Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bodlondeb Care Home

Summerhill Road Stansty, Wrexham, LL11 4YE

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www.pendinepark.com

The inspection visits for this service took place between 22/06/2026 and 03/07/2026

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, Provision for learning disability, Provision for mental health, Care home for adults - with personal care
Registered places:	68
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Good

Summary:

People receive excellent care and support in a service that promotes well-being, choice and positive outcomes. Care staff know people very well and use detailed life histories, care plans and enrichment plans to support dignity, identity and meaningful activity. People benefit from warm relationships, strong opportunities for community involvement and personalised approaches that help them stay connected to people and interests that matter to them.

Care and support is Excellent. Staff assess people carefully before admission, plan support around personal outcomes and work well with health and social care professionals. Safeguarding, medication and infection prevention arrangements are safe and well monitored.

The environment is Excellent. People live in a clean, comfortable and highly personalised home, where space is used creatively to promote independence, privacy, relationships and a sense of belonging.

Leadership and management in the service are Good because leaders are a strong visible, approachable presence and promote a positive culture. Governance and workforce systems are in place and support safe, person-centred care and excellent well-being outcomes for people. Whilst existing quality assurance processes are effective, these could be strengthened with more

evaluative analysis, clearer evidence of impact of actions taken, improvement informed by stakeholder feedback, and more robust assurance of specialist training.

Findings:

Well-being — Excellent

People experience excellent outcomes because care staff know them as individuals and support them with dignity, compassion and respect. Records show staff use detailed storybooks, enrichment plans and care plans to understand people's histories, routines, relationships, communication needs, interests and identity. We saw warm and respectful interactions between care staff and people. Relatives describe staff positively, and records show families remain involved in care planning and daily support. This helps people feel known, valued, included, respected and safe.

People are supported to be as healthy and safe as possible while retaining choice and control. Care records show routine GP reviews, consultant involvement, multidisciplinary input and specialist interventions. Staff monitor nutrition, hydration, skin integrity, falls, mobility, chronic health conditions and emotional well-being. Examples from the evidence show people achieving significant improvements after admission, including better nutritional intake, improved skin integrity, reduced distress, successful smoking cessation and greater participation in daily life. These examples show staff use personalised support to improve outcomes, not simply to meet basic needs.

People have strong opportunities to do things that matter to them. They choose meals using picture menus where needed, choose where to spend time and decide whether to join activities. People take part in walking groups, choir sessions, karaoke, bingo, exercise, dancing, shopping, pub visits, cafés, cinema trips and local outings. Staff also support people to take positive risks, manage their money, use kitchen and laundry facilities under supervision, vote, garden and maintain life skills. This promotes independence, confidence and social inclusion. In some examples, people have moved from social isolation to greater confidence, belonging and meaningful engagement with staff and fellow residents.

The service promotes identity and culture very well. Bedrooms and personal spaces reflect people's interests, previous occupations and hobbies, including sport, music, gaming and other life interests. Welsh language and culture are promoted through bilingual signage, communication resources, Welsh activities, Welsh music, themed celebrations and information about Welsh-speaking staff. Basic communication resources are also available to meet specific communication needs. People experience highly individualised support that promotes rights, relationships, identity and well-being. Staff are highly effective at combining respectful relationships, meaningful activity, positive risk-taking and health monitoring to help people regain confidence, maintain skills and feel a stronger sense of belonging in daily life.

Care & Support — Excellent

People receive very high quality, personalised care because staff complete thorough assessments before admission and use this information to plan support around individual outcomes. Assessments cover physical health, mental health, behaviour, mobility, risks, communication, continence, oral health, pain, falls, nutrition and social history. Admissions are planned through visits, trial meals, day centre attendance and family liaison. This helps the manager decide whether they can meet people's needs and helps people and families build relationships in the service before moving in.

Care planning is detailed, respectful and written in a highly person-centred way. Storybooks, enrichment plans and personal plans are of very high quality and extensively record people's life history, interests, relationships, culture, employment history, routines, values and aspirations. Reviews involve people and their representatives. Plans include preferred routines, clothing preferences, meal and food preferences, hobbies, personal care wishes, communication needs and highlight important relationships. Staff use this information highly effectively in practice. Records and the support we saw during our inspection visit show care staff provide exceptional and consistent support to people with complex histories, communication needs and behavioural risks through calm, consistent and individualised approaches.

