Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Sycamore Lodge Residential Care Home

Sycamore Lodge Residential Home, 110 Wood Lane Hawarden, Deeside, CH5 3JE

01244533769

The inspection visit took place on 03/06/2026

Service Information:

Operated by:	Sycamore Lodge (North Wales) Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	17
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	Requires Improvement
Environment	Good
Leadership & Management	Good

Summary:

People experience good well-being outcomes at Sycamore Lodge. There are regular activities which people can be involved in, and staff treat people with dignity and respect. People are supported to stay as healthy as possible, with systems in place to protect people in an environment that meets their needs.

People receive good care and support from a care staff team who understand their needs and treat them with dignity and respect. Care plans need improvement as they do not always contain detailed, personalised information appropriate to the person. Medication processes within the service are undertaken well and people attend appointments with health professionals or health care professionals are contacted as required.

People live in an environment that is good. Sycamore Lodge is decorated throughout and has ample communal space. The outside areas offer well laid out, safe and appropriate space which people use. People have their own bedrooms which they have furnished to their personal

preference, offering privacy and people are free to use them whenever they wish.

Leadership and management of the service is good. The Responsible Individual (RI) and manager have good oversight of the service and quality assurance monitoring takes place regularly. Care staff are recruited safely, well supported and receive appropriate training to meet the needs of the people they support. Care staff are happy working at the service. Safeguarding referrals are made to the local authority when required and monitored closely.

Findings:

Well-being — Good

People are protected from abuse and harm. People are supported to be safe and have risk assessments in place where needed. People we spoke with confirmed their relatives feel safe at Sycamore Lodge. Care staff are up to date in safeguarding training, and this was evidenced on the training matrix. Safeguarding records demonstrate that concerns are responded to promptly and managed in line with organisational and statutory guidance. The provider understands the legal requirements of caring for vulnerable people and makes referrals to the local authority safeguarding team when required.

People live healthily and safely with control over their lives. Prior to people moving into the home managers undertake pre-admission assessments which includes information from relevant professionals ensuring the service can meet their needs. People's personal plans are outcome and strengths focused and show likes, dislikes, and the support the individual needs. This information guides care staff on how to meet needs. We saw people's personal plans which had been reviewed in line with regulations. People's independence is encouraged as they are offered choice wherever possible.

We also saw and were told people are offered choice regarding activities, both group activities and individual, such as reading to people in their rooms and armchair exercises, with an activities co-ordinator employed to facilitate this. People are also offered choice in regards their routines such as eating and drinking and when they can get up and go to bed. We spoke with someone who told us, *"Staff wash and shave me and clean my room and change my bedding regularly…I have seen health care professionals and I get three meals a day…The food is good."* We also witnessed activities being undertaken which people clearly enjoyed. People are treated with dignity and respect. Relatives, and residents spoken to confirmed this. Care staff are kind and patient with people, and we observed many warm interactions. One person said, *"My relative gets the care and support the require, they have improved lately…Staff treat my relative with respect, they go in and read them a story…They are well kempt and sometimes they refuse food but staff keep trying and go back and encourage with different foods."* A person living at Sycamore Lodge told us, *"Staff are good, I can have fun with the staff…There is plenty going on…I get the hairdresser and the chiropodist."* Friends and relatives can visit when they wish, thus helping to enhance wellbeing.

Care & Support — Requires Improvement

People experience good care and support. Care is outcomes and strengths focused and most personal plans give a clear picture of the person. Care staff follow these to ensure person-centred care and support is delivered. One person told us, *"I get the support I need…Staff will do whatever I need."* People's outcomes are clear, and they are supported to ensure they are achieved. However, we viewed one person's personal plan, and though they were receiving appropriate care and support from a staff team that clearly knew them well, the care plan did not reflect their acre and support needs. Outcomes for people require improvement as the persons support needs and how they were to be supported had not been updated in their care plan and we expect the provider to make improvements.

People's requests for support were met promptly and care staff respond to call bells appropriately. We saw good quality care being delivered and positive interactions between people and care staff throughout the day. Care staff clearly know the people they support. This was also confirmed by people we spoke with. People living at Sycamore Lodge appear well kempt with people confirming our observations on the day. People, and their relatives confirmed that people were supported and spoken to appropriately and treated with dignity and respect. We were told, *"If I want anything, staff are here quickly, I don't have to wait hours."* Another person commented, *"I am treated with respect…I can have a laugh and a joke with staff…They are very good with me, I am very pleased."*

Medication processes at the services are safe, with medication stored securely. People receive their medication as prescribed, in accordance with national guidelines and the service provider's medication policy.

