Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Hillbury House Care Home

2 Hillbury Road, Wrexham, LL13 7ET

01978315202

www.pendinepark.com

The inspection visit took place on 27/04/2026

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:	64
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:

Hillbury House Care Home is situated in a quiet residential area of Wrexham and surrounded by large, well kept gardens. The environment is clean, well maintained, and people can personalise their rooms. The equipment and facilities help keep people safe, comfortable and support their well-being.

People are treated with dignity, respect and are supported to make choices about their daily lives. Care and support are delivered in line with personal plans, and people benefit from a stable, familiar staff team.

The manager ensures enough care staff are always on duty so people receive timely care and attention. Staff receive supervision and training to maintain the skills needed to meet people's needs. The Responsible Individual (RI) is regularly present in the home, speaks with staff, people and relatives, and oversees governance and quality assurance which support safe service delivery.

Findings:

Well-being — Good

People are treated with dignity and respect and experience positive well-being in the home. During our visit, we saw people relaxing and socialising in communal areas with their visitors and each other. Care staff respond promptly and sensitively to people's needs, including using their preferred names, maintaining eye contact, and recognising non-verbal signs of discomfort or a need for support with personal care. We saw interactions between people and care staff were calm, respectful and reassuring. People describe staff as kind and supportive, and relatives also gave positive feedback about how staff support people's well-being. We saw staff care for people's personal belongings and clothing respectfully. Bedrooms contain personalised soft furnishings, photographs, pictures and ornaments, all of which are kept clean and treated with respect while staff work in people's rooms.

People are supported to make choices in their daily lives, including their routines, meals and how they spend their time. We saw people choosing meals and being offered alternatives if they changed their minds. Care staff respected people's decisions while encouraging choice in a supportive way.

A wide range of group and individual activities is available to help people take part in things they enjoy and find meaningful. Activity records show regular art sessions, music and singing, reminiscence, games, gentle exercise and one-to-one engagement. Records also explain why people sometimes chose not to take part, for example if they preferred to stay in their rooms, spend time with visitors or rest when feeling unwell. This shows respect for individual preferences and choices. The manager also ensures people maintain links with the local community through religious services in the home and visits from local schools and children's groups, who read with residents and join in activities and gardening.

People's communication needs are recognised and responded to appropriately. We saw staff using clear language, an appropriate tone and reassuring gestures where needed. People's Welsh language preferences are recorded in their plans and supported by staff where possible. Children from a local Welsh-speaking school visit the home to chat with residents in Welsh and take part in intergenerational activities. These interactions support people's emotional well-being and sense of belonging.

Care & Support — Good

People receive personalised care and support that responds to their needs. Pre-admission assessments are completed by the manager or experienced senior care staff and draw on information from professionals, the person themselves, and their relatives. Initial care plans reflect people's diagnoses, health risks, routines, preferences and support needs. They highlight what people can still do for themselves, give clear guidance for staff, and are reviewed regularly and updated as required to reflect changes in people's needs and preferences.

Care staff know the people they support well and provide individualised care that meets their needs. During our visit, care staff described people's individual needs, preferences and health risks clearly and explained the individualised support they provide. Records in the home and our observations show care is delivered in line with personal plans, including personal care, nutrition, hydration, mobility and emotional support.

People are supported to maintain good health and well-being through timely involvement from healthcare professionals. Records show referrals are made promptly for support from GPs, speech and language therapists, physiotherapists and other professionals. Their recommendations are recorded in personal plans and followed by staff, helping to promote continuity of care and positive health outcomes for people.

People are kept safe from harm and abuse, and concerns about safety from people, staff or relatives are listened to. One relative we spoke to about their experiences of the home told us their loved one is "*safe here, and that makes it easier for me*." Records show concerns are recognised, recorded and escalated appropriately, with timely referrals and appropriate action following incidents. Feedback from commissioners confirms improvements in the quality and timeliness of safeguarding referrals and information sharing.

Medication is managed safely in the service. We saw care staff follow appropriate procedures during medication rounds, and medication administration records are completed in full and reflect people's plans and prescriptions. Care staff who administer medication receive training and regular competency checks to ensure their practice remains safe. The manager is working with commissioners and the local health board to strengthen joint working and support safe medication management in the home.

