



Springholme Care Anglesey Ltd



Springholme, Red Wharf Bay, Pentraeth, LL75 8EX



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<https://springholme-ghbxhgf4dshkfqc2.ukwest-01.azurewebsites.net/>

The inspection visits for this service took place between 06/07/2026 and 16/07/2026

Service Information:

Operated by:	SPRINGHOLME CARE ANGLESEY LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	45
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, 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:

Springholme provides accommodation, personal care and support for older people, including people living with dementia.

People experience positive well-being outcomes and are supported by staff who know them well, treat them with kindness and respect, and promote dignity, independence, choice and meaningful relationships.

Care and support is good because it is planned around people's individual needs, preferences and risks. Care staff provide calm, patient and person-centred support with personal care, mobility, meals, medication and healthcare needs. The service works effectively with external health professionals and has systems in place to protect people from harm.

The environment is safe, comfortable, clean and homely. People benefit from personalised bedrooms, communal spaces, secure outdoor areas and effective maintenance systems. Environmental risks are monitored and addressed through audits, servicing, repairs and improvement trackers.

Leadership and management arrangements are effective. The manager, who is also the Responsible Individual (RI), has established strong governance, quality assurance and

improvement systems. Feedback from people, relatives and staff informs service development. Some practice approaches excellent, particularly in person-centred culture, Welsh language support, governance and continuous improvement.

Findings:



Well-being

Good

Many people live healthily and safely in the service, with a good level of choice and control over their lives. People told us they make choices about their routines, meals and daily preferences, and we saw care staff respect these. They said alternative meals are always available when they do not want the daily menu option, and that staff listen to their preferences and respond positively to requests. Care staff support people to balance independence and safety through positive risk management. We saw care staff promoting safe and supported access to indoor and outdoor spaces that people enjoy. We saw people benefit from strong healthcare involvement, including support from general practitioners, district nurses, speech and language therapists, physiotherapists, dietitians and mental health professionals. This helps many people maintain their health and well-being. We saw people appeared well presented and comfortable, with attention given by care staff to ensuring personal care, appearance and oral hygiene meet people's preferences and needs.

People are safe and protected from abuse and neglect. They told us they feel safe living in the home and are confident staff would respond to concerns. Safeguarding arrangements are effective, including those who do not have capacity to make decisions for themselves. Staff use reassurance and least restrictive approaches to support people experiencing distress. The manager responds appropriately when issues arise and takes timely and appropriate action to reduce risks to people. These arrangements contribute to positive outcomes and promote people's rights.

We saw several examples of practice approaching excellent. Care staff demonstrate a strong understanding of people's individual histories, preferences and relationships. We observed care staff, relatives and friends supporting a birthday celebration. We saw how people's pets are part of regular visits, helping maintain meaningful family relationships and experiences that matter to the person. People are supported to enjoy daily walks to the beach with care staff and told us they are very happy living at the service. Care staff speak Welsh naturally to people throughout day-to-day conversations and support, enabling people to communicate comfortably and maintain connections with their language and culture. We saw bilingual signage to help orientate people, and information about the service is available in Welsh if people prefer. These examples demonstrate a particularly warm, person-centred culture that contributes significantly to people's well-being outcomes.

People live in accommodation that supports their well-being. The home is comfortable, personalised and homely, with easy access for people to spend time in communal areas, private spaces and secure gardens. Some people told us they would like more opportunities for outings and community activities. The manager is aware of this and is working to address it.



Care & Support

Good

People receive good care and support that meets their assessed needs and promotes positive outcomes. Care plans and risk assessments are individualised and cover people's health, well-being, daily support needs and important relationships with family, friends and regular visitors. We saw plans are reviewed regularly, with evidence of involvement of people, families and representatives in the reviews. The manager is working with care staff to enhance the personalised detail in plans and risk assessments, and ensure daily notes record how support provided affects people's well-being, independence, satisfaction and personal outcomes.

Skilled care staff provide good support with personal care, mobility, nutrition, hydration, continence, medication and healthcare monitoring, following people's care plans. We saw support provided in a calm, respectful and patient manner, promoting dignity and independence. During lunch, we saw one care staff member support three people with different levels of need. One person received full assistance, another was prompted to eat independently, and another was discreetly supervised because of assessed risks. The staff member adapted support safely while maintaining a calm and social dining experience, showing skilled, person-centred practice. People told us they enjoy the food and can request alternatives options if they wish, and we saw people enjoying their meals during the inspection.

People benefit from responsive healthcare involvement. Records show effective engagement with speech and language therapists, physiotherapists, district nurses, dietitians, psychiatric services and specialist healthcare teams. Care staff seek advice promptly when needs change and implement recommendations appropriately. We saw support is delivered in line with current assessments and professional guidance.

