Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Beeches

Doridale Ltd, The Beeches, 131 Norman Road, Wrexham, LL13 7BG

01978352100

The inspection visit took place on 18/06/2026

Service Information:

Operated by:	Doridale Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability
Registered places:	12
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:

People experience good well-being outcomes; they are treated with dignity and respect and have activities available to them. People are supported to stay as healthy as possible, with systems in place to protect people in an environment that meets their needs. People are treated as individuals and can live their lives how they wish.

Care and support are good. Detailed care documentation is in place to support people's needs. The service has good systems to safeguard people, and good systems to reduce the risk of the spread of infection. Care staff treat people with kindness and compassion. Personal plans are an accurate reflection of the individual and people receive appropriate care and support.

The environment is good and meets people's needs and outcomes, enhances their well-being, and is safe. The Beeches is appropriately decorated throughout and has enough communal space. People's rooms, as well as communal areas, are kept clean and free from hazards. People can

personalise their rooms if they wish. Investment in the environment is evident.

The leadership and management of The Beeches is good. Managers and the Responsible Individual (RI), have good oversight of the service. They ensure the required staff recruitment, training, and support is undertaken and provide good-quality support and facilities. Care staff told us they are happy working at the service.

Findings:

Well-being — Good

People have choice and control over their daily lives. Care workers support people to make everyday decisions. They understand people's preferences and know what is important to them. The provider undertakes pre-admission assessments and receives information from professionals and health care professionals prior to people moving into the home. People's personal plans are person centred and focus on people's needs and outcomes. We saw people have a positive experience at mealtimes; their dignity is respected and have complete control over meal options. This was confirmed by people we spoke with during the inspection and what we saw, with people able to make their own choices. One person told us, *"There's lots of choices, I go food shopping with staff…I like a Sunday dinner."* Another said, *"I make my own food…there's plenty on offer."* People confirmed they receive good support which enhances their experiences throughout the day, which we witnessed. People told us, *"Staff listen to us," "I feel cared for," "I love it here."* People's independence is encouraged as they are offered choice wherever possible. People have their own personal routines and engage in activities organised by the staff team and themselves. People told us they enjoy the activities, which was confirmed by what we observed. One person told us, *"I like knitting baby clothes and arts and crafts."* Another said, *"I like gaming; I have a passion for technology."*

People are protected from harm and neglect. Care workers receive training in safeguarding, to protect vulnerable adults and to support people effectively. There are also policies and procedures in place to support this. Care workers have a good understanding of their responsibilities and know how to report any concerns they have. Personal plans and risk assessments are in place and reviewed regularly. People living at The Beeches informed us they are happy with the care and support they receive and they feel safe in their home. The manager is visible during the day, is aware of people's requirements and speaks with them regularly. Recruitment of care workers is robust.

People are supported to maintain their physical and emotional well-being. There is a positive culture amongst care staff. There is a consistent staff team which provides good continuity of support for people, which was confirmed by care staff we spoke with. We saw people enjoying time in the lounges and dining area. People told us, the manager is *"Approachable,"* "Lovely," and *"Takes issues seriously."* Individual personal plans are in place which reflect their choices and how to maintain their safety.

Care & Support — Good

People are protected from abuse and harm. People are supported to be safe and have risk assessments in place where needed. People confirmed they feel safe at The Beeches. Care staff are up to date in safeguarding training, and this was evidenced on the training matrix. The provider understands the legal requirements of caring for vulnerable people and makes referrals to the local authority safeguarding team when required.

People experience good care and support which ensures they meet their well-being outcomes. Care is outcomes focused and delivered in a way which promotes the development of routine and structures in line with people's preferences. Personal plans are outcomes based, give a clear picture of the person, and are reviewed regularly with the person, this was confirmed by those we spoke with. Care staff follow these to ensure good quality person-centred care and support is delivered. People's outcomes are clear, person centred and agreed by the person, and they are supported by care staff to ensure their outcomes and goals are met.

Throughout the inspection, people's requests for support were met promptly with good quality care being delivered throughout the day and care staff responded to people in an appropriate way. We observed positive interactions between people and care staff, who clearly know the people they support, this was confirmed by those we spoke with. People are well kempt and treated with dignity and respect. This was also confirmed by what we saw and what people told us.

