



## Emral House Nursing Home



Emral House Nursing Home, 11 Chester Road, Wrexham, LL11 2SA



01978361442

The inspection visit took place on 23/02/2026

### Service Information:

Operated by:	Pinefold Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with personal care, Care home for adults - with nursing
Registered places:	45
Main language(s):	English
Promotion of Welsh language and culture:	The 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:

Emral House Nursing Home provides care and support to adults with nursing needs in a calm, warm and well-maintained home.

People experience good well-being supported through positive relationships, meaningful individual activities and safe care practices. We found people experience kind, respectful and person-centred care from staff who know them well.

Care and support is good in the home. People's needs are assessed, care is planned in detail, and records show staff provide care and support in line with people's preferences. Medication is managed safely and infection prevention and control arrangements protect people from avoidable harm.

The environment is homely and supports people's privacy, dignity and safety. Equipment is well maintained, and health and safety systems are robust.

Leadership and management arrangements support good outcomes for people. Governance systems, quality assurance and oversight are in place. However, oversight of staff training records requires improvement to ensure leaders can clearly demonstrate all staff have completed required training relevant to their roles.

## Findings:



### Well-being

Good

People experience respectful and compassionate care from staff who understand their needs, preferences and routines. Relatives describe the staff as “*wonderful*” and as having “*such patience and empathy*” in records we saw in the home. We observed a calm and relaxed atmosphere throughout the service, and this was echoed by feedback from visitors and relatives. We observed people are supported to maintain their dignity and privacy, and staff interactions are kind and attentive. People can exercise choice through choosing how they spend their time and how their care is delivered. Staff know people’s preferences well but still offer choice and respect people’s rights to change their preferences. People are encouraged to personalise their rooms and we saw some highly personalised with people’s favourite football team, vintage toys, and treasured pictures and photos.

People have opportunities to take part in meaningful activities that support their well-being. Activity records show a strong focus on individual engagement, including conversation, listening to music, reminiscence, and spending time with staff or loved ones. This ensures that those people with the highest dependency who cannot manage spending very long out of bed, are still offered the choice to engage with hobbies or activities they might enjoy. The activities coordinator ensures group activities are provided regularly each week, including entertainers, games and quizzes. Where people decline participation in activities, records show these are re-offered at later times or alternatives offered. Photographs and records in the home demonstrate people are supported to take part in larger events and celebrations, such as seasonal celebrations, St David’s Day, and social occasions, which enhance people’s sense of belonging. We saw photos of the staff dressed up as wardens and land girls for last year’s D-Day celebrations in the home, and pictures of summer and Christmas fairs, and birthday parties for residents, with relatives and friends joining them and the staff for entertainments and homemade cakes and afternoon tea.

People are supported to maintain relationships with those important to them. Visitors are always welcomed, and relatives we spoke to were very positive about the care and support people receive. Care staff understand people’s emotional needs and support them sensitively, particularly for those receiving end-of-life care. The home has a resident cat who visits with people in their rooms or the lounge if they wish it.

The service makes efforts to recognise Welsh culture and language. Although English is the primary operating language, we found the home promotes and celebrates Welsh culture and the provider demonstrates a willingness to support people’s language preferences.



## Care & Support

Good

People receive care and support that is planned around their individual needs, in partnership with them and their families or representatives

Care plans and risk assessments are detailed, reviewed regularly and provide clear guidance to staff. Records show staff follow these plans consistently, supporting people to achieve their personal outcomes and maintain their health and well-being.

Personal care is delivered with sensitivity and respect, by good numbers of nursing and care staff who are skilled at supporting people with complex, palliative or end-of-life needs. Daily records demonstrate staff provide care in line with people's plans, including repositioning, skin care, food and drinks. Where people decline elements of care, this is often recorded, although documentation of reasons for declined care is not always consistent. We saw people looked well cared for in clean, neat clothing and with a well-groomed appearance. Relatives we spoke to reported this was consistently true whenever they visited, and they were happy their husband was in the home because they "*look after him well*". People living in the home told us staff were responsive when they call for assistance and described an occasion when the provider swiftly and effectively addressed an issue with their room when they raised it with staff.

