Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Westhaven Nursing Home

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

01492540201

westhavennursinghome.co.uk

**The inspection visit took place on 03/07/2026**

## Service Information:

| | |
|---|---|
| Operated by: | JA Care Ltd |
| Care Type: | Care Home Service<br>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 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:

Westhaven Nursing Home is situated in a residential area in Rhos-on- Sea. People can access local amenities and the sea front.

The well-being for people in Westhaven is rated as good. This is because the home has worked hard to increase activities for people and has had expert advice to ensure appropriate activities for all residents. Menu choices have improved; people have varied meals.

The care and support are rated as good. People benefit from a stable staff group who know their needs well. Care is planned according to people's needs and preferences.

The environment is rated good. The home has a continuing maintenance plan in place to refresh

the décor and upgrade bedroom furniture. People can personalise their rooms and add homely touches to them.

Leadership and management are rated good. There is good oversight of the standards of care. The Responsible Individual (RI) provides visit and quality reports in line with legislation.

# Findings:

## Well-being — Good

People live healthily and safely with control over their lives. People's personal plans have been improved, we saw they are more detailed and person focused taking note of people's preferences and objectives. Communication needs are documented and people are supported to access information in a method they can understand which fosters choice. A nurse consultant was employed to review activities for people in the home. A new well-being approach has been adopted, *"ways of wellbeing,"* to support people with cognitive impairments, the programme centres on simple, sensory and comfort measures to enable emotional connection and relaxation for those cared for in bed and unable to participate in structured activities. We saw a well-being policy is now in place to guide care staff towards good practice. People have more choice regarding meals, giving them variety and good nutrition. Menus are changed seasonally to add interest for people and offer appropriate foods. Special diets are catered for in the home. People can access snacks as they need them and are given enough drinks to ensure hydration. The quality audit resulted in good responses from people and families regarding care in the home. People said they feel safe in Westhaven. A family member said, "*I feel confident in the care they have in Westhaven, and I trust staff to look after them."* We observed good instances of care, care staff know people well and can anticipate their needs. Call bells are answered in good time. We saw care staff have good rapport with people and treat them with dignity and respect.

People are protected from abuse and neglect. The Statement of Purpose and resident information booklets detail how to raise concerns, the Care Inspectorate Wales (CIW), contact details are also in place. People who are unable to advocate on their own account can access an advocate to ensure their rights. Care staff receive safeguarding training and told us they are aware of who to contact should they be worried about anyone's care.

People live in accommodation that supports their well-being outcomes. People can personalise their rooms and add items of importance to them. Rooms are clean and tidy and compliant with legislation. There is a large lounge for people to socialise in or receive visitors. There is a dining area for people to share in a dining experience.

## Care & Support — Good

People receive the quality of care and support they need to achieve their personal outcomes. Where able, we saw care is planned in consultation with people. The service has worked hard to improve care records; personal plans are now easy to navigate and read, and are person centred. Personal plans reflect people's history and preferences and provide a good pen picture of the person. Personal plans contain sufficient detail to guide care staff towards the care needed by the person. Personal plans are regularly reviewed to ensure people receive appropriate care as their condition changes. Plans reflect people's objectives and specialist needs and how best to reassure people with anxiety-based behaviour. People experience continuity in care from a stable staff group who know their needs well. Families feel communication is good from the home regarding their relative's care, they commented in thank-you cards, "*Thank you for the exceptional care my mother received ""Thank you for keeping me always informed ""Thanks for the care, kindness and compassion."* Care and support are provided in people's language of choice where able. The service is working towards providing the active offer of the Welsh language and actively try and recruit Welsh speaking staff. Care staff refer people who need specialist health advice in a timely manner. Risk assessments are in place to keep people as safe as practicably possible. Falls risks are assessed and falls rates are audited and reported appropriately to authorities.

People are protected from harm and abuse. The service works closely with local authorities and are transparent in their dealings. Senior staff notify Care Inspectorate Wales (CIW) regarding any incidents that prevent the smooth running of the service and people's safety. Safeguarding incidents are reported appropriately to ensure people's safety and rights.

People's medications are safely managed. We saw medications are safely stored. The service has a good audit system in place to ensure good stocks of medicines for people and have a robust count of the medications coming into and leaving the home. Care staff have regular updates of medicines training and have competency testing to ensure good and safe practice.

## Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. The home presents as clean and tidy and is compliant to legislation. Walkways are clear of obstacles and trip hazards. The home helps people achieve their wellbeing outcomes by identifying, mitigating and reducing health and safety risks. There is an ongoing maintenance programme in the home to refresh décor and upgrade furniture, some rooms still await upgrade, however the RI assures us these will be prioritised. There are areas for people to socialise or rest, people are given a choice of where to spend their day. There is a food hygiene rating of 5 (very good), in the home which is the best rating available and shows the home is compliant to legislation. People can access the equipment needed for their care; these are regularly checked and serviced to ensure their safe use. The lift is regularly serviced to ensure safe access for people from top floors. The front door is locked for people's safety and there is a signing in and out book for fire evacuation purposes to know who is in the building. People have personal emergency evacuation plans, (PEEPS) for their safe evacuation in an emergency, these are kept in an accessible place for emergency services. Fire alarms and equipment are regularly checked, and staff receive fire evacuation training. There is some parking space to the front of the building and emergency services can have access to the home.

We saw the home has up to date building and contents insurance in place. Utilities such as gas, electricity, water are regularly tested by accredited people and are certified as safe for use. Electrical equipment is tested annually to ensure they are safe to use. Staff record weekly checks on hoist slings, beds, equipment and window locks to ensure they are well maintained.

## Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance, and oversight to ensure smooth operations and high-quality care. We saw visit and quality reports which are in line with legislation. Reports have improved and contain more detail regarding the environment, people's well-being, and any staffing issues. The quality report contains good feedback from families regarding the standard of care in the home and people and care staff views are also considered. The manager has been offered supervision; this is not always with the appropriate person. The RI is required to provide supervision for the manager or with a nurse in a similar role to ensure compliance with the nursing governing body. The manager and senior staff can access training suitable for their role. The complaints process is effective in the home and people are supported to raise concerns. Senior staff audit the service to continually improve service delivery and share their findings with the RI and care staff. The Statement of Purpose is regularly reviewed and available to people and commissioners. Policies are appropriate and in date and are available for staff to guide their practice.

People are supported by staff with the necessary expertise, qualifications and skills to meet their care needs. We saw a selection of staff files which demonstrate that staff have checks in place to ensure they are appropriate to work with vulnerable adults. Recruitment and retention are good in the home and rotas match the staff numbers promised in the Statement of Purpose. The training matrix has improved; nurses can access special interest training as well as mandatory training. Mandatory training is up to date for care staff. Care staff receive regular supervision in line with legislation to support their well-being and practice. Care staff told us training has improved and they feel well supported by senior staff.

# 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.**

***Welsh Government © Crown copyright 2026.***
*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk*
*You must reproduce our material accurately and not use it in a misleading context.*