People are referred for appropriate appointments at the right time and recommendations for care and treatment by other professionals are conducted as directed. This was confirmed by records we viewed. We saw personal plans are updated with any changes in health conditions and there are clear protocols to follow to maintain people's health and wellbeing. Health monitoring is undertaken in line with personal plans.

Medicines management systems at The Beeches are well established and robust. People receive their medicines safely from competent and knowledgeable staff. Documentation is clear and accurate, and storage and administration practices follow appropriate standards. Good practice was evidenced in MAR completion, and controlled drug management. Only appropriately trained care staff can administer medication.

The provider is working towards the Active offer of the Welsh Language. Documentation can be translated into Welsh upon request. Welsh signage is evident around the home. People's language preferences are discussed prior to moving into the home and there is a Welsh speaking member of care staff employed.

Environment

Good

The Beeches is situated on the outskirts of Wrexham town centre, in a residential area. The home is set over two floors.

The Beeches is clean, comfortable and provides an environment where people's well-being and outcomes are met. The decoration and flooring in both people's rooms and communal areas are good. Improvements to the service have been made and include new carpets having been laid, solar panels have been installed, and new washing machines and cooker have recently been purchased. Painting of the interior of the home is ongoing. There are communal areas where people spend time in the company of others, alone, or people can remain in their own room should they wish to have privacy. People have their own rooms and can personalise their room to their preference with their own belongings, which helps people to feel at home. Communal areas, bathrooms, and toilet facilities are kept clean by both care staff and residents, whom staff support to undertake this as part of their outcomes. External areas are well-maintained and safe.

People live in an environment which is safe, with appropriate and well-maintained facilities and equipment. There are safe and effective systems in place to maintain and manage the accommodation to consistently meet people's needs. Regular servicing and environmental checks, such as checks of electrics, water, fire safety, and gas are undertaken to ensure the safety and well-being of people using the service. Investment and improvement in the home is ongoing.

The Beeches has been awarded a score of five by the Food Standards Agency, the highest score available which suggests standards of cleanliness and hygiene in the kitchen are very good. The care staff team support people living at The Beeches, as part of their personal outcomes, to follow cleaning schedules to ensure the home is kept clean and tidy, which we observed it is. Laundry facilities are suitable for the size of the home and there are systems in place to reduce the infection control risks. People we observed and their rooms are clean and tidy.

Leadership & Management — Good

The Beeches benefits from good leadership with effective governance and management of the service. People are supported to thrive because the service provider monitors the quality of care. Managers conduct regular internal audits to monitor the service performance. These demonstrate a good level of compliance. People's views are sought, by the RI who conducts formal assessments on a three-monthly basis which inform six-monthly quality care reviews. There are policies and procedures in place to guide staff in how to support people effectively which are reviewed and updated. People and staff can be assured they have access to relevant information.

Staff morale is good which creates an atmosphere that is positive. Staff and people know how to raise concerns if they have any. One member of staff told us of The Beeches, *"I've been in many places, and this is the best."*

The provider has robust selection and vetting processes in place to ensure all staff are qualified and trustworthy. Residents are also involved in the interview process for new staff. Staff are subject to pre-employment checks, including a Disclosure and Barring Service check and all staff are registered with Social Care Wales, the workforce regulator. Staff recruitment is good, with some staff having been at The Beeches for many years. We reviewed staff files and found they have all the required documents in place. Care staff are employed in appropriate numbers; this was confirmed by records we saw, what care staff told us, and staffing numbers on the day of inspection.

Training for all staff is a priority and there is a rigorous programme offering a wide range of topics. New staff are supported via an effective induction programme with ongoing training for care staff. The training provided is good. Care staff feel the training they receive is informative and of good quality.

Staff supervision and appraisals take place regularly and on a one-to-one basis. Care staff and resident meetings are also held regularly.

Staff told us that managers are accessible. Care staff gave positive feedback about the manager, saying they are "*Amazing …and goes out of her way to be approachable."* We were told the RI visits regularly, with one member of the care staff team telling us, *"When he visits the service, he's lovely."*

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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