



## Sycamore Lodge Residential Care Home



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



01244533769

**Date(s) of inspection visit(s):** The inspection visits for this service took place between  
04/09/2025 and 10/09/2025

### 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:	16
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

## Ratings:



Well-being

**Good**



Care & Support

**Good**



Environment

**Good**



Leadership & Management

**Good**

## Summary:

Sycamore Lodge is a care home, located in a residential area in Hawarden, in Flintshire.

People achieve good well-being outcomes because they are treated as individuals and supported to live their lives as they wish. People engage in activities and are supported to maintain relationships with each other and with family and friends. People receive good care and support from a care staff team who understand their needs and treat them with dignity and respect. People are supported to attend health care appointments with professionals when required. Improvements have been made since the last inspection in regards care planning and medication management.

People live in a good environment which meets their needs. Sycamore Lodge is decorated throughout and has communal space which people can use if they so wish. The outside space is laid out well, safe, and suitable. People have their own bedrooms which they can furnish to their

personal preference, which offer privacy and personal space when required.

Leadership and management at the service is good. There are policies and procedures in place for the running of the service, and any complaints are taken seriously. The Responsible individual (RI) has good oversight of Sycamore Lodge and quality monitoring takes place regularly, however improvement to the quality-of-care review is required. Care staff are recruited safely and feel supported and are happy working at the service.

## Findings:



### Well-being

Good

People live healthily and safely with control over their lives. The provider undertakes detailed pre-admission assessments and receives information from health care professionals prior to people moving into the home. This ensures that the service can meet their needs. People's personal plans focus on their likes and dislikes, the support the individual needs, and the person's outcomes and strengths. This information guides care staff on how to meet people's needs. Where appropriate, people or their representatives have input into the review of their personal plans and how it is delivered, ensuring care is appropriate and relevant to the individual. People's independence is encouraged as they are offered choice wherever possible. We saw and were told people are offered choice in regard to activities, bedtime routines, where to spend time, and eating and drinking. We saw people could stay in their rooms if they wished or use the communal spaces, this was confirmed by people we spoke with. People are treated with dignity and respect. Care staff are kind and patient with people, and we observed many warm interactions.

People told us they feel safe in the environment they live in, which was also confirmed by relatives we spoke with. The manager has an open-door policy, and we saw people approach the manager throughout the day for advice and support. People told us they feel confident to raise any concerns with the manager. The RI also visits the service regularly and spends time chatting to them, offering the opportunity to give any feedback they have. Care workers have undertaken training to meet the needs of the people they support, including safeguarding training, ensuring vulnerable people are protected from harm. People have risk assessments in place to help reduce risks and to ensure they are kept safe.

People are supported to cultivate safe and healthy relationships. Sycamore Lodge promotes communal living and encourages people to form relationships with the people they live with via group activities and events such as a weekly Afternoon Tea. This encourages people to maintain relationships with friends and family away from the service. Visitors to the service are welcomed and people are encouraged and supported to receive visits from their friends and family.



## Care & Support

Good

People experience good care and support which ensures they meet their well-being outcomes. Care is outcome and strength focused and delivered in a way which promotes the development of routine and structures in line with people's preferences. Improvements to people's personal plans have been implemented since the last inspection, with them being reviewed more regularly. Personal plans are strengths and outcomes based and give a clear picture of the person. Care staff follow these to ensure good quality person-centred care and support is delivered. People's outcomes are clear, and they are supported by care staff to ensure their outcomes and goals are met. One person told us they received regular showers and staff support them with this, ensuring they remain as independent as possible. Throughout the inspection, people's requests for support were met promptly with good quality care being delivered throughout the day. We observed positive interactions between people and care staff, who clearly knew the people they support, this was confirmed by those we spoke with. People living at Sycamore Lodge are well kempt. We spoke with people who told us there were no issues with the laundry and they got their clothes cleaned quickly. People, and their relative's confirmed people were supported and spoken to appropriately and treated with dignity and respect. One relative we spoke with told us staff are *"Lovely...My relative thinks they are in a hotel"* A resident, when asked what it was like to live here said *"I wouldn't want to be anywhere else."*

People's medication is safely managed, and medication is stored securely. Only competent care staff can administer medication. There is a medication policy in place which outlines how to respond to medication errors. There are Medication Administration Record (MAR) charts in place which contain all required information and are completed correctly to reflect when medication has been administered. There are medication auditing processes in place.

