



Gwern Alyn Care Home



48 Percy Road, Wrexham, LL13 7EF



01978363606



www.pendinepark.com

The inspection visits for this service took place between 29/06/2026 and 01/07/2026

Service Information:

Operated by:	Pendine Park Care Organisation Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	29
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:

Gwern Alyn is a residential care home based in a beautiful Victorian mansion. The period features of the building are thoughtfully maintained throughout. The building is situated within seven acres of landscaped gardens which are accessible for people to enjoy. It is situated in Wrexham and near a range of local amenities.

Care staff know people well and are valued by both people and relatives. They form positive relationships with people and encourage them to remain as independent as possible, resulting in good wellbeing outcomes for people. Care staff ensure people have access to health and social care services and make timely referrals to external agencies when people need additional advice. They follow the advice of other professionals to ensure people receive a good standard of care and support. We identified some areas in which care and support could be further improved, and this is being taken forward by the management team.

People live in a beautifully maintained setting, which is clean and tidy throughout. They have

access to specialist equipment to help them mobilise around the building. The care home provides a good environment for people, meeting their needs.

The service is overseen by the responsible individual (RI) who is readily available to support the manager and staff team with any issues. Alongside the manager they provide good oversight of the service, with a commitment to continuous improvement. There is a strong and dedicated staff team, many of whom have worked in the service many years.

Findings:



Well-being

Good

People generally experience positive outcomes and are supported to maintain their wellbeing, independence and dignity. We observed many examples of warm and respectful interactions between staff and people living at the service. Staff were seen knocking before entering bedrooms, supporting people in a dignified manner and recognising individual communication needs. Care planning considered communication preferences, including Welsh, or other language needs, and people have access to advocacy services where required. Feedback from people using the service was positive, with comments including the service felt like, “*home from home*”, that staff “*spoil you*”. They told there was a good quality of food available, and some told us how they enjoyed a three-course lunch.

People have opportunities to participate in a varied programme of meaningful activities. These include arts, music, gardening, exercise, community projects, cultural celebrations and intergenerational activities. We observed people actively participating in games and art during the inspection. The service has developed positive initiatives which have enabled some individuals to achieve particularly good outcomes through engagement in arts-based activities. People are also supported to maintain relationships with family and friends, access the local community, attend cultural events and celebrate Welsh national occasions.

People benefit from nutritious home-cooked meals, with special event menus and flexibility to accommodate preferences. Kitchen staff can explain the choices available, and how preferences for meals are incorporated into the menu. There are alternatives available on request. However, observations during lunchtime identified inconsistencies in how meaningful choice was promoted and respected. The manager has listened to our feedback and is addressing these issues.

People are supported to develop and sustain positive relationships with care staff, relatives, and other people they live with. Relatives are welcomed into the home and can enjoy private visits and meals with their loved ones. Some staff can communicate in Welsh, and there are staff within the home who can speak other languages such as Portuguese and Tamil. Care staff are allocated as keyworkers to people in line with their language preferences. There is technology to support communication in different languages and cultural events are organised to celebrate different cultures.



Care & Support

Good

People receive care and support that is largely personalised and responsive to their assessed needs. Care plans contain detailed personal information, identify strengths and abilities, and provide staff with guidance about how people wish to be supported. People have assessments which are comprehensive and include consideration of individual outcomes, risks and preferences. Monthly reviews help ensure information remains relevant and current. The service demonstrates effective multidisciplinary working, with evidence of involvement from district nurses, general practitioners, occupational therapists and other professionals when required. This collaborative approach supports people to achieve positive health outcomes and ensures specialist advice is sought when concerns arise.

People's healthcare needs are monitored appropriately. Records demonstrated regular reviews of oral health and evidence that action is taken when changes in health are identified. For example, referrals were made for medication reviews when concerns about side effects arose, resulting in appropriate adjustments to treatment. Staff are trained to undertake baseline observations and referrals are made promptly when health concerns emerge. Positive feedback from healthcare professionals reflected good communication and effective partnership working.

The provider has systems in place to protect people from harm. Risk assessments are available and safeguarding processes are understood. Falls, injuries and incidents are recorded and monitored, with additional assessments completed where necessary. There are good medication management arrangements in place, supported by competency assessments, audits, protocols and regular reviews. Infection prevention and control practices are also effective, with the home presenting as clean, odour-free and supported by ongoing monitoring and audit processes.

