



Highfield Care Home



Summerhill Road Stansty, Wrexham, LL11 4YE



01978721000



www.pendinepark.com

The inspection visit took place on 16/09/2025

Service Information:

Operated by:	Pendine Park Care Organisation Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	112
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

Highfield Care Home is set in large, landscaped gardens, close to the amenities and community of Wrexham. It provides care and support for adults, particularly those with specialist dementia care needs.

People have good well-being because care staff promote dignity, choice, independence, health, relationships, and safety, supported by responsive management and a positive, inclusive culture.

People receive good quality care and support because skilled staff, in sufficient numbers, deliver thoroughly assessed and planned care tailored to individual needs.

The environment is well-maintained, welcoming, and well-equipped to support good outcomes for residents.

There is good leadership and management in the home because the Responsible Individual (RI) and manager follow effective governance and quality assurance processes, promote staff development, and are open and responsive to feedback and external scrutiny.

Findings:



Well-being

Good

People experience good well-being outcomes because they are treated with dignity and respect. They are supported to identify their own well-being goals and are encouraged to use and develop their strengths. Care staff speak to residents politely and documentation is written using respectful, strengths-based language. People's individuality is accepted, and care staff provide discrete and dignified support. One person commented, *"It feels like family here and they look after me really well."* A relative told us *"The respect and care and kindness they show here are the best bit about the home. They are kind to everybody. It feels like we are part of the community and part of the team."*

People have choice in their daily routines and in decision-making processes that affect them, ensuring their preferences are considered. Care staff listen attentively and offer support to help people make informed choices regarding activities, where to spend their time, and what to eat from the varied daily menu. Catering staff work with people and their relatives to address any specific dietary requirements. People and their families also participate in care planning reviews. The provider responds positively to feedback from people and relatives; a recent example is the introduction of a late supper snack choice following requests from relatives.

People are encouraged to participate in daily activities, contributing to their sense of personal well-being. The home offers a variety of activities, including art therapy, themed social events, and visits from local entertainers, an in-house book-lending library, and one-to-one pampering sessions. Both planned and impromptu activities are supported by care staff each day. Events such as people's birthdays and special occasions are celebrated, and family participation is encouraged. The provider maintains strong community relationships, including partnerships with schools and religious organisations, which support people to feel valued as part of their local community. People's communication needs and language preferences are recorded in care plans. The Welsh language skills of care staff are displayed at the entrance for those wanting support in Welsh. The home promotes Welsh language and culture through celebrating sporting events and cultural holidays.

People's safety and protection measures are prioritised by the manager, to ensure concerns are addressed and risks managed as they are identified. The manager ensures people's legal rights are protected and promoted, particularly for those lacking capacity, by ensuring the correct legal processes are followed when providing care. People and relatives support this, with one relative telling us *"I am very confident they look after him well here – he is safe here and they look after him well."*



Care & Support

Good

People receive consistently good quality care and support, because care is tailored to their needs and personal outcomes. Prior to agreeing to provide services, the manager conducts a thorough assessment of a person's needs and considers the impact on others living in the home. Assessments involve input from professionals, people and their relatives or representatives, and the information is used to create detailed personal plans for people's care and support.

Personal plans are strengths-based and consistently include details about people's preferences, routines, beliefs, interests, culture, history, protected characteristics, and important relationships. The provider's overall approach to care planning is inclusive and supports co-production. People and their relatives are encouraged to participate in regular reviews of plans, ensuring their care remains person-centred and responsive to changing needs. Individualised risk assessments for specific health needs are regularly reviewed and updated, and environmental hazards are addressed through targeted interventions. Records show care staff follow the provider's policies and procedures for how to deliver the care and support needs identified in individual care plans.

The provider ensures good numbers of skilled care staff are always on duty to support people in a timely way. We saw people receiving one-to-one support, with attentive kindness, in a well-paced and respectful way, from care staff who had a good rapport with them. This was supported by feedback we saw from relatives, including one who wrote "*You managed to bring out her smiles, and made her feel like one of the family.*" People's health needs are routinely catered for, and records show people have access to community-based or specialist health professionals when needed. Daily care records show care staff follow the advice of professionals. The manager has appointed named care staff as "champions" for different aspects of care and support, such as oral care, to promote good care practice, identify areas for improvement, and ensure good care is consistently provided.