Good hygiene practices are in place across the service. Staff receive relevant training, follow clear policies and cleaning schedules, and we saw sufficient domestic staff on duty during our visit. People's rooms, communal areas and facilities are clean, tidy, and staff have access to appropriate personal protective equipment. The home was awarded a level 5 food hygiene rating at its last environmental health inspection.

Environment — Good

People live in an environment that supports their safety, comfort and well-being. The home is clean, warm, well maintained and decorated in a homely and welcoming style. Corridors are kept clear of clutter to ensure people can move about the home safely. Communal areas are bright, spacious and airy, with plenty of comfortable seating and dining space for people to socialise and eat together if they choose. The communal lounges on the ground floor provide kitchenette facilities where families and visitors can source drinks and refreshments for themselves and people with support from staff. They also provide various areas of seating and dining spaces for people to receive visitors if they do not want to use their rooms. During our visit, we saw the upstairs lounge was being redecorated and improved with a new kitchenette and picture windows. New soft furnishings and furniture are planned for the redesigned space. These changes will make the space brighter and more welcoming and create a more home-like living space. The refurbishment work was planned and managed to minimise disruption to people. Where the upstairs lounge was temporarily unavailable, alternative arrangements were made so people continued to receive care, take part in activities and access support safely.

Bedrooms are pleasantly decorated and contain the furniture people need, with larger items secured safely to the wall. Many rooms are personalised with people's belongings, photographs and soft furnishings. We also saw equipment in place where needed, such as sensor mats, call bells and pressure-relieving mattresses. Facilities and equipment across the home meet people's needs and are maintained to ensure they are safe. Records show health and safety servicing and safety checks are up to date, including fire safety, routine environmental checks and equipment servicing. These are carried out by the provider's qualified maintenance team and external contractors. There are good systems in place to report repairs or maintenance issues and these are monitored through monthly meetings and reports overseen by the RI.

Outdoor areas include patio seating, gardens and pathways, which are secure and accessible, and people are supported to use them safely. These areas and the wider grounds are very well maintained and planted with shrubs, flowers and trees, providing pleasant and varied views all year round from bedrooms and communal areas.

Leadership & Management — Good

Governance and oversight arrangements support safe and effective service delivery and good outcomes for people. These arrangements include regular quality audits, monthly management reports to the provider, regular management meetings with the RI and senior managers for the provider, and regular quality of care reviews. Day-to-day service delivery audits cover key areas in the home including safeguarding, medication, incidents and accidents, pressure area care, infection prevention and control, and nutrition and hydration. Issues identified through the audits are addressed by the manager through action planning and then escalated to the RI and relevant departments where necessary. The provider maintains detailed policies covering all aspects of care and support and the service delivered, which are reviewed and updated in line with regulations and changes in practice or legislation. Records show the manager engages well with external agencies, including commissioners and the regulator. The RI is regularly present in the home and remains well informed about quality improvements and emerging issues. Their oversight is maintained through regular discussions with the manager, monthly management reports, and routine visits to the service. During these visits, the RI reviews a selection of records for themselves, and speaks with people using the service, relatives and staff to obtain feedback on their experiences of the service.

The manager ensures staffing levels, skills mix and deployment meet people's needs. Rotas show appropriate cover across shifts, and during our visit we saw good numbers of staff were available, attentive and responsive. The service benefits from a stable and experienced staff team, with no reliance on agency staff. New staff are recruited safely, with appropriate vetting, Social Care Wales registration, and a supportive induction for each new staff member. Ongoing vetting and registration checks are carried out for all staff. Staff training and supervision arrangements support safe practice and staff development. Records show staff receive regular supervision focused on care quality, safeguarding and record keeping, alongside annual appraisals to discuss and support professional development. This helps promote a positive culture and supports staff retention and therefore supports continuity of good care for people. Staff receive a range of mandatory and role-specific training, with regular updates to maintain required skills and knowledge. Spot checks and observations by the manager are used to identify any need for refresher or additional training, which is then followed up through one-to-one supervision.

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.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.