



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Balmoral House - Skyline Care Ltd



22-24, Queens Walk, Rhyl, LL18 3NG



01745353483



www.balmoralcare.com

The inspection visit took place on 25/09/2025

Service Information:

Operated by:	Skyline Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	18
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Balmoral House is in a residential area of Rhyl and has access to local amenities and good transport links.

Wellbeing is good as the service is passionate about supporting people to increase their independence, daily living skills and to take part in activities. People can share concerns and have their voices heard. Care and support are also good as care documentation is detailed, and person centred. People have control of what they want to do so that they can prioritise things that matter to them.

The environment is good, safe, clean, and warm, and there is a refurbishment plan in place to redecorate the service.

Leadership and management is good as the provider has good oversight of the service and strives to ensure a good service is provided. Staff receive training and said they feel supported and happy working in the home. There are good recruitment practices in place and enough staff on duty to care for people.

Findings:



Well-being

Good

People can be assured they have choice and control. Care staff support people to be as independent as they can be and to make their own choices where possible. People are involved in assessments and reviews of their care needs. Their likes and dislikes are documented in personal plans of care. Food menus are prepared in advance and consider people's personal preferences but there is also further meal choice available to people on the day. There is an activity programme in place and external entertainers visit the service. People told us they like living at the home and are supported to go to places of their choice. People said they receive a good service and speak highly of the care staff who support them. Care staff engage with people positively and have built good relationships with them. We saw laughter, jokes and banter between care staff and residents during our visit. People's views are sought as part of quality assurance monitoring and people have access to a complaints process.

People receive care without delay. Care staff levels are sufficient to meet people's needs and are kept under review, particularly when there are changes to the needs of people living in the home. Care staff receive appropriate training, and the provider is committed to increasing care staff knowledge and skills. Care staff told us they are happy working at the service and receive formal supervision regularly. Personal plans of care detail people's needs and guide care staff on how to care for people correctly. Medication processes are safe, and people receive medical attention when required. There are policies and procedures in place which are reviewed regularly and updated when required.

People are protected from abuse and harm. Balmoral House has a safeguarding policy in place and all care staff receive training in the protection of adults at risk of abuse. Care staff recruitment is safe as pre-employment checks are completed correctly. All care staff are registered or in the process of registering with Social Care Wales, the workforce regulator. People live in a safe environment that is free from hazards, warm and clean. The building is well maintained, and safety checks are completed in line with legislation. Fire safety is taken seriously, and all care staff attend fire safety training.

People feel comfortable in their environment. We saw people move between private and communal areas, as desired. Dining room and lounges are appropriately furnished and presented, allowing people to socialise in comfort. People are pleased with their own rooms, which they can personalise as they wish. People also have access to an enclosed garden and patio. There is an environment refurbishment plan in place.



Care & Support

Good

People are happy with the standard of care and support they receive. People we spoke with commented positively about the quality of care provided by care staff and have developed good relationships with them. We observed natural, joyous, caring and vigilant interactions between staff, people and their family members. People we spoke to told us the care they received was second to none and all staff work very hard. The process for admitting new people into the service is thorough and well planned. Personal plans include information on the needs of people and how these can be met safely by care staff. Plans include information about people's social histories and personal preferences. Plans are reviewed in a timely manner and when required, with purposeful risk assessments in place to direct staff on how to deliver care safely, in line with people's needs.

People are supported to access healthcare and other services when they need them. District nurses and other health professionals visit the home. Records show GP visits are arranged when required and medication reviews are conducted to ensure people are on the correct medication as their needs and risks change. Risks to people are regularly assessed and there are detailed risk assessments in place to help mitigate risks. This included risks associated with people's mobility, falls, nutrition, and the management of other specific health conditions. Documentation regarding monitoring people's skin integrity has recently been reviewed and the manager monitors these records, to ensure people receive their prescribed care.

People are offered nutritious food and drinks to maintain a healthy balanced diet to keep them well. The cook speaks with people every day and is aware of their likes and dislikes and any food intolerances. The menu is on display in the main dining room and currently being updated. People are offered a choice of meals and offered alternatives if they change their mind. All meals on the menu are homemade and fresh ingredients are used. Homely nutritious meals are served, and menu choices and menu planning are discussed during residents' meetings. People told us they are happy with their meal choices and commented positively about the quality of the food. A review of the home's food budget has recently been undertaken, and we saw ample stocks of food.

There are good procedures in place for the management of medication at the service. Designated staff are trained to administer medication. There is a designated medication room which is kept locked when not in use. The room is clear of clutter and over-stock, and procedures are in place to ensure medication is stored in optimum conditions.



Environment

Good

People live in a suitable environment. The home benefits from good communal spaces including two lounges, a quiet room and a dining area, enabling people to spend time together and engage in group activities. A gardener is now employed who maintains the gardens to the front and rear of the property, which contain good quality furniture and enable people to spend time outdoors comfortably. The home is warm and welcoming with evidence of good cleaning processes within the service; we did not detect any malodour during our visit. The provider has a refurbishment programme in place, and the home is mainly decorated nicely throughout but requires some cosmetic redecoration in some places. All bathrooms and toilets are clean and in good working order and contain equipment to promote safety and independence where required. We did note one leaking toilet, some scuffed walls and corridor carpets requiring a deep clean during our first visit, this had been addressed before our second visit to the service. People are encouraged to personalise their rooms to make them as homely and comfortable as possible. People can access their bedrooms as they wish and care staff respect people's privacy and personal space by knocking bedroom doors before, they enter.

People live in a safe environment. On arrival to the service, we found the main entrance secure, and our identification was checked. We were asked to sign the visitors book before being permitted entry. This indicates that the provider monitors visitors to the service to ensure that only authorised people can access the home. We did a tour of the building and found that hazards have been reduced as far as possible. There is a chair lift in place for people to access upstairs floors safely. The home is well maintained, and safety checks of gas and electricity supplies take place in line with legal requirements. There is a fire risk assessment in place, and all residents have a Personal Emergency Evacuation Plan which enables care staff to evacuate people safely in the event of an emergency. The home has been awarded a rating of five (very good) by the Food Standards Agency in 2023.



Leadership & Management

Good

People benefit from the leadership and management in place. Balmoral House has recently undergone a change of manager but day to day operations appear to be unaffected. The Responsible Individual [RI] is receptive to feedback and has made positive changes to day to day running of the service since a recent quality assurance visit from the Local Authority. There are policies and procedures in place for the running of the service and to guide care staff of what is expected of them. People are given details of the service they can expect to receive, which includes details of how to raise a complaint and everyone we spoke to felt confident they would be listened to. Quality assurance monitoring takes place regularly and considers the views of people using the service and/or their representatives. Quality assurance monitoring indicates that the provider is committed to providing a good quality service and making improvements where required.

People receive support from care staff who are well trained and safely recruited. Care staff receive appropriate training and feel well equipped to do their jobs. Training is refreshed regularly, and the provider is open to investing in new courses. Care staff receive formal supervision in line with regulatory requirements and can speak with the manager or RI in between, if necessary. Supervision is important as this is an opportunity to discuss practice or development needs in a formal setting that is recorded. We examined a selection of care staff personnel files and found that they contain the required information including identification checks and a full employment history. Pre-employment checks, including references and DBS certificates, are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

People can be assured of adequate staffing levels to meet their needs. This was evident on the day of inspection and confirmed by staff and by the management team. Care staff are generally happy working in the home, and no issues were highlighted during our visit. We heard call bells were answered in a prompt manner and people received their care and support without any delay.

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.

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