Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Station House Residential Care

Station House, Station Road, Holywell, CH8 7EL

01352 710929

www.stationshouse.com

The inspection visit took place on 08/09/2026

Service Information:

Operated by:	DIANE ROBERTS
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	8
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	Excellent
Care & Support	Excellent
Environment	Good
Leadership & Management	Good

Summary:

Station House Residential Care is a small residential setting which provides care and support to adults. Based in Holywell, Flintshire, the service has good access to local shops, amenities and public transport.

People experience excellent wellbeing outcomes because they have choice and control over their lives which are busy and fulfilling. People receive respectful, empathetic and person-centred care which supports their identified needs and personal aspirations.

People receive excellent care and support which results in them experiencing positive outcomes in relation to the health and wellbeing. Support is highly person centred and people have a strong voice in how this is delivered.

The environment at Station House is good. Health and safety are managed well so people are safe and live in a pleasant home. Varied and engaging communal areas support people's interests and provide a stimulating environment.

The leadership and management of the service is good. Leaders are committed to providing a high-quality service which is supports positive outcomes for people and meets the legislative requirements. A well recruited, trained and supported team provide continuity to the people living at Station House.

Findings:

Well-being — Excellent

People experience excellent outcomes and live healthy, safe and fulfilling lives with extensive choice and control over the things which matter most to them. People are at the centre of their care and support and are empowered to make daily decisions to direct their care and support. People make meaningful decisions about how to spend their time, who they want to spend time with and the personal aspirations they wish to achieve. People are supported to be as independent as they can be and have information and guidance shared with them in an accessible format to support informed decision making, risk management and to speak up if something is not right. The provider ensures information about the service, complaints, advocacy and health guidance is in easy read format and available bilingually if needed. People living at Station House demonstrate an exceptional sense of ownership and pride in their home. Care staff report a homely/family atmosphere. We saw people take the lead in maintaining their personal and communal spaces, developing life skills and building confidence. People are creative and enjoy decorating their home with crafts and decorations they have made, changing them based on the seasons and celebrations at the time. Items made by people are also sold in a local shop where they can work. People we spoke to told us they are busy, do the things they enjoy, and which are important to them including seeing people they know in town, participating in community events, theatre productions, attending social clubs and accessing work opportunities and education. One person has completed a massage qualification to be able to deliver massages to people. When we arrived on the day of inspection, many people were getting ready to go out for the day, and by the afternoon, everyone at the service was out and about at various activities.

Care staff work exceptionally hard with people, their families, representatives and other professionals to identify trips, activities and holidays people want to do. We were told about highly personalised opportunities including holidays in the UK, cruises abroad, day trips, concerts and shopping trips. Care staff are dedicated to making things happen for people and communicated high job satisfaction from the work they do.

There is an excellent understanding within the care team about the importance of developing and sustaining important relationships. Information about family, friends and social lives is recorded in care records. Care staff seek community events to attend and to take part in which is important to people who have lived and grown up in the local community. We were told about many family and friends who support events at the service, joining in. Where families live far away, people are supported to keep in touch via phone, email, social media platforms and smart devices. People have meaningful friendships and romantic relationships. This support results in people living rich, valued and rewarding lives.

Care & Support — Excellent

People receive highly person-centred care and support which consistently promotes their wellbeing, independence and achievement of personal outcomes. The provider takes great time to get to know people and capture valuable information in comprehensive assessments which informs the care plans within the service. The service is moving a fully digital system; however we viewed incredibly detailed and person-centred information across both formats. Care records are individualised and strengths based, communicating what is important to people and the best way to support them. Personal goals and outcomes are discussed and recorded. Progress towards these outcomes is measured and recorded with new goals being created once something has been achieved. People told us what was important to them which we saw reflected in care records and delivered throughout the inspection. Examples of this include ensuring people had their hair and makeup done, encouraging participation on food shopping and cooking and completing household tasks. Reviews of care and support are completed on a regular basis and involve the person, their representatives and other people who are important to them.