Despite these strengths, we identified some areas where care and support is not always delivered in a consistently person-centred manner. Behaviour support plans reviewed did not adequately describe proactive strategies to maintain wellbeing, identify early warning signs or prevent escalation of distress. Some issues were identified for people with the suitability of their seating arrangements. Whilst people have suitably assessed chairs where they spend most of their time, we found this was not always the case when they chose to sit elsewhere, for example to receive visitors in the quiet lounge. These observations, alongside the inconsistencies in person centred care seen at lunchtime have resulted in an area for improvement. The manager and RI are keen to address these issues and have already taken some action to make improvements. Whilst the area for improvement has been issued, overall, we saw people receive a good standard of care and support and received mostly positive feedback from people and relatives, resulting in a good rating for care and support.



Environment

Good

People live in an environment that is safe, comfortable and well maintained. The service is located within an attractive Victorian building that has retained its character while providing facilities which meet people's needs. The environment is clean, welcoming and free from unpleasant odours. People have access to spacious communal areas, personalised bedrooms and accessible outdoor spaces, all of which contribute positively to their quality of life. Bedrooms reflected individual tastes and preferences, demonstrating that people can influence the appearance of their personal living spaces.

The service provides a range of communal areas which enable people to socialise, participate in activities or spend time with visiting family members. Private spaces are available for visits, helping people maintain important relationships. Equipment and adaptations are present to support mobility, safety and independence. The environment promotes comfort and accessibility for people with varying levels of need. Gardens and outdoor spaces were well maintained and people told us they were able to access and enjoy these areas. Maintenance arrangements are effective, with grounds being actively cared for during the inspection.

The provider demonstrates a strong commitment to environmental safety. Documentation evidenced regular checks relating to fire safety, water hygiene, electrical systems and other key maintenance requirements. Actions identified through fire risk assessment processes had either been completed or plans were in place to address outstanding matters. Additional monitoring arrangements, including call bell audits, further support people's safety. Thoughtful measures such as discreet glove storage help maintain a homely atmosphere while ensuring infection prevention resources remain accessible.



Leadership & Management

Good

The service benefits from established leadership arrangements and a governance framework that supports oversight, accountability and continuous improvement. A range of audits, monitoring activities and management reports are completed regularly to review incidents, accidents, safeguarding matters, falls, clinical care and service performance. Monthly reporting systems allow leaders to identify emerging issues, while six-monthly quality of care reviews provide broader evaluation of service delivery. RI oversight is evident, with regular visits taking place by the RI and their nominated staff. The RI ensures they speak with people and staff to gain their feedback on the service and this feeds into their three-monthly visit reports. They are available to offer support and advice to the manager in accordance with their needs.

There is clear evidence that concerns, incidents and complaints are investigated thoroughly. Records demonstrated detailed consideration of issues identified, appropriate follow-up action and evidence that investigations are concluded effectively. This reflects a culture of accountability and learning. Care staff have access to a telephone number on which they can report any concerns anonymously, giving them confidence to report any sensitive matters. Business continuity arrangements are robust and support preparedness for unforeseen circumstances. The service has also developed some innovative initiatives, including themed storybooks aligned to the inspection framework, which provide a useful way of evidencing outcomes and identifying areas for further development.

The management team demonstrates a commitment to recognising good practice and promoting staff wellbeing. Staff described leaders as approachable and supportive, and there is evidence of regular communication through meetings and staff updates. Positive achievements and long service are acknowledged, helping to foster staff motivation and retention.

The provider has appropriate arrangements for recruitment, induction, supervision and appraisal. Staff are required to register with Social Care Wales (the workforce regulator) and have access to a range of mandatory and specialist training, including areas such as dementia care, safeguarding, communication and nutrition. Regular staff supervision and competency checks ensure care staff have the skills and knowledge to provide good quality care. Evidence showed that concerns regarding staff practice are addressed, when necessary, through formal processes. These arrangements help ensure people are supported by staff with the skills and knowledge required to meet their needs.

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
We found some people experience poor outcomes as care staff do not consistently offer and respect people's choices.	29/06/26

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

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