time, with various other areas around the service where people also choose to sit and spend time. There are sufficient toilet and bathing facilities, some bedrooms with ensuite facilities, and mobility aids available where needed. We saw the storage of larger items, such as hoists, has been well considered and adaptations made so they are stored out of sight. A dining area provides a space where people can enjoy their meals. The kitchen facilities are appropriate for the service. Bedrooms are a good size and provide comfortable spaces for people. They are highly personalised with people's furnishings and important items reflecting their preferences. People are provided specialist equipment to meet their needs, such as profiling beds, call bells and sensor mats. These are in good working order and well-maintained. An attractive garden area is available to the front, with seating available for people and areas where people can walk with support.

We saw significant investment has been made in recent months, with works ongoing during the inspection visit. Where works have been completed in areas such as the lounges, hallways and bedrooms, they enhance the environment and support people's well-being. Walls have been re-plastered and re-painted, new flooring has been fitted, furnishings and wood trims have been upgraded, and new furniture purchased. While this work is not yet complete, the improvements are evident and done to a very good standard. We were shown plans for the prioritisation of further works at the service.

The service takes measures to ensure the home environment is as safe as possible. Equipment is stored appropriately. Hazardous substances are safely stored in locked cupboards. All bedrooms and bathrooms seen are fitted with window restrictors. Fire exits are free from obstructions. Records confirm the regular testing and servicing of gas, electricity, and water facilities. Equipment checks and maintenance take place. Fire safety checks are routinely undertaken. Personal emergency evacuation plans are in place to support staff to understand the level of support people require in the event of an emergency.



Leadership & Management

Good

Leadership and management of the service is good because the service provider ensures governance arrangements support the smooth running of the service, with suitable numbers of skilled and qualified staff in place. Strong governance and oversight practices have been developed. The responsible individual (RI) undertakes their statutory duties by comprehensively documenting quarterly visits to engage with both residents and staff, visits often and is at the service regularly. They complete quality of care reviews every six months, with actions identified to support ongoing service development. Management auditing and quality assurance systems are extremely robust and much improved upon, helping to monitor performance and identify areas for improvement. We saw an abundance of auditing around all areas of the service, including a manager daily walkaround, monthly safety calendars to analyse incidences of falls, monthly medication audits, monthly environmental audits, and infection control audits. All audits are well-documented, with analysis of these helping to inform an ongoing home improvement plan. This is kept under regular review by the RI and other directors. The service also gathers the views of people and their representatives, with feedback from family members confirming their views are sought and they feel listened to.

The service manager promotes a positive 'open door' culture where staff told us they feel valued and work as one team. Care staff provided positive feedback about working at the service, telling us they like working there, feel well-supported and can approach service leaders with issues, who will then act on these. Care staff comments include "the *nurses and seniors including the manager is approachable*" and "*I appreciate the opportunity to learn and develop new skills*". Policies and procedures outline staff roles and service delivery. These are in line with regulation and up to date. The service whistleblowing procedure forms part of the safeguarding policy, with staff reporting they feel confident in raising concerns if necessary. The service is open and transparent, making the required notifications to Care Inspectorate Wales and other relevant bodies, including the local authority Safeguarding Team.

Staff are qualified and trained to meet a wide range of needs. Training records confirm ongoing training in essential areas of care, with nursing staff receiving additional training relevant to their role. Staff report feeling well-supported and confident in their roles and demonstrate a good understanding of their responsibilities. Recruitment practices are thorough and compliant with regulatory standards, with staff files containing all required documentation. These include Disclosure and Barring Service (DBS) certificates and proof of identification. Care staff are registered with Social Care Wales, the workforce regulator. Nurses are registered with the Nursing and Midwifery Council. Newly appointed staff undergo an induction and probation period to ensure suitability for their roles. Supervision supports staff in terms of performance management and professional development. The staff team is stable and well-established. Staffing levels are

appropriate, with staff being visible and rotas reflective of staffing on the day of inspection.

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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