People are referred for appropriate appointments at the right time and recommendations for care and treatment by other professionals are conducted as directed. We saw personal plans, which showed numerous and detailed records of liaison with health care professionals. Care records are updated with any changes in health conditions and there are clear protocols to follow to maintain people's health and wellbeing. A relative told us, *"The staff contact us in a timely fashion about any issues, they have contacted us at 5 a.m. about our relative's medical deterioration."*

Environment

Good

Sycamore Lodge is a care home located in a residential area in Hawarden and is set over two floors, with a stair lift provided.

People live in a service which is suitable and meets their needs. The home is warm, welcoming, well decorated throughout and benefits from communal space people can access whenever they choose. People can spend time on their own or with visitors and other residents in a property which has enough space to facilitate this. There are communal bathrooms and toilets which are clean and in good working order. Externally the grounds at the rear are spacious, safe, and secure, with seats, raised beds and a grassed area which people can enjoy.

People have their own bedrooms which are clean and have en-suite facilities. People can personalise their rooms to make them as homely and comfortable as possible, if they wish. We saw a sample of bedrooms that have appropriate seating, along with a call bell in case they need help. Bedrooms we viewed were clean and personalised to the individual's taste. A person we spoke with confirmed that their bedroom and bedding are kept clean and tidy.

Sycamore Lodge provides a safe environment in which people can live. We had to ring to gain access to the home and our identity was checked upon entry. The RI as part of their regular checks, reviews the environment to ensure any works required is undertaken promptly. Appropriate servicing and testing of systems such as gas, electrics, fire safety, and water are undertaken regularly. Investment to both the interior and exterior of Sycamore Lodge is ongoing with the painting of certain areas of the home and new chairs having been purchased. We also saw a schedule of ongoing works.

Sycamore Lodge is kept clean throughout, both the communal areas and people's rooms. Laundry facilities are adequate for the size of the home. The Food Standards Agency have awarded the service a level 5 rating, which is very good and the highest rating achievable.

Leadership & Management — Good

People live at a service which is organised and has good leadership oversight. The provider has established a stable team of care staff, with some staff members having been at the service for 10 years or more. Care Staff have daily support from the manager. One member of staff told us the staff team is really good, and everyone gets along. Another carer told us, *"I have worked here for several years, and I love my job…It's like a second family here…Managers are fine, approachable and any issues get sorted out."* There are regular meetings between the manager and the staff team to keep them informed. Care staff and people at the service gave positive feedback about the manager, saying they are "*Supportive and approachable.*" Another member of the care staff team spoke positively about the manager stating, *"Any concerns are listened to."*

There are effective systems in place to monitor quality. This is conducted through managers comprehensive audits of all areas of the service which are undertaken regularly. The RI visits the service on a regular basis and ensures to gain feedback from people and their representatives through the service's own quality assurance questionnaire. The RI creates reports following visits to evidence what areas they have looked at and what actions are needed ensuring continuous improvement. There are policies and procedures in place to guide staff in how to support people effectively and safely, and these are reviewed and updated as required. People and care staff can be assured they have access to relevant information.

The provider has robust selection and vetting processes in place. Care staff are subject to pre-employment checks, including a Disclosure and Barring Service check and all staff are registered with Social Care Wales, the workforce regulator. We reviewed staff files and found they are in good order with all the required documents in place. Care staff are employed in appropriate numbers; this was confirmed by records we saw and staffing numbers on the day of inspection.
Training for all care staff is a priority and there is a training programme offering training on a wide range of topics. New staff are supported via an induction programme with ongoing training for care staff. Care staff feel the training they receive is informative and of good quality. Care staff supervision takes place quarterly and on a one-to-one basis, with annual reviews also being completed.

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
People's care documentation and risk assessments do not always give staff enough detail in regards people's conditions and support requirements or instruction or direction for staff to undertake their role. The provider needs to ensure people's personal plans contain appropriate information and instruction to ensure staff are able to undertake their role effectively and accurately. People's personal plans should be an accurate and up to date reflection of their care and support requirements.	03/06/26

CIW has not issued any Priority action notices following this inspection.

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