Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Headlands Nursing Home

The Headlands Nursing Home, Tower Road, Llangollen, LL20 8TE

01978861592

The inspection visit took place on 28/05/2026

Service Information:

Operated by:	Deevale 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:	28
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:

The Headlands is situated on the outskirts of Llangollen town centre, in a residential area. The service is set over two floors with access by a lift. The service provides nursing care and support for up to twenty-eight adults.

People's well-being outcomes are good. Care staff support people to understand their rights and maximise their independence. Care staff know the people they support well; they know what is important to them and what approaches to use when delivering care and support.

Care and support are good. Personal plans and risk assessments are detailed and reviewed regularly. People receive the support they require in a way which reflects their individuality. People are treated by care staff with respect and in a dignified manner.

Leadership and management of the service is good. The service is well-led and has a positive culture of promoting the well-being of people and staff. Suitable governance and quality assurance systems help the service operate smoothly. Care staff receive training and support relevant to the needs of the people they care for.

The environment is good and meets people's needs. The home is clean, comfortable, and

appropriately decorated. The provider undertakes regular maintenance and repairs, and ensures the environment is safe. Investment in the service is evident and ongoing.

Findings:

Well-being — Good

People are able to speak for themselves and contribute to the decisions which affect their lives or have someone who can do it on their behalf. Care records contain one-page profiles which provide a snapshot of who people are and what matters to them most. Their interests and preferred routines are also incorporated into personal plans. Care staff know people well and support them in a dignified, respectful way. One relative told us, "*Staff know my relative really well, I have always found them kind and caring…Carers are lovely and approachable."* The views of people and their representatives are considered. People's independence is encouraged as they are offered choice wherever possible. People have their own personal routines and engage in activities organised by the activities co-ordinator. One relative told us, *"The activities co-ordinator spoke with me to tell me she goes into my relative's room to read to and spend time with my relative. They also spent time listening to me to see what my relative likes."*

There are measures in place to help keep people safe and protect them from harm. The home is secure and free from hazards. Staff are visible and available to give people the right level of care and support. Robust training and recruitment procedures help ensure people are cared for by a safe, suitably skilled workforce. Management and staff understand how to reduce risks, and report concerns regarding people's welfare. Personal plans and risk assessments are in place and reviewed regularly. Relatives informed us they are happy with the care and support their loved ones receive and they feel their relatives are safe in their home. There are effective systems in place to monitor the quality of the service and drive improvement.

People enjoy a good quality of life and are valued. Care staff ensure people take their prescribed medicines and attend health appointments and reviews. People receive a good service and experience warmth and belonging. Staff respect people's individuality and understand their different needs with a strong emphasis placed on providing person centred care. Positive relationships are formed and familiarity between staff, people using the service and visitors is evident. Personal plans provide a good overview of people's wide-ranging needs. Care staff work flexibly by adjusting support strategies to best suit people's needs. Their upbeat and calm approach helps foster a relaxed, positive atmosphere.

Care & Support — Good

People receive appropriate person-centred care and can feel confident there is an accurate up-to-date plan of how their care and support will be provided in order to achieve the best possible outcomes. Pre-admission assessments are completed along with risk assessments, which are reflected in the personal plans. Care records are organised and the information they contain is easily accessible. Personal plans are outcomes focused, reviewed regularly, accurate, and provide guidance for care staff in how care and support is to be provided for the person. Personal plans are supported by risk assessments which outline the steps staff should take to keep people safe and well. Care staff follow these to ensure good quality person-centred care and support is delivered. Personal plans and associated documents are reviewed regularly to ensure they remain current, accurate, and up to date.

People are safe and well because they receive proactive care, and their needs are anticipated. Care staff understand the needs of the people they care for and do so with kindness and patience. We saw positive relationships between people and care staff throughout the inspection. People's requests for support are met promptly with good quality care being delivered throughout the day and care staff responded to call bells in a timely way. 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 are well kempt and treated with dignity and respect. This was also confirmed by what we saw and what people told us. Records are kept regarding nutrition and people at risk of developing pressure damage. Care staff are up to date in safeguarding training, and this is evidenced on the services training matrix.

