



Hafod House Rest Home



Hafod Ruabon, Wrexham, LL14 6HF



01978845442



www.surecaregroup.com

The inspection visit took place on 08/12/2025

Service Information:

Operated by:	Sure Care (UK) Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	25
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:

Hafod House Rest Home provides residential care for up to 25 adults. Well-being is good. People have choice and control over their lives and are well cared for. Detailed, personal plans focus on people's needs, preferences and wishes. Key workers provide dedicated time to learning about individuals, ensuring they can live how they want to. People can chat with care staff about any concerns they may have because they have developed familial, trusting relationships.

Care and support are good. Personal plans are comprehensive and kept accurate through regular review. There is excellent continuity of care, many care staff have worked in the home for years. Where an agency is used, the manager ensures the same care staff are requested because people know them well. Any issues with medication administration are swiftly resolved and there are good measures in place to ensure ongoing safe practices.

The environment is good. People have options of where they would like to spend their time. There are two lounges, one providing opportunities for socialising and activities and the other a quiet television lounge.

Leadership and management are good because people in charge have good oversight of the

service. Management tasks are effectively delegated, and the providers knows what is working well and where improvements can be made.

Findings:



Well-being

Good

People are supported to live safely and healthily. Care is risk assessed and care staff are trained to ensure safe practice. Personal plans consider people's strengths, allowing them to use their skills and take positive risks. This fosters independence and promotes people's confidence. People shared how their wellbeing is enhanced since being in the home, through the companionship of others in the service and engaging in activities. Care staff provide support in a manner that meets people's preferences. Keyworkers take time to discuss personal information, including family and occupational history so care staff can build rapport. We observed care staff interacting with respect and consideration for people's privacy and dignity, and it is clear from care staff meeting records, the manager promotes respectful, thoughtful practice. People experience meaningful activities and enjoy companionship of others living here as well as the care staff.

People know what to do if they are unhappy with any aspect of the care. The manager's office is in the lounge area, and the manager encourages and engages in conversation with residents. People have one on one time with their keyworkers who help provide for their needs such as toiletries and sending cards to family. People are pleased care staff have time to sit and chat with them and feel they can talk about anything. Care staff are trained in safeguarding and know how concerns should be reported.

People particularly appreciate the companionship they derive from their engagement with others in the home. They describe fun activities and friendly banter and feel everyone gets along well. We observed friendly, respectful interaction between people and care staff. One person shared how the excellent social interaction in the home has led to them increasing the days they attend for activities. Another person shared how they have progressed, from being socially isolated to partaking every day in activities with their new friends in the home. People said they gain a sense of '*family*' because there is good continuity of care from familiar, happy, caring staff. Visiting relatives shared how they are welcome any time; they were readily invited in when they called to view the home prior to admission, and this helped them to decide this was the right place.

The accommodation supports people to achieve their outcomes. Two lounges provide space for social and quiet time. People's bedrooms are personalised. Rooms are homely, warm and comfortable and, on the day of our visit, they were decorated to celebrate Christmas.



Care & Support

Good

People receive the quality of care they need to achieve their outcomes. Personal plans record people's preferences, wishes, care needs and strengths so care staff know how to provide the right support. People told us they enjoy the companionship and activities including walks around the nearby lake in the Summer and visiting entertainers. Most people prefer spending time in the lounge, where they can socialise, but those in their rooms told us sometimes they choose to join others in the lounge for activities. They said there is always something going on. People praise the food and the choices they have. We saw two options on the menu and heard from one resident that alternatives are prepared if requested. Feedback includes: *'the food is great and there's always choice'*. One of the catering staff said, *'there is a very relaxed and welcoming atmosphere, and I take pride in the fact that everything I cook is fresh.'* Catering staff frequently seek people's views on what they would like to see on the menu. Other comments included *'residents are happy, they get choice, we offer them everything'*. We observed one person given an alternative not on the menu at their request. We observed good staffing levels that promote unhurried care and support and allow for meaningful, quality interactions. People shared how care staff take time to chat with them if they are feeling low; *'nothing is too much trouble'*. We observed care staff engage with care, patience and respect and people told us how they appreciate care staff's friendly, kind and cheerful approach.

