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4 September 2024

Dear Meryl,

I am delighted to congratulate you on your continued successes at Cartref Bryn Yr Eglwys in promoting the preservation of the wonderful Welsh language and encouraging those who support residents to learn it.

Given the location of Betws-y-Coed, much of the population speaks Welsh as a first language, and the duty of those working in a residential setting is to ensure the safeguarding of those living at the home whilst providing services to maximize comfort. It is imperative that residents feel safe and listened to throughout whilst living at the address. One policy that will surely be a success is a provision to celebrate the Welsh language.

While it is clear that your workforce is diverse, with the Cartref Bryn Yr Eglwys celebrating that carers relocate from across the world, I am sure that language lessons will not only benefit the whole team in terms of cohesion and team building but also create friendships along the way. The challenge of learning a new language allows for a better understanding of those facing communication challenges, leading to a better insight regarding the importance of patience, encourage carers to take steps to be more self aware when caring for those in need, whilst also highlighting the importance of each and every resident.

It is exciting to see the growth of Welsh speaking and steps such as encouraging the use of the language. By implementing these measures, people of all backgrounds will surely come together as a single community whilst benefiting the residents of Cartref Bryn Yr Eglwys Residential Home. Congratulations again and I wish you the very best for the future.

Yours sincerely,

Janet Finch-Saunders MS/AS