Medicines management systems at The Headlands are well established and robust. People receive their medicines safely from competent and knowledgeable staff. Documentation is clear and accurate, and storage and administration practices follow appropriate standards. Strong practice was evidenced in Medication Administration Records (MAR) completion, controlled drug management, staff knowledge, and internal auditing processes. Only appropriately trained staff can administer medication.

The provider is working towards the Active offer of the Welsh Language. Personal plans, and other documentation can be translated into Welsh upon request. Welsh signage is evident around the home and staff are encouraged to sign up to Welsh classes. People's language preferences are discussed prior to moving into the home and some Welsh speaking care staff are employed.

Environment

Good

People live in an environment suitable to meet their needs. The home is warm, welcoming, and decorated nicely throughout. There is ample communal space for people to choose where they want to spend their time. This includes a dining area, and two comfortable lounges which enable people to spend time together or in private if they wish to. There are sufficient adapted bathrooms and toilets for people to use. We viewed a selection of bedrooms and saw they are warm, clean and contain people's personal belongings. Bedrooms are personalised to individual taste with personal items of memorabilia including photographs, ornaments, and items of furniture. We observed daily cleaning being undertaken, and communal areas are kept hazard-free to maintain residents' safety. The service has a pleasant, well maintained external space with good quality garden furniture so people can spend time outdoors as and when they wish.

Records show regular maintenance checks are sufficient to ensure the service promotes the achievement of people's personal outcomes. The main entrance is secure, and our identification was checked before we were permitted entry. The building is well maintained, and safety checks of the building are completed when required. There is a fire risk assessment in place, and all people have a Personal Emergency Evacuation Plan which is important as this guides staff on how to evacuate people in the event of an emergency. The fire alarms and emergency lighting are tested regularly. Staff have received training in fire safety and first aid. We saw environmental certificates confirm safety checks and measures in relation to gas installation, and electrical safety records are satisfactory and up to date. We spoke with the manager about omissions around water testing for Legionella, they assured us they would undertake formal training around this from the specialist company they employ. All confidential files including care and staff files are stored securely.

The Headlands has been awarded a score of five by the Food Standards Agency, the highest score available which suggests standards of cleanliness and hygiene in the kitchen are very good. The housekeeping team follow cleaning schedules to ensure the home is kept clean and tidy, which we observed it is. Laundry facilities are suitable for the size of the home and there are systems in place to reduce the infection control risks.

Leadership & Management — Good

The Headlands benefits from good leadership with effective governance and management of the service. People are supported to thrive because the service provider monitors the quality of care using a diverse approach. Managers conduct regular internal audits to monitor the service performance. These demonstrate a good level of compliance. People's views are sought, by the Responsible Individual who conducts formal assessments on a three-monthly basis to inform six-monthly quality care reviews. These reports feed into the services own annual governance report which is reviewed by service managers. The leadership team respond to emerging themes and acts to continuously improve the service. There are policies and procedures in place to guide staff in how to support people effectively and safely, which are reviewed and updated as required. People and staff can be assured they have access to relevant information.

Staff morale is good which creates a positive atmosphere. Staff and people know how to raise concerns if they have any. One member of staff told us the staff team is *"strong and supportive."*

The provider has robust selection and vetting processes in place to ensure all staff are safe and suitable to work with adults at risk. Staff are subject to pre-employment checks, including a Disclosure and Barring Service check and all staff are registered with Social Care Wales, the workforce regulator. We reviewed staff files and found they are in good order with all the required documents in place. Care staff are employed in appropriate numbers; this was confirmed by records we saw and staffing numbers on the day of inspection.

There is a learning culture in place amongst the leadership team. Training for all staff is a priority and there is a rigorous programme offering a wide range of topics. New staff are supported via an effective induction programme with ongoing training provided. The training provided is good. Staff feel the training they receive is informative and of good quality.

Staff supervision takes place quarterly and on a one-to-one basis, with annual reviews being implemented now as the manager has not been in post long. The same agency staff are used occasionally to ensure there is continuity of care from familiar staff who know the people they care for. Robust checks for agency staff are also in place. Staff recruitment is good, with some staff having been at The Headlands for many years.

Staff told us managers are accessible. Care staff gave positive feedback about the manager, saying they are "*Supportive and approachable.*" Another member of the care staff team told us the manager was *"Really supportive… and takes matters seriously."*

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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