



Hayes Healthcare Limited (Trading as Conifers Care Home)



Stryt Las, Ruabon, Wrexham, LL14 6RB



01978447470

The inspection visits for this service took place between 13/11/2025 and 17/11/2025

Service Information:

Operated by:	Hayes Healthcare Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	27
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

Requires Improvement

Summary:

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 care staff who understand their needs and treat them with dignity and respect. We found people to be well kempt.

People live in a good environment which meets their needs. Conifers is well decorated throughout and has communal space which people can use if they so wish. The outside space is safe. People have their own bedrooms which they can furnish to their personal preference, which offer privacy and personal space when required. Improvement is required in regards testing of the water systems.

Leadership and management at the service requires improvement. There are policies and

procedures in place for the running of the service, and any complaints are taken seriously. The Responsible Individual's (RI) oversight of the Conifers requires improvement with quality monitoring and the three-monthly RI's report requiring more detail, analysis, and consultation with stakeholders. Care staff are recruited safely, trained appropriately, feel well supported and are happy working at the service. Though there is an acting manager in place, they are not registered with the appropriate workforce regulator, which the provider is undertaking at present.

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 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 personal outcomes and strengths. Care documentation also gives detailed background to any support needs. 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, and they are offered choice wherever possible. We saw and were told people are offered choice in regards activities, bedtime routines, where to spend time, and eating and drinking. We saw people can stay in their rooms if they wish 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. A health care professional we spoke with confirmed people are happy with the service they receive, are well kempt and the provider raises issues appropriately.

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. Conifers promotes communal living and encourages people to form relationships with the people they live with via group activities and events such as celebrating peoples' birthdays. Visitors to the service are welcomed and people are encouraged and supported to receive visits from their friends and family. Students from a local school visit fortnightly, reading, chatting and playing games with residents.



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. Personal plans are reviewed 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 receive regular showers and staff support them with this, another told us staff anticipate their needs and are "amazing". 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 know the people they support, this was confirmed by those we spoke with. People living at the Conifers are well kempt. We spoke with people who told us there are no issues with the laundry and they get their clothes cleaned quickly. People, and their relative's confirmed people were supported and spoken to appropriately and treated with dignity and respect. Relatives we spoke with told us staff know their relative well and do not have to refer to notes when talking about them and staff contact them appropriately.

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. Conifers have 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. Managers monitor safeguarding referrals. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team and are renewed appropriately. This ensures that placements at the Conifers are lawful where people lack the mental capacity to make decisions around their care and accommodation needs.



Environment

Good

Conifers is a care home, located in a residential area in Ruabon, a few miles from Wrexham.

People live in a suitable environment. Conifers is set over two floors with a stair lift provided. The home is warm, welcoming, and decorated nicely throughout, benefiting 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. Welsh signage is provided. Externally there are tables and chairs people use. The area is secure.

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.

Conifers does not always provide a safe environment in which people can live. On attending the home, we found the front door was locked, 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 checks, however these are not recorded, though managers have told us this will be undertaken in future. Appropriate servicing of appliances is not always in place to ensure risks to people's health and safety are rectified. Testing of systems such as gas, electrics, and fire safety, are completed regularly, however we found testing and flushing of water systems is not always undertaken as regularly as required. This is an area for improvement, and we expect the provider to make improvements.

Investment in the Conifers is ongoing with a new fire alarm system being purchased and installed recently, and new flooring in the corridor being laid. Painting of some bedrooms has been undertaken and decoration of communal areas is ongoing.

Conifers 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

Requires Improvement

People are not always supported to achieve their personal outcomes because the service provider does not have effective governance and oversight to ensure smooth operations. Conifers benefits from a manager who oversees the day to day running of the service, however the manager is not registered with the appropriate professional body, though this is now being undertaken. This is an area for improvement, and we expect the provider to make improvements. The RI visits the service in line with regulatory requirements and produces a report following each visit, however this report does not show that stakeholders are consulted formally, that the RI monitors the performance of the service or dip samples any records. This is an area for improvement, and we expect the provider to make improvements. 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 approachable and take issues seriously. Systems in place to monitor quality are not effective and require improvement. Managers audits of different areas of the service are undertaken though are not formally recorded. An area the manager advised us would be rectified. The quality-of-care review reports are completed every six months; however, improvements are required to ensure the service provider has suitable arrangements in place to assess, monitor and improve the quality and safety of the service as set out in the regulations. This is an area for improvement, and we expect the provider to make improvements.

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 potential staff are safe and appropriate to work with adults at risk. Care 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 several areas including Dementia care, moving and handling and medication. Care staff receive regular supervision and appraisals. This helps identify any training needs, performance, and concerns to support ongoing development and ensure people receive the support they require. Care staff are employed in appropriate numbers; this was confirmed by records we saw, staffing numbers on the days of inspection, and what stakeholders told us. Regular meetings are held with staff.

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
Water outlet temperature and shower head flushing have not been undertaken appropriately, putting people at risk of contracting Legionella.	13/11/25
If RI visits do not communicate with people who use the service and do not audit documentation, people cannot be sure the service provider takes the views of stakeholders seriously and regularly monitors the performance of the service.	13/11/25
The Responsible Individual (RI) may not be aware of patterns and trend in regards the service provided and thus may not be able to rectify these issues if they arise. The Quality of Care reviews need to identify patterns, and trends and analyse the range of information the RI is gathering. It also needs to look at more diverse sources of information. Stakeholders need to be aware of the service in detail in line with regulations.	13/11/25
People's health, safety and well-being may be at risk because people are not supported by a service which has a manager registered with Social Care Wales.	03/05/23

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

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