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**How Nant
Gwrtheyrn
helped
care home
staff gain
confidence
speaking
Welsh**

Staff at Haulfryn care home in Wrexham, north Wales are using Welsh more confidently after attending Welsh language courses at Nant Gwrtheyrn, supported by Social Care Wales.

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Staff at Haulfryn care home in Wrexham, north Wales are using Welsh more confidently after attending Welsh language courses at Nant Gwrtheyrn, supported by Social Care Wales.

Three members of staff at Haulfryn have benefited from Nant Gwrtheyrn's Welsh language offer. Owner and Responsible Individual Clare Roberts, Registered Manager Abbie Edwards, and Trainee Deputy Manager Elysia Sauvage, say the experience helped them improve their Welsh language skills, build confidence and strengthen the care they provide.

Haulfryn's staff support people living with dementia. As dementia progresses, it can leave some people unable to communicate in English, so speaking Welsh – even a few words – can make all the difference. Abbie learned Welsh at school but never felt confident speaking it. "Before the course, I lacked confidence in using Welsh, but I can now say that I'm a fluent Welsh speaker," said Abbie.

For Elysia, attending the course meant stepping into the unknown. "I was really nervous," she said. "I'd never worked away from home before, and it felt completely outside my comfort zone. But I knew it was an opportunity I couldn't miss."

Although she could already speak some Welsh, Elysia felt out of practice and lacked confidence using it at work. "I knew I could do more. Some of my colleagues have excellent Welsh language skills and can communicate with Welsh speakers in meaningful ways. I wanted to do the same. I felt my limited Welsh was holding me back in my role."

When Social Care Wales offered Haulfryn's staff the opportunity to attend a residential course at Nant Gwrtheyrn, they jumped at the chance. The course gave learners the opportunity to use Welsh every day while immersing themselves in Welsh culture, history and heritage.

"I understand how important it is to communicate with residents, families and staff in the language they choose," said Abbie.

"I wanted to build my confidence in Welsh in a practical way," added Clare. "I also wanted to learn alongside our team and show how important Welsh is to our service."

The unique setting at Nant Gwrtheyrn was another highlight.

Abbie said, "Nant Gwrtheyrn is a special place to learn. The setting is beautiful and full of culture, history and community spirit.

"The course allowed me to fully immerse myself in the Welsh language and culture. It helped me provide a more inclusive and person-centred service."

The residential course also gave participants the chance to meet professionals from across Wales who were working to improve their Welsh language skills.

Clare said the supportive atmosphere made a real difference. "I enjoyed being able to use Welsh without worrying about making mistakes. It was inspiring to meet people from different parts of health and social care who all shared the same goal."

Since completing the course, staff have seen positive changes across the care home. Haulfryn has strengthened its commitment to the Active Offer and providing services in Welsh. In February 2025, Care Inspectorate Wales recognised the home for its work in delivering services through the Welsh Active Offer.

The course has also opened up new opportunities for staff, who can now complete qualifications in Welsh.

For Elysia, the impact has been both personal and professional.

Elysia said, "We've developed a clear strategy to promote Welsh across the organisation and created a positive bilingual culture. As a leader, I wanted to play my part and support that journey.

"I can now speak more confidently with Welsh speakers in the home and better understand what people are trying to tell me. That helps me support their choices, needs and wishes.

"I'm also able to include more Welsh language information in personal plans, helping us reflect who people are and what matters to them. The course has made a real difference to me both personally and professionally."

Abbie agrees, "Nant Gwrtheyrn has made a real difference to me. It has increased my confidence to use and promote Welsh and helped me understand the importance of providing services in Welsh," said Abbie.

Clare said the course also reinforced the importance of language in people's lives. "It gave me more confidence to use Welsh every day and reminded me how important language is to identity, comfort and belonging. In dementia care, hearing Welsh can bring great comfort to someone."

Inspired by their experiences, Haulfryn has introduced more Welsh-language activities and increased the use of Welsh artwork, displays and signage throughout the home.

For the team, the course was about more than learning a language. It helped them build stronger relationships with residents, support well-being and make sure people can communicate in the language that feels most comfortable to them. Their experiences show how learning Welsh can build confidence,

support professional development and help people receive care in the language of their choice.

Find out more

Find out why it's important to use Welsh at work and what we're doing to promote the use of the Welsh language within the health and social care and early years and childcare sectors.