People are protected from harm because care staff are trained in safe practices and safeguarding. We saw a poster reminding care staff of their responsibilities in this area. Plans are comprehensive, person centred and include many assessments to ensure people are safe. They are reviewed at required frequency to keep them up to date.

Medication and infection control are managed safely because they form part of the routine health and safety checks that keep the service compliance and effective. Senior care staff and the manager check records and ensure daily balance checks for accuracy. Care staff administering medications are trained and their competency checked routinely. Additional security measures are in place to safeguard the management of controlled drugs and pain killers. Care Staff must log the administration of medication into an app on their handheld devices as it is given and this reduces the risk of error or omission. There are regular infection prevention control (IPC) audits, from external agencies and these plus in house checks report positive results; they confirm safe and effective practices are in place. Care staff and catering staff use protective personal equipment, promoting hygiene.



Environment

Good

People live in an environment in which they can access appropriate and well-maintained facilities and equipment. There are complete compliance records evidencing safety testing in regard to areas such as gas, electrics, fires safety and equipment. The service achieved a score of five from the Food Standard Agency, which is the highest award given. There is a maintenance person on site most days who ensures any repairs or renewals are swiftly dealt with. Records show a regular audit of the building is carried out to check fixtures and fittings are in a good state of repair. Infection control practices are regularly audited. We saw candid, objective reports identifying areas for improvement. The latest audit is positive as these have been swiftly actioned.

All rooms we viewed are clean, warm, and nicely decorated. The lounges are homely, providing an inviting environment and comfortable furniture to encourage people to spend time there. There are internet connected televisions so people can watch what they want on demand. At the time of our visit, the rooms were decorated for Christmas. Jugs of drinks are placed in lounges for people to help themselves or to remind people to ask care staff for one. People are happy and relaxed in the home; they can speak with the manager at any time as the office is situated within the lounge. We saw people stopping to talk with the manager throughout the day. Bilingual signage promotes orientation and encourages care staff to use short Welsh phrases such as greetings.

We saw evidence of investment in the home such as a new, modern, spacious, wet room which looks modern and spacious. There is also a new rising bath to help care staff support people more easily. New laundry machines have been purchased, and the laundry room reconfigured. All rooms have been redecorated, and a new fire system has been installed. Care staff praised the provider for their prompt financing of anything needed; one said, '*we get things done around here*'. We saw a development plan for home includes further refurbishment and work to the gardens. People's views about the environment are listened to. We saw meeting minutes soliciting people's views. During the visit, one person said how they would prefer a bedroom with ensuite facilities. One had recently become available, and this was offered as soon as the manager became aware of the request.



Leadership & Management

Good

The provider has good oversight of the service because governance arrangements are effective. There is a manager and deputy manager with daily oversight, who meet frequently with the RI to discuss the business. A range of audits are frequently completed to check the quality of the service. The manager employs various methods of gaining views from people using the service. There are regular surveys, resident's meetings and daily one to one conversation, as well as a device at the entrance to the building for collating feedback from visitors. People told us they are very comfortable with raising any issues and making suggestions. The RI visits the home at least every three months and checks different aspects of the service for compliance and quality. They seek the views of people in the service and care staff. A biannual quality of care review is carried out and conclusions fed back to the provider.

People are supported by experienced and well-trained staff who have been thoroughly vetted prior to employment. Training records show a wide range of relevant training is mandatory for all care staff; only staff specifically trained to administer medications do so. Care staff must complete an induction process during which they work as supernumerary to the more experienced care staff group. There is a good level of staffing which allows for quality care; people shared how care staff have time to chat with them. They spend time to cheer them up if feeling low.

Some care staff have worked in the home for many years which is testament to the approachable and inclusive management style adopted here. Care staff shared *"I felt I was just a number at the last place but here I am valued."* Care staff appreciate the *'employee of the month'* initiative that praises individuals for going the extra mile. Care staff describe the manager as very approachable. One said, *'I love coming to work, it just feels so homely, very relaxed and calm'*. Of the manager they said, *'if you have a problem, come to the manager, he is great'*. Care staff appreciate the manager for their efforts to promote care staff confidence. The manager recognises how important staff happiness is to the continuity of the service and does what they can to ensure staff feel valued and are fully supported. Care staff views are sought in team meetings, the minutes of which also evidence the manager's high expectations of care staff to deliver the best quality care.

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.*