



The Old Deanery



The Olde Deanery Rest Home, Deans Walk, St. Asaph, LL17 0NE



01745584109

Date(s) of inspection visit(s):

28/05/2025

Service Information:

Operated by:	the old deanery ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	23
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

The Old Deanery Residential Home is an established family run service and is registered to provide care and support for twenty-three people. The home is situated in the heart of St Asaph town and close to the local amenities.

People's wellbeing is good because they are supported by kind and caring staff. People said it's like one big family and the service is homely. They are protected from harm as staff are aware of safeguarding procedures.

People are happy and receive good care, which has a warm, welcoming atmosphere. They are supported by familiar staff who have a good understanding of their individual needs and preferences. These are set out within detailed risk assessments and personal plans. People enjoy spending time with others and taking part in various activities. Care staff help people set and achieve personal goals that increase their independence and enhance their well-being. The service

upholds people's rights and promotes their health and safety.

People live in homely accommodation that has suitable facilities to meet their needs. The service makes continuous environmental upgrades, and there is now a refurbishment plan in place. Maintenance and repairs are monitored closely, ensuring utilities and facilities remain safe.

Management has good oversight of the service having processes systems in place as part of auditing and monitoring systems. The service has robust systems for recruiting, training and supporting staff. Staff are motivated in their roles and work well as a team. Managers are approachable, driven and committed to making positive changes that will improve people's experiences. The Responsible Individual (RI) regularly assesses service standards and drives forward improvements.

Findings:



Well-being

Good

People have choice and control about their daily life. Staff's approach to people's care and support is respectful and person centred. Staff complete training to uphold people's human rights. People are free to move around the home and can spend time where they wish. Management provides hands on care and also observes staff practices to drive best care practices and to ensure staff approach empowers the people in their care. Care staff actively promote people's health and well-being, ensuring they have access to the relevant specialist services. People maintain a suitable nutritional diet and consistently receive their prescribed medication. Care staff closely monitor people's mental well-being.

People's rights are promoted and upheld. Care staff communicate with people effectively to help them make everyday choices. People's preferences and routines are outlined within personal plans and supported by care staff. This helps give people as much control over their day-to-day lives as possible. The RI observes and gathers feedback from people during formal visits. People can influence the care they receive and environmental changes. The service follows correct procedures to ensure people are not restricted unlawfully.

People receive good continuity of care from a stable team of staff. Care staff actively promote people's health and well-being, ensuring they have access to the relevant specialist services. People pursue their own interests and often spend time in the community. Care staff help people achieve personal goals, which they review monthly. Risk assessments and personal plans are up to date, detailed and easy for care staff to follow. Updates regarding people's health and well-being are communicated effectively amongst the staff team.

There are systems in place to help keep people safe. The quality of the service is regularly monitored by the RI. The service has enough staff to ensure people receive the right level of care and attention. Care staff know how best to support people. They complete a range of mandatory and specialist training, which includes safeguarding adults at risk. Staff are safely recruited and supported by an open and responsive management team. The service has up to date policies and procedures to support safe practices.



Care & Support

Good

People can be sure personal plans are in place to guide staff on people's care and support needs and preferences. Staff know people very well and were able to describe their support needs to us; their descriptions matched with people's individual personal plans. Personal plans are started prior to admission following thorough assessment of people's needs to ensure the service can support them well. Management use information from people, their relatives and relevant health and social care professionals to develop the care plans, which are reviewed and updated regularly. Any changes are communicated to care staff during shift handovers.

People have an active social life and keep in contact with family and friends. We saw many visitors coming throughout the day. People enjoy activities together in-house such as pamper days, external entertainers, bingo, board games and pet therapy. The hairdresser visits often and we saw people enjoying the good weather sitting out the front in the front of the property.

The service provides a range of meals and snacks for people to choose from. We saw the daily meal options on display in dining areas. People told us the food is good and there is plenty of choice. We observed people being offered drinks and snacks between meals. Records show that care staff also monitor people's weight and ensure they receive their prescribed nutritional supplements. Managers complete regular weight audits to ensure concerns regarding nutrition are identified and acted upon appropriately.

People can be satisfied the service promotes hygienic practices and manages medication. Medicine storage and administration are good and keep people safe, care staff are trained to administer medication with their competency assessed and regular medication audits are carried out by management. We observed all parts of the home to be clean and hygienic. The home has a good supply of personal protective equipment and suitable arrangements for disposing of general and clinical waste. All staff complete training in relation to infection control, food safety and the Control of Substances Hazardous to Health.



Environment

Good

People are content spending time in private and communal areas. They told us they are pleased with their bedrooms, which have the facilities they need. We observed bedrooms to be well presented overall, with many containing people's own furnishings and keepsakes. People feel comfortable watching television, talking with others and completing various leisure activities in lounges. We saw plans for refurbishment, which will involve updating some of the décor and renewing worn flooring. People have easy access to the community; they can go for walks and visit shops on foot.

People can be confident the service provider identifies and mitigates risks to health and safety. Health and safety audits are completed and identified actions are dealt with swiftly by maintenance staff, this is monitored by management and the RI. The home has recently been awarded 5, the highest food rating attainable. Routine health and safety checks for fire safety, water safety and equipment are completed, and records show required maintenance, safety and servicing checks for the lift, gas, and electrical systems are all up to date. Arrangements are made for all staff to carry out regular fire drills, which managers can monitor via staff training reports. Regular fire alarm tests and fire equipment checks are also carried out.



Leadership & Management

Good

People can feel confident the service provider has effective systems for governance and oversight of the service in place. The RI visits the service regularly to inspect the property, check records and gather the views of people and staff. The RI visit reports show aspects of the day to day running of the service and discussions of current challenges the service is facing. The reports review personal plans and monitor the outcomes of actions identified during previous visits. A quality-of-care survey is conducted by the home every six months, and feedback is sought from residents and relatives to inform these. People say they can speak to the manager about changes to their care and action is taken. Many staff have been working in the service for many years and are dedicated and passionate in their roles.

People can be satisfied they will be supported by a service that provides staff who are suitably fit and qualified. Care staff have the knowledge, competency, skills and qualifications to provide the levels of care and support required to enable people to achieve their personal outcomes. Records show the manager has suitable numbers of staff on each shift to support people's needs and when they do not the management team provides support on the floor. Records show new staff undergo thorough vetting checks prior to starting work in the home and receive an induction specific to their role. Staff receive annual appraisals and one to one supervision meetings with the manager are currently underway. Care staff feel well supported by the manager and have access to the training required to meet people's needs. Training is provided to staff through a combination of online and face to face learning and records are reviewed and updated to make sure they accurately reflect training compliance. Care staff have either registered with Social Care Wales, the workforce regulator, or are in the process of doing so.

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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