



## Hollybank Care Home Ltd



121 Saxon Street, Wrexham, LL13 7BB



01978350035

The inspection visit took place on 29/09/2025

### Service Information:

Operated by:	HOLLYBANK CARE HOME LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	21
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 being a bilingual service.

## Ratings:



Well-being

**Good**



Care & Support

**Good**



Environment

**Good**



Leadership & Management

**Good**

## Summary:

Hollybank Care Home Ltd is a residential home providing dementia care for up to 21 older people. It is located in Wrexham.

We found people's well-being and care and support is good, because of the genuine and person-centred care and support people receive. The care provided is person-centred, with people's physical, emotional and mental health needs well considered by care staff and management. People and relatives are involved in making choices and decisions about what they want to do and how they spend their time.

The environment is good because it is personalised, meets people's needs and is well-maintained.

Leadership and management of the service is good as there is effective oversight of the service.

## Findings:



### Well-being

Good

People have control over their lives as much as possible, and they are treated with dignity and respect. Where people do not have capacity to make decisions themselves, these are made following the relevant mental capacity legislation and best interest guidance, involving relevant professionals and people's relatives. People have a choice of activities to take part in, and we heard and saw people enjoying these during our inspection visit, with lots of laughter and cheering during a bean bag throwing game which was taking place. There is a menu provided for people to choose from, but if people feel like eating something different they can. Resident meetings take place to gather people's views regarding the care home, for example choosing colours for communal areas to be decorated in. We discussed that an introduction of relative meetings would be beneficial so relatives can advocate on behalf of their loved ones, the management team have confirmed they will work to introduce these.

People value the support they receive and the warm relationships they have with care staff. People like living at Hollybank Care Home Ltd, telling us *"They are lovely girls here"*. One staff member told us, *"We will have a cuddle with residents when they need it, we understand that some people don't have families to give them that affection"*. Relatives told us care staff know people well and provide flexible support, they also said they are made to feel welcome in the home. Support staff are proactive in responding to people's mental and physical health needs and adjust their approaches accordingly. People were well presented during our inspection visit, with washed hair, clean clothes and nails.

People are safeguarded from abuse and neglect and supported to be involved in safeguarding processes where possible, if not their relatives are involved. The service has a strong understanding of mental capacity, best interest principles and codes of practice. Care staff receive training in safeguarding and policies and procedures are in place and followed. There are strong support systems to ensure any risks are promptly identified and addressed. Risk assessments are updated in a timely way, and steps are taken to reduce risks which are agreed together with people where possible. The provider learns from incidents and accidents, changing their processes and protocols when needed.



## Care & Support

Good

People receive effective care and support to achieve their well-being outcomes. The manager and a senior carer assess people's needs before they move to the service to ensure they can meet these. The service gathers relevant information from professionals involved in people's lives to provide up to date and person-centred support. A visiting professional told us, *"It's lovely here, it's one of the better homes we come to. The communication with the home is good. Everyone in our team likes coming here and we have no concerns."* Support is provided by a stable, dedicated and experienced staff team who have an effective understanding of people's needs. We observed senior care staff having in depth conversations with professionals contacting the service, evidencing an up to date and detailed understanding of people's needs and a collaborative approach to providing care and support. A visiting professional told us, *"They are proactive in escalating changing health needs and if we implement or recommend something different or new, they are very good at following it through."* Care staff understand how best to communicate with people and how to support them to feel reassured and calm. People have positive and warm relationships with care staff, we observed people laughing and smiling with care staff and having a hug when they needed one. The management and care staff team have the knowledge and skills required to anticipate people's needs and to identify when their mood or mental health is changing. People are supported to attend appointments without delay.

Personal plans are completed to a good standard. They are detailed and easy for care staff to understand. There is a 'summing up' section in the personal plan which summarises people's current needs and the support they require. Risk assessments are updated as people's needs change. There are processes in place to ensure personal plans are up to date to ensure they are in line with risk assessments. Reviews take place in line with regulatory requirements.

Medication processes are safe and robust. Medication audits are completed by the management team to ensure valuable oversight and any actions identified are addressed in a timely way. The medication administration record charts we viewed contained the required information and had been signed correctly. Staff responsible for administering medication have their competency to do so assessed and they receive training in medication administration. If people are administered medication covertly, the appropriate processes are followed.



## Environment

**Good**

People live in a home which meets their needs. People's rooms are spacious, personalised and reflect their interests. People can choose the colour of the paint in their rooms if they wish. There are lots of personal belongings and people's rooms are clean, tidy and homely. The service provider invests in the decoration and maintenance of the home to ensure it meets people's needs, and all rooms and communal areas are well maintained. There is an area in the home called 'The Old Curiosity Shop' which has displays of old typewriters and reminiscent items that people can look at. People can mostly choose where they eat their meals and can socialise in the communal spaces if they wish or have privacy in their own rooms. We found the home to be clean and tidy in all areas. The service provider has infection prevention and control policies, with good measures in place. Moving and handling equipment is stored accessibly for those that need it, but safely out of the way to prevent trips and falls. The front entrance to the property is securely locked and visitors are required to sign in and provide identification on arrival.

People can be confident the service provider identifies and mitigates risks to health and safety. If issues in the environment are identified, maintenance staff are available to address them. We saw a maintenance log in place which documents environmental issues identified by staff, these are dealt with in a timely way. The home has the highest food rating attainable. Routine health and safety checks for fire safety, water safety and equipment are completed, and records show required maintenance, safety and servicing checks for the gas and electrical systems are up to date.



## Leadership & Management

Good

The service provider has effective arrangements, governance and oversight to ensure the smooth operation of the service and good quality outcomes for people. The manager is experienced, and the RI visits the service in line with the regulatory requirements. There are governance arrangements in place, and we saw evidence of actions from audits being completed resulting in improvements to people's well-being outcomes. Spot checks take place during various times of the day, including the middle of the night to ensure that actions have been taken forward from staff meetings and the quality of care remains high. There are policies and procedures which contribute to the successful running of the service and inform care staff of what is expected of them.

People are supported by care staff who are safely recruited, feel well supported and receive training to carry out their roles effectively. There are strict selection and vetting processes in place, so people know care staff are qualified and trustworthy. Care staff told us they like working at Hollybank Care Home Ltd and feel well supported. Care staff told us, *"We are like a family in the service, the staff are all different ages, but we all work well together and "The Responsible Individual is very good with us, she is fair, wants us to do our job properly and appreciates us"*. Care staff have formal supervision and annual appraisals in line with regulatory requirements and feel able to approach the manager with any issues they may have. One member of staff said, *"I would happily say if I had any concerns or issues, the manager and the RI are approachable but are also straight to the point and let us know if something needs to improve."* The provider ensures care staff receive training appropriate to the needs of people. Care staff said, *"They will support us to progress and explore any particular areas of training we are interested in."* Training records are reviewed and updated by the management team to ensure training compliance. Not all care staff are registered with Social Care Wales, the workforce regulator, or are in the process of doing so. The manager and RI are prioritising this and will ensure registration levels improve by the next inspection. Care staff team meetings are held several times throughout the year, and discussions take place about how the quality of care can be improved.

## 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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