People are protected from abuse and harm. Sycamore Lodge has a safeguarding policy in place, and all care staff receive training in safeguarding. The provider understands the legal requirements of caring for vulnerable people and makes referrals to the local authority safeguarding team when required. Safeguarding referrals are monitored by managers. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team and are renewed appropriately. This ensures that placements at Sycamore Lodge are lawful where people lack the mental capacity to make decisions around their care and accommodation needs.



## Environment

Good

People live in a suitable environment. Sycamore Lodge is set over two floors with a stairlift provided. The home is warm, welcoming, and decorated nicely throughout and benefits from communal spaces that people can access as they wish. There is enough space for people to spend time alone, with other residents or with visitors. There are bathrooms and toilets throughout the service which are clean and in good working order and equipped with specialist equipment for those who may need to use it. Externally the grounds are grassed, safe, and secure, providing, patio chairs and tables, as well as several planters.

People have their own bedrooms which are clean, bright and benefit from en-suite facilities. People are encouraged to personalise their rooms to make them as homely and comfortable as possible. We saw that bedrooms have appropriate seating and a table for comfort, along with a call bell in case they need help.

Sycamore Lodge provides a safe environment in which people can live. On attending the home, we found the front door was locked and secure and our ID was checked. We were asked to sign in so that visitors can be monitored for fire safety purposes. Managers undertake regular environmental and Health and Safety audits to ensure all areas are hazard free and to identify any works which may be required. As part of their quarterly visit, the RI looks at 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 a new storage area having been recently erected and new flooring in some areas having been laid. People have access to equipment which supports their wellbeing and promotes independence. All equipment is clean and regularly serviced to make sure it is safe to use.

Sycamore Lodge is kept clean throughout, both the communal areas and people's rooms. Infection prevention and control procedures are conducted well. 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 are supported to achieve their personal outcomes because the service provider has effective governance and oversight to ensure smooth operations. Sycamore Lodge benefits from a manager who oversees the day to day running of the service. The RI visits the service in line with regulatory requirements and produces a report following each visit which indicates good oversight of the service. There are policies and procedures in place for the smooth running of the service and to guide care staff on what is expected of them. All policies are detailed and have recently been reviewed and updated where necessary. One member of staff told us that staff work well as a team. Other staff, people living at the service, and visitors gave positive feedback about the manager, saying they are “Great...really supportive.” There are effective systems in place to monitor quality. This is conducted through audits of different areas of the service, visits by the RI and gaining feedback from relevant stakeholders. Managers have a comprehensive suite of audits which are completed on a regular basis. There have been improvements to the quality-of-care report since the last inspection, however further improvement is required, which the RI assured us they would undertake.

People are supported by care staff who are safely recruited, well trained and professionally registered. Pre employment checks are conducted before a person begins working at the service, which includes a disclosure and barring service (DBS) check and obtaining appropriate references. This is to ensure people are safe and appropriate to work with adults at risk. Staff complete an induction, and all staff are registered with Social Care Wales, the workforce regulator. We reviewed training records and found care staff complete mandatory training in a number of areas including Dementia care, moving and handling and medication. All staff receive regular one to one supervision and appraisals. This helps identify any training needs, performance, and concerns to support ongoing development and ensure people receive the support they require. Though some staff told us that staffing at times could be “rushed,” care staff are employed in appropriate numbers; this was confirmed by records we saw, staffing numbers on the day of inspection, and what stakeholders told us. Regular meetings are held with staff and residents which ensures the service is aware of the views of stakeholders.

## 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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