People are kept safe from harm and abuse, whilst also being supported to engage in positive risk taking. All staff receive training in the Wales safeguarding procedures and are aware of their responsibilities in this area. Where issues are identified, the manager ensures these are reported and investigated thoroughly, and lessons are learned to continually develop and improve the service for people.

The provider ensures medication administration and management in the home is safe. Staff administering medication receive regular training and their competencies are checked to keep people safe. The manager ensures all staff follow hygienic practices to prevent infection in the service. We saw the home is very clean and domiciliary staff follow a cleaning schedule which includes daily tasks as well as regular deep cleaning of the home. The home has a level 5 food hygiene rating, which is the highest level awarded by the Food Standards Agency.



Environment

Good

The design and layout of the home actively supports people's privacy, dignity, and independence, supporting them to achieve good outcomes. Corridors and communal spaces are clutter free, allowing people and equipment to move freely through the building. We saw people moving between communal spaces with support from staff as needed. The main lounges and kitchen-dining areas are bright and airy, and all maintained to a high standard. We were shown the provider's plans for updating the colour schemes in some of these rooms. Communal and private spaces are available for preferred activities and family visits. The atmosphere throughout the home is calm and relaxed, and welcoming. We saw bilingual signage in the home making navigation easier for residents and visitors, supporting inclusivity and promoting Welsh language in the home. Space is maximised creatively, such as the re-development of one of the kitchen dining areas to improve space available for people to dine together during mealtimes. The grounds and gardens immediately around the home are expertly maintained to provide an accessible, attractive, safe, and colourful space for people. We saw people spending time outside, supported by staff, and relatives told us they enjoy spending time in the gardens when visiting.

Safety and maintenance are prioritised through the provider's robust systems and responsive management of the environment. Actions required from recent fire safety inspections have been completed, and regular health and safety checks, including fire drills, alarm testing, and water temperature checks, are carried out. All staff take responsibility for monitoring the cleanliness, functionality and wear and tear of specialist equipment, and report issues to management so they can be resolved in a timely way. Any maintenance alerts or issues identified during walk-arounds by the manager, maintenance team, RI or other staff, are addressed promptly.

The provider demonstrates a very strong commitment to maintaining the premises and equipment to a high standard. People's individual rooms contain the equipment and facilities they need. Environmental hazards are systematically identified and mitigated, with interventions including motion sensors and purposefully designed room layouts tailored to individuals' needs supporting this process.



Leadership & Management

Good

People experience good outcomes in the home because oversight and governance arrangements foster a positive and compassionate culture, with managers and leaders working with external professionals to ensure issues are addressed as they arise. The provider has a comprehensive suite of policies and procedures to guide staff in how to best support people. These are regularly reviewed and updated as needed to keep in line with latest national and local guidance and legislation. Quality monitoring and oversight systems are comprehensive, with regular audits of all aspects of care and support, and visits to the home from the RI and senior managers from the provider. Records show clear action planning as part of this oversight, with clear timelines and allocated staff responsible for completing identified actions. Records show progress with action plans is monitored and discussed by the manager and senior managers as part of monthly reporting to the RI, and by the RI themselves as part of their regular visits to the home.

Feedback from people and their relatives is routinely gathered via questionnaires, resident meetings, and relatives' meetings, and used by management to develop and refine the service delivered. Recommendations from external audits are actioned promptly by the manager, and lessons learned are shared with the provider's other homes. We saw evidence of management preparing documentation for external investigations and audits in a timely manner, and implementing actions from monitoring by commissioners, and from inspections by CIW of the provider's other homes. The service maintains complaints and compliments logs. Records of meetings with families to address concerns also demonstrate transparency and a commitment to listening and responding to feedback. Compliments we saw from relatives also highlight the welcoming and responsive culture in the home.

People can be assured that staff training, supervision, and vetting processes are robust. The manager ensures monthly audits identify what staff training has been completed and what is due, and actions are taken to address gaps. Mandatory training is up to date for the majority of staff, and specialist training in certain aspects of care and support has been undertaken by individual staff, who cascade it to their colleagues as part of their role in the home. The manager routinely monitors staff Disclosure Barring Service checks, and registration with professional bodies on an ongoing basis, ensuring staff are suitably registered and safe to work. Staff participate in regular supervision sessions with management, and annual appraisals of their performance. Records show supervision meetings allow staff to discuss their roles and any difficulties they are having. Managers use staff appraisals to identify development opportunities and engage in action planning to achieve set goals and objectives with staff.

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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