



Westhaven Nursing Home



9 Francis Avenue, Rhos On Sea, Colwyn Bay, LL28 4DW



01492540201



westhavernursinghome.co.uk

Date(s) of inspection visit(s): The inspection visit took place on 26/08/2025 26 August 2025.

Service Information:

Operated by:	JA Care Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Provision for mental health, Care home for adults - with personal care
Registered places:	19
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

Requires Improvement



Care & Support

Good



Environment

Good



Leadership & Management

Requires Improvement

Summary:

People living in Westhaven benefit from being cared for by a stable staff group who know their needs well. We observed good relations between people and staff. People are treated with dignity and respect. Families have fed back to the service that they feel their relatives are safe in the home. People would benefit from consistent and varied activities to stimulate memory and socialisation. The provider is to take urgent action to improve this. Menus do not reflect variety and choice at present; the provider is to take urgent action to address this. Therefore, personal choices for people, activities and menu choices need improvement to meet the requirements of the regulations.

People are cared for by staff who care for them sensitively and can anticipate their needs. People's personal plans of care need further work to ensure they are centred around individual needs and

preferences. The manger audits medicines administration practices and other quality markers in the home and shares findings with staff to ensure continual improving practice. Care and support are good in the home and are compliant to the regulations.

The home has a continuing refurbishment and maintenance plan to ensure people live in an environment which supports their desired outcomes. The provider has worked with local authorities to ensure people have appropriate equipment needed for their care and to maintain the environment to ensure people's health and safety. The environment is of a good standard and is compliant to the regulations.

The Responsible Individual (RI) visits the home regularly as per the legislation to measure the quality of the service provided. Further detail is required in the quality report to reflect good aspects of the home and what requires further work. Care staff are recruited appropriately and have supervision to provide them with support in their role. The provider has worked with local authorities to improve the timeliness of training for care staff and nurses; this is an ongoing process. The requirements for leadership and management in the home need improvement to meet the requirements of the regulations.

Findings:



Well-being

Requires Improvement

People feel safe in the home and are cared for by staff who understand their needs. People would benefit from a consistent offer of varied activities to provide socialisation; this is not in place at present and the provider must take urgent action to address this. People's preferences and routines are not always recorded in personal plans to demonstrate that people are given daily choices, and we expect the provider to take action. Some people are satisfied with the meals in the home, however, the menu offered lacks choice especially in the evenings and lacks scope for people on special diets or limited appetite. We have issued a priority action notice, and the provider must take immediate action to address this issue. Care staff spoken with say the manager and provider are visible and approachable and communication with families is good. We observed good relations between people and staff; people are treated with dignity and respect. Training is ongoing in subjects such as safeguarding to ensure people are cared for safely. Care staff and nurses spoken with say they are aware of local safeguarding procedures should they be worried about a person's care.

People live in an environment which enables their care needs. People can personalise their rooms to make them homely. People can access the equipment needed for their care, the provider has worked with local authorities to ensure there is sufficient equipment, which is checked and kept in good order and available for people's safe care. People spoken with said they are comfortable in their room. The provider has worked with local authorities to put essential maintenance in place to ensure people's health and safety.

The RI and manager are visible to people and care staff and audit the quality of the service. Care staff recruitment and retention is good ensuring continuity of care. Care staff are supervised to support them in their role. The provider is working with local authorities to ensure care staff and nurses have sufficient, updated training to help them in their role, this is an ongoing process.



Care & Support

Good

People receive care from staff who are familiar to them and know their needs well. People's personal plans of care do not always reflect this and need some work to make them person centred. Senior staff and nurses have identified the need to improve the plans and to ensure they contain more flow and detail to direct care staff regarding people's individual needs. This has been identified as an area for improvement, and we expect the provider to take action. Care staff and nurses have a good rapport with people which contributes to the light, homely atmosphere. Families have commented in feedback for the service that they are happy with their relative's care.

People have their medication as prescribed. Medication storage is good in the home. The medications room is locked as are cupboards and trolleys. The manager audits medication practices and shares the findings with nurses to ensure good practice. The service also receives a medication audit from the local health authority to support them towards best practice.

Infection control is monitored to keep people as healthy as possible. The manager audits infection control practices and shares findings with care staff and nurses to ensure continually improving practice. Personal Protective Equipment (PPE) is available for staff if they need it to protect themselves and others. People are supported to have vaccinations to protect them from ill health should they choose to have them. The home presents as clean and tidy and laundry is done on site to ensure good hygiene.

The service mitigates risk as able and has good reporting practices to keep people safe. Health and safety policies and risk assessments are in place and available for care staff and nurses. The service reports incidents regarding health and safety and the smooth running of the service appropriately to Care Inspectorate Wales (CIW), and local authorities.



Environment

Good

People live in an environment which supports their personal needs and outcomes. The kitchen hygiene rating is five (very good), this is the highest rating possible. The home presents as clean and tidy. Fire alarms and equipment are tested weekly. Utility checks for water, gas and electric and associated certificates are in place. The home has insurance which is in date. The lift is regularly serviced to ensure it is in good working order. Equipment needed for people's care is serviced to ensure safe use.

The provider has worked with local authorities to ensure people have sufficient moving and handling equipment to address people's needs. A regular audit now takes place to check moving and handling equipment to ensure it is plentiful and in good working order.

The provider has addressed recent maintenance issues in the home. Repairs have been made to ceilings because of a leak and the flooring in corridors replaced to ensure people's safety. The provider states there is a maintenance plan in place to ensure the home runs smoothly and safely.

People are comfortable in their rooms and can personalise them to feel at home. Rooms are decorated as needed to provide people with a pleasant atmosphere. There is a communal lounge and dining area people can choose to use if they wish.



Leadership & Management

Requires Improvement

The RI visits the home regularly and provides reports regarding the findings. The RI is required to include detail of environment, staffing, training and audit results, such as personal plans audits and findings including actions to be taken to meet the needs of the regulations. The report should reflect the service, what is done well, and what has been identified as an area for improvement including environmental issues which require maintenance. All aspects of a person's care should be reflected in the report including daily choices for people such as meals and activities. Senior staff require support and supervision to aid them in their role; this has not always been achieved in the past year. We have issued a priority action notice, and the provider must take immediate action to address this issue.

Care staff and nurses told us they are happy working in the home and can access support if they need it. Care staff and nurses have regular supervision to aid them in their role and give them opportunity to express any concerns. Employment checks are in place to ensure staff are appropriate to work with vulnerable adults. Staff retention rates are good with many staff having worked there for several years. Care staff and nurse training is a work in progress, staff need to attend training on a consistent basis to ensure they have updated knowledge to care for people safely.

People benefit from a home which has financial investment. The provider has assured us there is sufficient budget to improve menu choices for people. New manual handling equipment has been purchased and is regularly checked to ensure its' safety. Maintenance issues in the environment have been addressed. The provider is looking at staff training options to ensure it is attended by staff consistently.

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
The provider is required to ensure people have a person centred plan of care which explains how, on a day-to-day basis, the individual's care and support needs will be met.	26/08/25
The provider has not ensured nurses attend specialist training needed for their role to enable best practice.	26/08/25

Summary of areas for Priority Action	Date identified
The service provider must ensure that care and support is provided in a way which protects, promotes and maintains the safety and well-being of individuals.	26/08/25
The provider is non-compliant to regulation 66 as they have not demonstrated timely identification and oversight of issues pertaining to staff training, people's personal plans, environmental issues leading to health and safety issues for people, lack of variety and choice for people regarding menus and activities, lack of supervision and support for the service manager.	26/08/25

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