



Inspection Report on

Walshaw House

**2 Churton Road
Rhyl
LL18 3NB**

Date Inspection Completed

10/04/2024

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About Walshaw House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Walshaw Care Homes
Registered places	18
Language of the service	English
Previous Care Inspectorate Wales inspection	26 May 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People enjoy living at Walshaw House. They interact positively and respectfully with each other, expressing their views and they feel valued. The house is homely and comfortable, each person's room is decorated to their personal taste.

Staff are safely recruited having been carefully vetted before employment; they are trained to conduct their roles and follow policies and procedures for safe practices. Staff are employed in sufficient numbers to ensure people are supported to do what matters to them in the way they want.

Regular reviews of people's care needs, together with routine health checks, helps ensure people are well cared for and health matters are swiftly addressed. People are supported to make and attend health appointments, and people living at Walshaw House enjoy a variety of activities.

The provider of the service has good insight about how it is operating. People interact with ease and are relaxed in the company of care staff and management. They are fully involved in what happens at the home and their views are regularly canvassed on matters important to them.

Well-being

People have choice and control regarding the care and support they receive at Walshaw House. They choose how to spend their day and conduct their daily routines. People's preferences and dislikes are recorded in a person-centred, outcome focused plan, and their wishes and needs are accommodated. There are regular activities organised by the home which people enjoy and people conduct their day doing what they want with their friends and care staff; they are supported to socialise with friends and family. People are treated with respect, their opinions valued, and individual circumstances considered.

People's physical, mental, and emotional well-being is looked after by trained care workers who support people to attend health appointments and undertake appropriate agreed activities. Senior staff review people's care and support needs so that any changes can be quickly identified. These reviews together with regular health checks ensure people get the right care and support as early as possible.

People are protected against poor practices, abuse and neglect as care staff are trained in the subject of safeguarding and there are policies in place to guide them. Managers ensures there are opportunities for one-to-one discussions with care workers. Care staff are recruited robustly and receive appropriate training to meet the needs of the people living in Walshaw House.

The accommodation is comfortable and homely. There are several seating areas and a separate dining room providing adequate space for people to relax and spend time where they want to. There is a sense of this being a family home and people enjoy living here. People have choice in regards the food they have, which is appetising, wholesome, and nutritious. People enjoy the meals which cater for their needs.

Care and Support

People have the quality of care and support they need. Their personal plans are frequently reviewed and their preferences, physical, mental, and emotional needs are fully considered. Risk assessments ensure people can conduct their day as they wish, independently or with appropriate levels of support. People shared their experiences telling us they feel safe, are happy at Walshaw House, and are well looked after by a respectful care team who support them in the way they wish.

A pre-admission assessment, professional documentation, and timely referrals to professionals, help ensure people receive appropriate care and support. A relative told us *“Staff are very good with my relative, I can tell that my relative likes them. They treat my relative with dignity and respect... My relative is safe here, staff go to my relative at night and turn my relative as they are supposed.”* A health care professional said, *“Care staff are good...people are well kempt...people seem happy here.”* Someone living at Walshaw House told us *“If I need staff they come quickly and staff know everything about me, they are very good.”* We saw how people spoke with ease and are relaxed around care workers, freely expressing their views. Positive, respectful interaction was observed between care workers and people receiving support, with care staff speaking with people at their eye level. We observed care workers helping and encouraging people in line with the persons personal plan of care.

People’s physical, mental, and emotional well-being is looked after by care staff who seek professional advice when required. We saw records of appointments with health professionals. Nutritional intake is recorded, and people’s weight is monitored to help ensure swift identification of any issues. A health care professional confirmed nutritional intake is monitored. We observed a host of activities people participated in throughout the day. We saw people thoroughly enjoying the activities they were participating in, and this was confirmed by people living at Walshaw House and their relatives. Medication is administered as prescribed.

We observed mealtimes and kitchen stocks which are plentiful. People receive a choice of nutritious and appetising food according to their needs. One person told us *“The food is wonderful, I get enough and can have seconds, I get choice in what I can have.”* A relative said *“The food is very good; portion sizes are good. The food is given in a way that is appetising. My relative eats very well.”*

Environment

The service provides care and support in an environment with sufficient space for people to move around freely and make choices about where they want to spend their day. There are large lounges, with comfortable armchairs. A dining room affords sufficient tables and chairs for everyone to eat together if they wish to do so. All the rooms are decorated in a homely, comfortable way, promoting a sense of family, and belonging with photos and mementos of mutual interest. Furniture is in good order, having recently been purchased, and the provider is investing further in the property. For example, Walshaw House has recently been re-painted with dementia friendly colours, four bathrooms are being converted into wet rooms and we saw evidence further investment is planned with the purchase of coverings for the walls in the food store. We were told flooring and decoration to the stairs and landings will be completed once works to the bathrooms have finished.

The service provider has measures in place to identify and mitigate risks and maintain important facilities and equipment. We saw records to evidence maintenance and safety checks are completed for water, fire equipment, the boiler, and electrical installation. Care staff have received training to enhance safety such as fire safety, first aid, food hygiene, health and safety and moving and handling. We saw risk assessments for the home and individuals are in place.

Leadership and Management

The provider has governance arrangements in place to help ensure the service is effective and they retain good oversight. The senior managers and provider conduct several audits of the premises and practices to check the service is safe and always improving. We saw records to confirm audits of various aspects of the operation routinely take place. The Responsible Individual undertakes their comprehensive three-monthly reviews as required.

People can be confident senior managers take matters seriously. Care workers told us managers are approachable and they could report any issues to them which would be dealt with appropriately. People and relatives told us managers and care staff are always around to speak with, understand their needs and take any issues seriously and deal with them appropriately.

People are supported by safely recruited staff who are employed only after checks are conducted to ensure they are fit for the role; training is provided to ensure people have the expertise they need to carry out their responsibilities safely. We viewed staff files which show recruitment processes are robust. Documentation shows care workers have undergone appropriate checks and training to undertake their role and are registered with the appropriate professional bodies. Rota's show people are employed in sufficient numbers to ensure people's needs are met in the way they prefer; people and care workers confirmed this. Care staff receive support from their manager, with regular opportunities to meet and discuss practice. We saw positive and open interaction during which people are encouraged to give their own responses and express their wishes. It is clear people are familiar with the care workers who support them and are at ease in their company.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
43	The provider has not provided a maintenance plan and schedule of improvements to demonstrate evidence of prioritisation and monitoring of ongoing and planned maintenance, upgrade and repair works throughout the home.	Achieved

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