



Southern House Nursing Home



Southern House Nursing Home, 18 Water Street, Abergele, LL22 7SH



01745833600

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

Service Information:

Operated by:	Chestnut House Healthcare Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	35
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

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Southern House Nursing Home is in the centre of Abergele, near to local shops and cafes.

People have excellent well-being because staff respect, value, and support them to live healthy, meaningful lives. Staff build positive relationships, provide personalised care and create an inclusive, person-centred culture. This helps people make choices, take part in enjoyable activities and feel they truly belong at home and in the community.

Care and support in the home is good because people receive the care they need from knowledgeable staff, supported by detailed assessments and appropriate professional input.

People experience good outcomes because the environment is a safe and homely place where people can feel comfortable, enjoy personalised spaces, and have access to well-maintained equipment.

Leadership and management in the home are good. Leaders provide effective oversight, respond promptly to issues and support staff well. This maintains a positive culture and stable workforce. Where improvements are needed, leaders recognise these and take action.

Findings:



Well-being

Excellent

People experience excellent well-being outcomes at Southern House Nursing Home. With few exceptions, people are treated with dignity and respect and are supported to have as much choice and control over their lives. The culture of the service is warm, inclusive and person-centred. People benefit from strong relationships, enriching experiences and a genuine sense of belonging and purpose within the home and the wider community.

Care staff promote flexible routines and empower people to make their own choices and maintain autonomy in their daily life. People choose when they wake up, where they spend their time, and how they want to socialise. Care staff support people to eat at their own pace, with highly flexible food choices and alternatives routinely offered. Care staff are attentive and empathetic. They listen carefully to people and support decision-making sensitively, including where people lack capacity. Communication needs are well recognised and met. Care staff have completed British Sign Language training to support people with hearing loss to engage meaningfully, and they tailor activities to their needs. People take part in purposeful and creative activities individually or in groups, supporting their physical, emotional, and psychological health. These activities include crafts, exercise programs, themed events, and performances by external entertainers.

There is a strong safeguarding culture throughout the service. Care staff understand their safeguarding and whistleblowing responsibilities and demonstrate confidence in raising concerns. People are supported in an environment where they feel safe, respected and listened to. The service makes appropriate referrals to specialists for support when people require it. The open and transparent culture, alongside positive feedback from relatives, provides reassurance that people's rights, dignity and safety are consistently prioritised.

People's well-being and sense of identity are significantly enriched through extensive opportunities to build and maintain relationships. Families are welcomed and actively involved in daily life and celebrations. The home maintains strong, long-standing connections with the local community, hosting visits from schools and children's groups. Visits from family members and pets are encouraged, and even relatives of past residents return to visit and participate in the home's activities, demonstrating the lasting connections fostered by this service. People are supported to contribute meaningfully to the wider community, for example by creating crafts and decorations for sale to raise funds for activities and local charities, promoting pride, purpose and social connection.

People live in accommodation which clearly enhances their well-being and feels like home. The environment is warm, welcoming and homely. We visited just before Christmas and saw tasteful seasonal decorations throughout the home including multiple Christmas trees, themed soft

furnishings and dining room place settings celebrating the festival. Communal living spaces are thoughtfully arranged to encourage social interaction while respecting privacy. People are supported to personalise their rooms and participate in creating and decorating shared spaces, strengthening their sense of ownership and belonging.



Care & Support

Good

People experience good outcomes because care and support are person-centred, compassionate, and respectful. Care staff know people well and respect and understand their individual needs and preferences. Admission processes are robust, with skilled staff conducting thorough assessments. Personal plans clearly outline each person's history, routines, equipment, dietary needs, and risks. For those with complex conditions, including dementia and mobility issues, the strengths-based plans and individualised risk assessments give clear guidance for staff.

Care staff use their specialist knowledge to support people's care. They make timely and suitable referrals to other professionals and follow specialist advice. As people's needs evolve, their care plans are updated promptly, ensuring staff always have access to the most current information. Medication is managed safely, with clear plans in place for people and nurse oversight of medication charts for those with nursing needs. Mealtime procedures ensure people can eat safely and maintain their dignity; the provider's tray labelling system uses photographs to ensure people requiring assistance, modified food textures, or with allergies receive meals tailored to their specific needs.