The provider has systems in place to protect people from harm and abuse. Care staff receive regular training about their safeguarding responsibilities and demonstrate good understanding of these. We saw them use reassurance, observation, following healthcare advice and risk management to support people's emotional and physical well-being. Safeguarding and governance records show risks, including emerging concerns, are promptly identified and effectively acted upon to keep people safe.

Medication management and infection prevention systems are established and effective. The service uses electronic medication administration records, with medication audits, weekly controlled drug checks, regular staff training and competency reviews, and two-person pharmacy checks in place to keep people safe. Bathrooms and communal areas are maintained to a particularly high standard of cleanliness. Equipment is clearly labelled as cleaned, personal protective equipment is readily available and appropriately stored, and staff use infection prevention measures consistently. Food hygiene arrangements are strong, and the service holds a food hygiene rating of five. These arrangements support people's health, safety, comfort and contribute positively to their overall experience of living at the service.



Environment

Good

People live in an environment that supports well-being and independence. The home is warm, welcoming and homely, with communal and private spaces that meet people's needs. We saw comfortable, well-maintained lounges where people socialise, relax or spend time with visitors, and bedrooms offering privacy and personal space. People told us the environment meets their needs and we saw people choosing to use both communal areas and their own rooms. Bedrooms are personalised with furniture, photographs, ornaments and belongings of personal significance, helping people maintain identity and ownership of their living space.

Accommodation is comfortable, accessible and appropriately equipped. Bedrooms contained suitable furnishings, including wardrobes, drawers, lockable storage, televisions and seating. En-suite bathrooms are clean, accessible and promote privacy and dignity. Wi-Fi is available throughout the building, and portable call bells enable people to request support in bedrooms and communal areas. Specialist equipment, including hoists, slings, bathing equipment and mobility aids, is available, appropriately serviced and used where needed. Referrals for additional equipment are made promptly when people's needs change.

The provider has effective systems to maintain and improve the environment. A comprehensive environmental tracker records issues identified from audits, manager walk rounds, and feedback from people. The manager uses the tracker to identify priorities and allocate responsibility, and monitors progress and completion. Records show a proactive approach to maintenance and improvement. We saw one concern about flooring was investigated, reassessed and addressed through replacing flooring. A separate maintenance log showed repairs are monitored and completed.

People are supported to use outdoor space safely. Secure garden areas have seating and tables, providing pleasant places to spend time outside. Staff told us people are regularly supported to walk in the local community, including to the nearby beach depending on the weather.

Robust arrangements promote environmental safety. Servicing and monitoring of equipment, lifts, window restrictors and call bell systems are completed, with defects repaired promptly. Security measures, including keypad entry, visitor logs and secure garden access, protect people while maintaining rights and freedom of movement.



Leadership & Management

Good

People benefit from a well-led service supported by effective governance arrangements that promote positive outcomes and continuous improvement. The manager is also the Responsible Individual (RI) and has established a quality assurance framework that supports safe and effective practice. We saw daily, weekly and monthly monitoring, including audits of care records, medication, health and safety, falls, nutrition, staffing, maintenance and the environment. Audit findings are reviewed by the RI, with actions, responsibilities and timescales recorded. This demonstrates proactive oversight and service development.

Systems support reflective practice and improvement. Daily leadership walk rounds by the team leader and facilities manager take place alongside shift leader quality checks, which review people's presentation, care delivery, activities, mealtime experiences and environmental standards. An environmental improvement tracker and monthly RI monitoring visits identify issues, monitor progress and support improvement. These arrangements show leaders actively seek opportunities to improve outcomes, reflecting aspects of excellent practice in governance and quality assurance.

People's views inform service development. Feedback is gathered through resident meetings, questionnaires, individual discussions and the "Resident of the Day" initiative. The Quality of Care Review includes engagement with people, representatives and staff, with detailed action plans. Residents' requests and feedback are acted upon, including environmental improvements and changes to individual living spaces. Regular staff meetings across departments support communication and shared responsibility for quality.

People are supported by staff who are recruited, trained and monitored appropriately. Recruitment records include application forms, references, interview notes, Disclosure and Barring Service checks and identity verification. New staff complete induction, shadow shifts and probationary reviews before working independently. Staff receive regular supervision and training, including medication management, dysphagia, manual handling, fire safety and first aid, helping them meet people's needs safely and effectively.

Effective arrangements maintain continuity of care and support responses to unforeseen events. Business continuity planning includes secure and offline backups with paper contingency arrangements for electronic care records, and accessible emergency evacuation information. Rotas show planned staffing across the service, with the same agency staff used where possible to cover unexpected absences and promote continuity. Staff recognition, including achievement awards and celebration of accomplishments, helps maintain a positive culture.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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