Dr Gwenllian Hughes

ROLE-SHAPED BIO | REGIONAL OPERATIONS MANAGER / DIRECTOR



Dr Gwenllian Hughes gives owners and boards a clear operational grip across care portfolios: exposing weak signals early, strengthening managers and converting risk into accountable action.

She combines service-level understanding with regional and board reporting across quality, safeguarding, leadership, workforce and commercial performance. Her aim is not remote supervision, but operating control that reaches each service, identifies the outlier and leaves a stronger management bench behind. A Six Capitals lens structures that whole-system judgement across financial, cultural, relational, intellectual, institutional and knowledge value. Terminology is attributed to Windmill Family Office; the care-sector application is Gwenllian's own.

Regional and director-level capability

- Multi-site operational oversight, challenge and escalation.
- Quality, safeguarding and regulatory assurance across portfolios.
- Registered Manager support, accountability and succession development.
- Board reporting that connects service risk with commercial performance.
- Service mobilisation, redesign and operating improvement at scale.

13 **CIW Priority Action Notices resolved**	**£3m+** **annualised revenue protected**	**30+** **homes assessed in due diligence**	**20+** **years in care leadership**

Professional standing

- Registered General Nurse with registered care-home management experience in Wales.
- Professional doctorate in health and social-care practice and postgraduate nursing administration qualification.
- Fellow of the Chartered Management Institute, member of the Institute of Leadership and Management and accredited trainer.
- Works professionally in Welsh and English across Wales and the UK.

> *Her approach to decision-making is both ethical and empathetic ... fostering a culture of excellence and accountability. - Steven Windmill*

Available for appointments across Wales and the UK. Further assignment detail can be discussed in confidence.

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