Care staff are patient, kind and respectful. Care staff interact calmly and respectfully with people, supporting them at their own pace and preserving their dignity. Mealtimes were relaxed and sociable, with people able to choose where and when they ate. People have choice at mealtimes, with alternatives routinely offered. The dining room allows for family style dining, but people can choose to eat elsewhere if they prefer.

The environment is clean, and we saw good hygienic practices during our visit. Effective cleaning systems and infection prevention measures keep people safe. Cleaning schedules and audits are completed regularly, and the home is tidy and well-presented throughout. Personal protective equipment is readily available and well positioned around the service. Laundry and clinical waste are managed safely and effectively.



Environment

Good

People live in an environment which meets their needs and supports their well-being outcomes. The home is warm, welcoming and homely, with a strong sense of being people's own space rather than a clinical setting. Communal living and dining areas are well decorated, fostering a welcoming atmosphere. The spaces are designed to promote social interaction while respecting privacy, and both lounge and dining areas support specialist seating and wheelchairs. During our visit, seasonal decorations were seen throughout the premises in recognition of Christmas and the festive period, including themed table arrangements and place settings. The dining room is configured for family-style dining, fostering comfort, opportunities for social interaction, and positive mealtime experiences for people.

People's privacy and dignity are respected in the home. Bedrooms are clean, well maintained and personalised with people's own photographs and belongings, including their own furniture if they prefer. This supports their sense of ownership and familiarity in the home. People can move freely around the service and access communal areas with or without support from care staff. There are areas for socialising and spaces where people can spend some quiet time if they prefer. Bathrooms are accessible and well-equipped to support people's needs while maintaining privacy.

Appropriate equipment and facilities are available to support people's care and support needs. This includes specialist beds, pressure-relieving mattresses, hoists and slings, all of which are accessible to people who require them. Systems are in place to ensure equipment is regularly serviced, maintained and stored safely. Health and safety checks, including fire safety, gas, electrical and legionella monitoring, are completed in line with requirements, providing reassurance that risks are identified and managed.

The provider has robust systems for maintenance and repair of the building. Comprehensive maintenance records identify and track repairs, evidencing issues are addressed in a timely manner. Minor environmental issues identified during the inspection, such as fixtures requiring replacement or adjustment, were promptly actioned, demonstrating a proactive approach to maintaining a safe and comfortable environment.



Leadership & Management

Good

People achieve good outcomes because leadership and management in the home are effective and supportive. The service is led by an engaged and reflective manager who is visible, approachable and committed to creating a positive culture where people and staff feel valued.

The manager provides clear day-to-day leadership and is well known to people living at the service, their relatives and care staff. Care staff spoke positively about the support they receive and confirmed they feel confident to raise concerns or seek guidance from the manager. The home fosters a positive and open culture, supported by the manager's open-door policy, their ongoing presence on the floor, and supplementary staff well-being initiatives such as weekly drop-in sessions and practical support for care staff facing challenges outside of work. These strategies promote workforce stability and help mitigate risks to people.

There are robust governance and oversight arrangements in place. Regular audits and quality checks cover care planning, medication, infection control, safety, housekeeping, laundry, staffing, and incident reviews. These processes help quickly identify and address risks, with leaders taking prompt action to improve practices as needed. The Responsible Individual (RI) reports on their regular visits to the home. Visit reports demonstrate effective oversight of records, staff files, audits, complaints and incidents in the home. Actions identified at these visits are followed up at subsequent visits, providing assurance that issues are addressed. A quality of care review is completed twice a year. The reports of the review findings show care quality, safety and regulatory compliance is monitored well by the provider across the service.

People achieve good outcomes because staffing levels in the home are stable, and the use of agency staff is minimal, ensuring continuity of care. Recruitment and vetting processes for new staff are robust, with appropriate checks in place to ensure professional and regulatory registration is in place for all staff. The provider helps staff, including overseas and sponsored employees, gain professional qualifications and registration. They also partner with local colleges to ensure all staff earn relevant credentials for their roles. There is a good skill mix within the team. Training and supervision arrangements are in place. The provider is working to improve these systems, supported by clear action plans, additional training opportunities and involvement from commissioners.

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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