People experience positive wellbeing outcomes as they are supported to access health and wellbeing services. The provider has robust oversight of people's wellbeing, reviewing essential aspects each month to make sure they have the equipment, resources and professional input needed to maintain optimum health. Health Action Plans and annual health checks with external professionals ensure emerging health needs are identified early on and to secure timely intervention. Staff demonstrate a very strong understanding of individual health needs and work collaboratively with a wide range of professionals to ensure people receive the support they need to remain healthy and well.

People are protected from abuse and neglect. Care staff complete safeguarding training and have this knowledge supported by robust policies and procedures. Incidents, accidents and safeguarding issues are appropriately recorded and reported. The provider is confident in the safeguarding processes and reports a positive working relationship with local authorities, helping ensure risks are identified and managed promptly.

People receive the medication they need to stay well. The leadership team have a good understanding of medication management and practice the safe storage and administration of medication. They actively seek opportunities to strengthen practice through continued learning and professional guidance. Medication records we looked at were clear and fully complete. People are actively involved in understanding and managing their medicines, with signed medication lists and consent documentation supporting informed consent in decisions about their healthcare.

Environment

Good

People live at a service which is clean, safe and homely. The environment of the service reflects the personalities and interests of the people who live there and supports their needs and goals. The provider has invested in the environment refurbishing and redecorating areas with a long-term improvement plan for future works. The provider recognises the importance of adapting the environment to promote independence and support mobility needs, installing a specialist toilet and planning the installation of a stair lift. We saw one person had a bespoke piece of equipment sourced which meant they could continue to eat independently which was especially important to them. All the required Health and safety checks are monitored and routine servicing completed. Fire safety is managed well, with regular evacuations and personal emergency evacuation plans in place for people.

People have their own private bedroom spaces, which are highly personalised with their own décor, pictures and personal items. People take pride in their rooms, keeping them clean and tidy. Communal areas are spacious and inviting, we saw people like to spend time together in the lounge and dining areas. The service has accessible and safe outdoor spaces which are very well maintained, providing a pleasant place for people to enjoy being outdoors. The outdoor areas also house pets which people care for, this includes guinea pigs, quails and alpacas! A shed space has been used to create a gym space for people to exercise and enjoy some relaxation.

Infection prevention and control (IPC) procedures are in place. Care staff complete IPC training and follow company policy supporting a hygienic environment. Feedback from the health board IPC team is very positive. We saw the people who live at the service also have a particularly good understanding of IPC practice, carrying out effective cleaning procedures of their own environment. The service has a level 5 food hygiene rating, the highest which can be achieved.

Leadership & Management — Good

People living at Station House benefit from an organised and well-run service with a strong leadership team in place. The manager and responsible individual (RI) for the service is very experienced and has a proactive approach to sharing their skills and knowledge with other staff, working directly in the service on a regular basis. The provider has developed auditing processes to monitor quality and identify areas for improvement. An audit schedule is in place to ensure oversight of all areas of service provision. Audits are a self-assessment of compliance with the Regulatory requirements and evidence a good understanding of the legislative framework. The provider seeks the views of stakeholders as part of the quality monitoring process. Feedback from people supported includes comments such as, "*I feel safe at Station House and love all the staff*" and "*I have everything I want*." Families commented, "*Staff are friendly and helpful, on the ball all the time*" and "*there are lots of opportunities and things planned every day*." The provider conducts regular visits to the service creating a report of their findings. The quality-of-care review is a good document, reflecting where the service is performing well, what they plan for the future and includes feedback from stakeholder surveys.

People are supported by a team of staff who have been mindfully and safely recruited, well trained and are supported in their roles. The provider conducts a thorough and detailed interview process which reflects the ethos of the service, seeking to find out about the people applying, their likes and strengths to effectively match them with like-minded people to support. We found all the required pre-employment checks to be in place including disclosure and barring service (DBS) checks and obtaining appropriate references. Staff complete a high number of training courses, covering mandatory subjects as well as specific courses based on the needs of the people living at the service. A training and development plan is in place to ensure training remains relevant and up to date. All staff receive one to one supervision on a regular basis and an annual appraisal of their work. Care staff are supported to attain professional qualifications and to register with Social Care Wales, the workforce regulator.

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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