



Lexham Green Care Home



Lexham Green Rest Home, 50 Brunswick Road, Buckley, CH7 2EP



01244547019

The inspection visit took place on 17/02/2026

Service Information:

Operated by:	Lexham Green Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	29
Main language(s):	Welsh and 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:

Lexham Green is a detached property located on the main road in Buckley, within easy walking distance of the town centre.

People experience a good, strong sense of wellbeing because they are supported by a motivated and committed staff team. People are listened to, treated with respect, and supported to make choices about their daily lives. Staff value each person's individuality and promote as much independence and control as possible.

Care and support are of a good standard. Personal plans provide clear, meaningful insight into each person and outline how staff can best support them to achieve their personal goals. Plans are reviewed and updated regularly to ensure they remain current and effective. They actively promote people's health, wellbeing, and independence. People appear settled and content, engaging in activities they enjoy within the home.

People live in an environment that is both comfortable and homely. The home is clean, well maintained, and appropriately equipped to meet people's needs. Refurbishment work is ongoing, further enhancing the quality of the living environment.

Leadership and management is good. Managers lead by example and work in partnership with people, staff, and professionals to provide a safe, consistent service that enhances people's lives. Staff work effectively as a team and benefit from a high level of support from managers, who encourage continuous learning and development. Robust governance arrangements enable the Responsible Individual (RI) to monitor service quality and drive ongoing improvement.

Findings:



Well-being

Good

People experience dignity and respect in their daily lives. Care staff understand and accommodate peoples' needs and preferences, which are clearly reflected in detailed personal plans. During the visit, staff were observed communicating effectively with people and offering meaningful choices about meals and activities. People told us they enjoy living in the home and like watching films, playing games, and going out. Staff support people's preferred routines and actively promote their dignity and independence. Their rights are upheld, with managers ensuring appropriate legal authorisations are in place for anyone subject to restrictions.

People's voices are listened to and valued. Care staff support people to have as much choice and control over their daily lives as possible. People decide how they wish to spend their time and are encouraged to contribute to the development and review of their personal plans. Managers hold regular meetings to share updates about the home, providing further opportunities for people to express their views and influence decisions. People know the RI, who is also the manager, and benefit from daily contact with them. People are also able to communicate with others in their preferred language

People feel safe and comfortable in their home. They have formed positive relationships with care staff, who understand how to manage risks to individuals' safety and well-being. Managers demonstrate strong, skilled leadership and cultivate a positive culture and sense of teamwork within the service. Call bells are responded to promptly, and staff are consistently attentive to people's needs. Care staff are safely recruited, well trained, and receive a good level of support from managers to carry out their roles effectively. They are knowledgeable about safeguarding and whistleblowing procedures and feel confident that any concerns raised would be addressed immediately. The RI maintains close oversight of the service, and auditing systems contribute to continuous improvement.

People live in an environment that promotes their well-being. The home is welcoming, clean, and comfortable. Bedrooms are personalised to reflect each individual's identity, needs, and preferences. The location of the service enables people to access the community regularly and maintain their routines and interests. Managers are committed to modernising and enhancing the environment, so it continues to reflect people's tastes and lifestyles. New flooring has recently been installed on the ground floor, with further improvements planned. Bedrooms display people's own photographs and personal belongings, helping create a sense of familiarity and comfort. Bath and shower rooms are designed to be accessible and safe. Features such as grab rails and personal mobility aids support people to move around the home independently.



Care & Support

Good

People's care and support needs are clearly outlined in comprehensive personal plans, each of which includes a personal profile describing what is important to the individual, how best to support them, and their current interests. Plans are detailed, up to date, and supported by risk assessments that balance safety with the promotion of independence. Daily care records demonstrate people receive care and support in line with their assessed needs. Each person has an allocated key worker who regularly reviews their progress and overall well-being. People's physical health is monitored effectively, and they have timely access to community healthcare services. Referrals are made to general practitioners when required and receive nursing input from community teams. A visiting professional told us the staff are always welcoming, helpful, and that they have no concerns about the care provided.

