



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty Cerrig Care Home



26-27 High Street, Wrexham, LL12 9EU



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www.sscare.co.uk

The inspection visits for this service took place between 10/12/2025 and 22/12/2025

Service Information:

Operated by:	S & S Care UK LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	22
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

Good

Summary:

Ty Cerrig offers residential and respite care for adults with dementia, frailty and other physical impairments. It is located in the historical village of Caergwrle, and is close to a range of local amenities, including GP surgeries, churches, hairdressers and shops. The home provides good care in a friendly and welcoming environment that promotes people's well-being. People are happy living at the home and value the positive relationships they have with staff and others. The atmosphere is calm and relaxed.

Care and support at the service is good. People's needs and preferences are understood and met, and staff work in ways that promote dignity and respect. Personal plans are comprehensive and regularly reviewed, helping staff deliver consistent care. People benefit from timely access to healthcare and safe medication practices. These arrangements support positive outcomes for people living at the service. People enjoy activities and are supported to take part. Safeguarding

arrangements and infection control measures are robust.

The care home provides a good environment for people. It is clean, safe, and homely and people have access to equipment to meet any specialist needs. People personalise their rooms and communal areas are well maintained. A programme of redecoration is in place.

Leadership and management are strong; they provide good oversight of the service to ensure it is running effectively. Staffing levels are appropriate, and staff receive training and support. There is a positive team culture and staff enjoy working at the home.

There was an area for improvement identified at last inspection for standards of care and support which is now being met.

Findings:



Well-being

Good

People experience choice, independence, and positive relationships. People told us they can decide how to spend their day and enjoy varied activities such as music, singing and exercise sessions. People were having their hair done when we visited and singing Christmas carols. Families praised the care and said they feel welcomed. They told us, *"The staff are so kind and caring, we are so happy that our mum is being cared for here."* We observed warm interactions between care staff, residents, and visitors.

People have control over their day-to-day life because care staff know their daily routines and what is important to them. Personal plans detail people's preferences and aspirations. People's physical and mental health and emotional well-being is promoted through continuous monitoring and effective care and support. People are supported to attend their health and dental appointments so they can meet their well-being goals. Ongoing family contact is fully supported with family able to come to the home for a visit or take people out. The home is a comfortable and a very homely environment. Each person's bedroom is personalised as they choose how they want it to look and can keep things that are important to them. Mealtimes are positive and dignified. People are offered alternative meal choices and portion sizes. We saw staff supporting people respectfully and ensuring their comfort.

People feel safe and protected from harm. Care workers understand safeguarding responsibilities and know how to report concerns. They receive appropriate training, and risk assessments are in place and reviewed regularly. Policies and procedures support safeguarding, and staff know how to access local authority teams if needed. People told us they feel happy and secure in the home. Care staff and the manager collaborate effectively with external professionals, ensuring timely referrals and access to health services. Feedback from visiting professionals confirmed strong partnership working.

The service promotes Welsh language, and some staff can speak Welsh, it is working towards the Welsh language 'Active Offer'.



Care & Support

Good

People living at Ty Cerrig receive care and support that helps them achieve their personal outcomes. The manager assesses people's needs and preferences before admission to ensure the service can meet them. To support this, they gather information from people, their relatives, and professionals who know them well.

Personal plans are detailed and person-centred. They are strengths-based and outcomes-focused. They include people's histories, preferences, and goals. We saw examples of step-by-step guidance on how people like things done. Plans include risk assessments and positive behaviour support strategies, which care staff can follow to ensure they are safe and well supported if people are feeling agitated or distressed. Plans are reviewed regularly and show people receive holistic care from trained care staff who are supported in their roles. Reviews take place at least every three months to keep plans accurate, and annual reviews involve people, their relatives, and staff. Each person also has a one-page profile that summarises what matters to them, their likes and dislikes, and key aspects of their life. Their personal plan includes clear instructions for care staff and outline how people's outcomes should be achieved.

Care staff use their skills and experience to support people throughout the day. We observed staff treating people with kindness and respect. Staff told us, *"It feels like being in my own home caring for my own family."* People and relatives spoke positively about the care provided. A visiting professional told us the manager advocates strongly for people and escalates concerns promptly to health and social care professionals to maintain people's health. Records show people access healthcare services such as chiropody, mental health support, and GP appointments. At the time of the inspection, we found medication practices to be safe. The service is actively developing its policies, procedures, and day-to-day practices to support ongoing improvement in this area. Trained care staff support people to take their medication, and records are accurate. Medication is stored securely, and the manager audits records and storage regularly. Competency checks ensure staff administer medication safely.



Environment

Good

People live in a home that meets their needs and supports their well-being. The home is clean, comfortable and welcoming. People told us they feel at home here. The service provider invests in decoration and maintenance, and we saw evidence of ongoing work. Bedrooms are tidy, and people can choose décor and personalise their space. The dining room is welcoming, with tables set for mealtimes. People can use several communal areas, including sensory spaces for quiet time. Equipment needed for care is available, well maintained and serviced. The housekeeping team follows cleaning schedules, and we found the home clean and tidy. Laundry facilities are suitable for the size of the home.

People have access to the specialist aids they need to support their mobility. Moving and handling equipment is stored safely. Walkways and fire exits are clear of obstacles, and there are grabrails throughout to support people so they can mobilise independently. Entrances are secure, and visitors sign in and out so there is a record in case of an emergency. We could not enter without signing in and making ourselves known to staff. Photographs of staff are displayed at the main entrance, so people and relatives know who is supporting them. Bilingual signage was clearly displayed in relevant areas.

The service provider ensures health and safety audits and environmental risk assessments are completed. The home has the highest food hygiene rating possible. Staff receive training to keep themselves and others safe. Checks and certificates for water, gas and electricity are in place. Fire alarms are tested weekly, and staff know how to evacuate people if needed. Each person has a personal emergency evacuation plan to ensure they can be supported to leave the home safely in an emergency. The provider has infection prevention and control policies, and measures are in place to keep people safe. Bathrooms and toilets are clean and equipped with specialist items for those who need them.



Leadership & Management

Good

The manager and group care manager are approachable and provide good oversight of the service. They monitor the quality of care through regular audits, including checks on medication systems and processes. We found the service promotes continuous improvement through regular meetings with staff, residents, and families. These meetings ensure people's views are considered in decision-making. There are governance arrangements in place to help ensure the service operates smoothly. The managers and staff take pride in their roles and work hard to provide people with the best possible service. Care staff told us they feel valued and supported, describing the workplace as positive and inclusive. One care worker said, *"It is really great to work here, I am very supported to do my job, we are a close team and work well together"*.

The responsible individual (RI) visits the service every three months to speak with people and staff, ensuring their views inform improvements. These visits include reviewing compliance and producing a quality-of-care report that reflects feedback from people using the service. Care staff are motivated and skilled to care for people. One member of care staff told us, *"I love working here, we are very well supported by the managers, and they are very approachable"* Management are effective in maintaining safe recruitment, we found recruitment processes are robust, with pre-employment checks such as disclosure and barring service (DBS) verification and references completed before staff start work. Care staff are registered with Social Care Wales the workforce regulator and complete a comprehensive induction programme. Training records show mandatory training is up to date in key areas such as dementia care, moving and handling, and medication administration. Staff receive regular supervision and appraisals, which they told us helps them feel supported and confident in their roles. Care workers confirmed training is relevant to the needs of people they support. The service is working towards the Welsh language offer, and some documentation in Welsh is available on request. A family member told us *"The manager x is wonderful, nothing is too much trouble, they are very caring"*.

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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