People's nutritional needs are well managed. Menus offer choice and cater for specialist diets. Meals are prepared using fresh ingredients and we saw they smell appetising and are attractively presented. Mealtimes are a relaxed experience, with staff supporting people at their own pace and people choosing to eat in the dining room, lounge, or in their rooms. People told us they like the food, which they described as "*tasty*". The service holds a food hygiene rating of five, and this is displayed clearly in the front entrance.

Medication is managed safely. Records show medicines are administered as prescribed, with appropriate oversight by nursing staff. Where people lack capacity, best-interest decisions and safeguards are in place.

Infection prevention and control arrangements protect people from harm. The service is clean and well maintained. Cleaning schedules, audits and external reviews show effective systems are in place, with actions identified and addressed promptly.



## Environment

**Good**

People live in a homely, comfortable and well-maintained environment that supports their privacy, dignity and independence. Bedrooms are personalised, clean and equipped with appropriate furniture and call bell systems. People can access different communal areas and spend time privately when they choose. The main communal areas are decorated pleasantly and include a large lounge, a conservatory, and a dining room with multiple dining tables allowing for sociable dining if people prefer it. There is also a quieter lounge toward the rear of the building, which staff told us people like to use with visitors and for family gatherings and celebrations. The lounge and conservatory have ample comfortable chairs and sofas for people to socialise or watch TV. We also saw specialist chairs belonging to the home and belonging to individual people.

The service is clean and well organised. Equipment is available, appropriate to people's needs and maintained in line with required safety standards. We noted corridors are not cluttered with equipment; this reduces the risks of falls and accidents and allows people to move freely through the building. Servicing records for lifts, hoists, fire safety equipment and other essential systems are up to date.

Health and safety systems are effective. Risk assessments, fire safety arrangements and emergency procedures are in place to protect people, visitors and staff. The garden and outdoor spaces are accessible from the main lounge and conservatory. Records in the home show the garden is used during suitable weather for events and for people wishing to spend time relaxing. Although we visited in the winter, the garden was well maintained.



## Leadership & Management

Good

People can be assured there is good oversight of the service by the provider. Leaders are highly visible within the home. The Responsible Individual (RI) keeps detailed records of their statutory visits to the service, and the manager confirms the RI is present in the home multiple times throughout the week. Governance arrangements support safe and effective care, including internal and external audits, and quality of care reviews. Feedback from people, relatives and professionals is gathered and considered as part of ongoing improvement. We saw the provider has a complaints policy and process in place, and records show that learning and outcomes from complaints are shared with staff through staff meetings and considered within the RI's quality of care review processes.

We found oversight of staff training records requires improvement. Staff training records give a broad picture of the home but often lack clarity on who has completed required training or when refresher courses are due. Although we reviewed individual staff records that included certificates confirming completion of required training, the provider does not have a strong system for tracking whether staff members have fulfilled or are due to complete necessary training updates to keep their skills and knowledge current. This limits the provider's ability to fully assure themselves that all staff have the necessary skills and knowledge to always meet people's needs safely and effectively. This is an area for improvement, and we expect the provider to address this. We discussed this in detail with the RI and manager, who both recognise the issue and told us they have implemented disciplinary measures with staff in relation to training in the past. Both assured us they will take action to improve the accuracy and effectiveness of training oversight. On balance, and having considered all findings from this inspection, including identified areas for improvement, the service provider demonstrates strong leadership and management.

We found staff receive support from the provider through supervision, staff meetings, and promotion of both online and in-person training opportunities. This was confirmed by staff we spoke to who told us they had access to lots of training. We also saw safe recruitment and vetting processes and ongoing professional registration checks are in place. Records show leaders are actively involved in monitoring standards and responding to issues when identified by their staff, and by visiting professionals including commissioners.

## 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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People receive care that meets their needs, but the provider's oversight of staff training lacks sufficient rigor to ensure staff possess the necessary skills for their roles and the requirements of the statement of purpose.	30/03/23

**CIW has not issued any Priority action notices following this inspection.**

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