People enjoy a variety of nutritious, homemade meals and can look forward to a range of meaningful activities. There is ample food available to accommodate individual preferences, and people's weights are monitored closely, with prompt action taken to prevent further weight loss where required. Drinks and snacks are readily accessible throughout the day. The menu is displayed in the lounge/dining area, and it is varied and currently being reviewed so people can experience new meal options. Everyone will have the opportunity to contribute to its development, with their likes and dislikes fully considered. Activities are tailored to people's needs and interests. The activities co-ordinator regularly supports people to visit local shops, parks, cafés, and restaurants. The local primary school visits frequently to perform concerts, adding to the sense of community involvement. Other activities include arts and crafts, flower arranging, and celebrations of special events such as birthdays, Father's Day and Mother's Day. Families are kept informed of events and activities through a secure WhatsApp group.

People receive timely, dignified care. Staff have completed dignity training, and the home has an appointed dignity champion who helps promote best practice. During the visit, staff were observed interacting with people respectfully, using warm tones of voice and gentle touch when offering assistance. One person told us, *"I love it here. The staff are outstanding; they are all so very nice and so kind with me. I honestly can't fault any of them."* A relative commented, *"Care and support is excellent. The staff are compassionate, caring and professional. The care X receives is outstanding."* People are supported to maintain their personal appearance; they were dressed in clean, freshly laundered clothes with attention paid to grooming, including hairstyles and nail care. Staff were attentive and responded promptly to requests for help, and call bells were answered quickly throughout the visit. Staff approached people in a relaxed, reassuring manner, contributing to a calm and supportive atmosphere.



Environment

Good

People benefit from living in a home that supports their personal outcomes. People are encouraged to personalise their rooms with photographs, memorabilia, and small items of furniture, helping create a strong sense of comfort and homeliness. One resident told us, *“I like sitting in the conservatory and watch the day go by. I like the girls, they are very good with me, so patient and they know what I like and how things are done. My room is just the way I want it – I have everything I could possibly need.”* A dedicated maintenance person is employed to carry out general repairs and ensure the home remains in good condition. Investment has been made in new washable flooring on the lower ground floor, and a rolling programme of refurbishment is underway. Recent improvements include the installation of several new windows and a new conservatory roof. The home has an attractive garden, accessed directly from the conservatory, featuring lawned areas and colourful flower beds. Seating, including a bench and a small table with chairs, is provided for people to relax and enjoy the outdoor space.

People are kept safe from unauthorised access to the home. Entry is controlled, and we were unable to gain access without ringing the bell, which was promptly answered by staff. We were asked to provide proof of identity and to sign the visitor book, recording our time of arrival and departure. People’s confidential information is stored securely. Servicing of appliances and equipment is up to date, including fire safety systems, manual handling equipment, and electrical and gas appliances. Staff receive regular fire safety training, which was confirmed through the training records. The home has also been awarded a Food Hygiene Rating of 5 (very good).



Leadership & Management

Good

The service benefits from strong and effective leadership. The RI, who also manages the home, is present on a daily basis and maintains regular contact with both residents and staff. Staff morale is high, contributing to a warm and positive atmosphere. The manager and deputy manager take pride in their roles and work diligently to ensure people receive the best possible care. People and staff look to managers for guidance, and managers lead by example, promoting confidence within the team. The office is accessible to residents, and both the RI/manager and deputy manager are closely involved in day-to-day service delivery as well as overall management of the home. Management hosts 'Open Days' with refreshments, giving relatives and friends the opportunity to visit throughout the day, review care plans, and discuss any queries.

The service operates in line with the Statement of Purpose, which is reviewed regularly. People and their families gave positive feedback about the care and support provided. Policies and procedures are in place and kept up to date. The most recent quality monitoring report demonstrates that people's feedback is actively gathered and used to guide improvements. Documentation confirmed that the RI completes effective quarterly visits to the home to support ongoing quality assurance.

Staff are appropriately recruited and well supported in their roles. Records confirm that all required pre-employment checks are completed, including criminal record checks via the Disclosure and Barring Service. New staff complete an induction programme during which they become familiar with people's needs, and with the service's policies and procedures. Staff receive regular updates and information through team meetings and shift handovers. They also have opportunities to reflect on their practice and discuss their development during individual supervision sessions and annual appraisals.

Staff have the skills and knowledge needed to provide safe and effective care. The service has a robust induction programme that includes mandatory training, a period of shadowing, and opportunities for reflective learning. Managers support staff to register with Social Care Wales, the workforce regulator. Staff complete all required mandatory and specialist training relevant to people's individual needs. Managers use a range of learning resources to enhance staff understanding and build their confidence in applying learning to practice. An effective monitoring system ensures that training is kept up to date and refreshed within the expected timeframes.

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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