



The Nash Residential Home



The Nash Residential Home, 10-12, Churton Road, Rhyl, LL18 3NB



01745351598

The inspection visits for this service took place between 18/02/2026 and 19/02/2026

Service Information:

Operated by:	NASH CORPORATE SERVICES LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	31
Main language(s):	Welsh and 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:

People experience good well-being outcomes at The Nash. 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. However, we found two people's care plans were not in place shortly after they moved into the home and two people's personal plans were not reviewed in a timely manner and we expect the provider to make these improvements.

People receive good care and support from a care staff team who understand their needs and treat them with dignity and respect. People's personal care plans contain detailed, personalised information. Medication processes within the service are undertaken well and people attend appointments with health professionals as required.

People live in an environment that is good. The Nash is decorated throughout and has ample communal space. The outside areas are well laid out, safe and suitable. People have their own

bedrooms which they have furnished to their personal preference, which offer privacy and personal space when required.

Leadership and management of The Nash is good. The Responsible Individual (RI) and managers 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. 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 live healthily and safely with control over their lives. Prior to people moving into the home managers undertake pre-admission assessments and receive information from health care professionals ensuring the service can meet their needs. People's personal plans are outcome focused and show likes, dislikes, and the support the individual needs. This information guides care staff on how to meet needs. However, we did see that two people's personal plans were not in place in a timely fashion after they had started living at the service. Personal plans need to be in place upon someone moving into the home or at the most seven days after they have moved in. This is an area which requires improvement and we expect the provider to make improvements. 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. However, we saw some areas of people's personal plans which had not been reviewed in line with regulations, people's personal plans should be reviewed at least every three months. This is an area of improvement, and we expect the provider to make improvements. People's independence is encouraged as they are offered choice wherever possible. A professional told us, *"Staff promote people's independence; they don't de skill people."*

We also saw and were told people are offered choice regarding activities, bedtime routines, where to spend time, and eating and drinking. We saw that lunchtime was a positive experience for people. With food looking and smelling appetising. We also witnessed activities being undertaken which people clearly enjoyed. People are treated with dignity and respect. Relatives, residents and professionals spoken to confirmed this. Care staff are kind and patient with people, and we observed many warm interactions. One relative said, *"Staff are good...I have no concerns with the staff."* Whilst another told us my relative is *"Happy here...staff know how they are doing without referring to their notes...they are happy within themselves."*

People are safe and protected from abuse and neglect. They told us they feel safe in the environment they live. One relative told us, *"My relative is safe here."* Whilst another person said, *"I feel safe with the staff."* The manager has an open-door policy, and we saw people approach the manager throughout the inspection for advice and support. People told us they feel confident to raise any concerns with the manager. A professional told us they have *"A lot of respect for the manager."* Care workers have undertaken training to meet the needs of the people they support, including safeguarding training, ensuring vulnerable people are protected. People have risk assessments in place to help reduce risks and to ensure they are kept safe. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team where required to ensure the safeguarding of people who lack mental capacity regarding care and accommodation needs.



Care & Support

Good

People experience good care and support. Care is outcome focused and personal plans give a clear picture of the person. Care staff follow these to ensure person-centred care and support is delivered. People's outcomes are clear, and they are supported to ensure their outcomes and goals are met. One person told us they have their hair done every Wednesday, the dentist and chiropodist come to see them, and they have a shower, usually in the morning.

Professionals told us staff help people to remain independent. Throughout the day, people's requests for support were met promptly and care staff responded to call bells appropriately. We saw good quality care being delivered throughout the day and saw positive interactions between people and care staff, at lunchtime and generally throughout the day. Care staff clearly know the people they support. This was also confirmed by people we spoke with. People living at The Nash are well kempt with people confirming our observations on the day. People, their relatives and visiting professionals confirmed that people were supported and spoken to appropriately and treated with dignity and respect. People living at The Nash also told us, *"Staff are good."* *"There is enough going on."* *"Staff wash me."* *"I get enough to eat and drink."* *"They keep my clothes nice and clean... and keep my room clean and tidy."*

Medication processes at the services are safe and robust. People receive their medication as prescribed, in accordance with national guidelines and the service provider's medication policy. We found medication counts to be correct.

People are referred for appropriate appointments at the right time and recommendations for care and treatment by other professionals are conducted as directed. We spoke with a healthcare professional who told us the service is good at reporting issues. Another professional told us the home is open to managing people with complex needs and can support them. We saw personal plans are updated with any changes in health conditions and there are clear protocols to follow to maintain people's health and wellbeing. A health care professional told us there are *"No issues with people's nutrition or fluid...people in their rooms aren't isolated."* During the inspection we witnessed the manager working diligently, co-ordinating with professionals, to ensure a resident whose condition had deteriorated suddenly received the appropriate medical support.



Environment

Good

The Nash is a care home, located in a residential area in Rhyl, a short walk from both the promenade and the town centre. The Nash is set over two floors, with a lift provided.

People live in a service which is suitable and meets their needs. The home is warm, welcoming, decorated throughout and benefits from communal space people can access as they wish. There is enough space for people to spend time alone, with others or with visitors. There are bathrooms and toilets throughout the service which are clean and in good working order, equipped with specialist equipment for those who may need to use it. 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, 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 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.

The Nash provides a safe environment in which people can live. 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 The Nash is ongoing with two bedrooms having had new flooring laid and some rooms downstairs have been painted. We also saw a schedule of works for the coming 12 months. 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.

The Nash is kept clean throughout, both the communal areas and people's rooms, with housekeepers employed to undertake this role. 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 manager has established a stable team of care staff who have daily support from a manager. The Regional Manager also visits The Nash regularly. One member of staff told us that there is *“A good bunch of staff, very caring. They treat people with respect.”* Other staff gave positive feedback about the managers, saying they are “supportive and approachable,” and that they take issues seriously.

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 Regional Manager and gaining feedback from people and their representatives and relevant stakeholders. Managers have a suite of audits which are completed on a regular basis, and we were able to evidence actions are identified and addressed. The RI undertakes a quarterly review of the service and creates a detailed report following this to show what areas they have looked at and what actions are required. The six-monthly quality-of-care report shows performance of the service in the past and improvements to the service for the future. It also summarises information gathered by the provider. This enables the provider to see where improvements to the service are needed and work towards those improvements.

The Nash is working towards providing a service in Welsh, with signage in place, care plans and policies and procedures being available in Welsh upon request. The manager is Welsh speaking, and the provider encourages staff to undertake Welsh language learning.

People are supported by care staff who are safely recruited, well trained and professionally registered. Pre employment checks are conducted prior to someone working at the service, which includes a disclosure and barring service (DBS) check and obtaining appropriate references. This ensures people 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.

Training records were reviewed and show staff complete training in several areas including safeguarding, dementia care, moving and handling and medication. Care workers receive regular one to one supervision and appraisals. This helps identify any training needs, performance and concerns and supports ongoing development ensuring people receive the support they require. Staff are employed in appropriate numbers; this was confirmed by records we saw, staffing numbers on the day of inspection, and what people told us. The Nash has a resident lead who consults with other residents about activities and what they want.

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
The impact on people is that staff are unaware of the care and support needs of the people in question and are therefore unable to support them appropriately. The person is at risk of harm if care staff are not clearly informed of the persons needs.	19/02/26
The impact on people using the service is people cannot be confident their needs are reviewed regularly and that staff therefore would not be aware of a change in people's support needs. This could result in people not receiving the care they need	19/02/26

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

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

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