We saw some people have settled successfully after previous placements could not meet their needs. Others have become more socially engaged and are supported highly effectively to manage behaviours that may challenge others. Others have experienced significantly improved health, through a person-led approach or taken part in activities in the community they had not previously accessed. Staff support people to attend appointments, join community activities, use everyday living skills and take positive risks safely. Multidisciplinary working is strong, with involvement from GPs, consultants, psychiatrists, community psychiatric nurses, occupational therapists, dietitians, speech and language therapists, social workers and other specialists. This joined-up working contributes to improved health, stability and quality of life.

People are protected from harm through safe, well monitored systems. Staff understand safeguarding responsibilities and use DoLS, best-interest processes and advocacy arrangements where needed. They balance safety with autonomy by supporting community access, positive health initiatives, and meaningful activity through extensive assessment and positive risk management. Medication systems are safe. Records in the home show effective medication administration and management, including consistent and effective auditing of medication management, and staff competency checks.

Infection prevention and control arrangements are also very strong. The home is exceptionally clean, and staff follow excellent hygiene procedures. We saw ample stocks of PPE is available, and records show highly effective oversight and audit of infection control to keep people safe.

Environment — Excellent

People live in a comfortable and very well-maintained environment that supports their dignity, safety and well-being exceptionally well. The home is clutter free, well lit, well-furnished and comfortably decorated. Bedrooms have suitable storage and en-suite wet rooms are accessible, clean and very well maintained. People have access to specialist beds, moving and handling equipment, call systems, room sensors and communication aids where required. Systems in place to ensure equipment servicing, health and safety, fire safety, legionella, electrical testing and equipment checks help keep the premises and people safe.

The design and layout of the service support people's choice, privacy and independence highly effectively. The home is organised around small household-style units, which create quieter, familiar spaces for people. Some units have more than one lounge, giving people options about where to spend time, socialise or have quieter moments. Two self-contained apartments provide opportunities for greater independence and privacy for people living there, while still enabling them to use communal areas when they choose. Private bedrooms, lounges, gardens, the day centre and quieter spaces give people different options of where to spend their time based on their needs and preferences.

People have extensive influence over their personal space. Bedrooms are highly personalised with photographs, furniture, ornaments, books and belongings that reflect life history, identity and personal interests. Memory boards outside bedrooms support orientation, reminiscence and dignity and are highly personalised to every individual. Staff maintain preferred furniture layouts and room arrangements where this is important to people. Some people have personalised themed spaces that reflect previous occupations, hobbies and interests. This helps the environment feel like a home and significantly enhances people's sense of ownership and belonging.

The service uses space creatively to promote independence and meaningful activity. The day centre includes a rehabilitation kitchen and laundry area, helping people maintain everyday living skills. The entrance café supports family visits and social contact. People also use gardens, seating areas, sensory planting areas and outdoor spaces for meals, walks, relaxation, activities and social time. Gardening opportunities for people, bird feeders and regular community access support physical, emotional and social well-being.

The provider maintains the premises to a very high standard. Highly effective environmental audit and maintenance system support structured checks across maintenance, housekeeping, catering, health and safety and the environment. The provider ensures the environment goes beyond meeting people's basic needs. People use the environment for family visits, gardening, rehabilitation, quiet time and social opportunities, supporting independence, identity, belonging, choice and quality of life. This demonstrates the environment is a significant part of the care people receive and the well-being outcomes they achieve.

Leadership & Management — Good

Leaders are visible in the service and promote a highly positive culture. People and relatives are comfortable approaching the manager with any issues, and the manager knows people's needs, preferences, histories and routines exceptionally well. Relatives describe care staff in a highly positive way, and staff describe managers as supportive, approachable and compassionate. Staff say they feel confident to raise concerns. The service recognises staff through awards, bulletins, long-service recognition and progression opportunities. These arrangements support morale, continuity and positive relationships.

Governance and oversight systems are well established. These include responsible individual visits, senior management oversight, monthly governance meetings, quality of care reviews, monthly management reports, risk and strategy meetings and departmental audits. Governance activity considers areas such as falls, infection control, safeguarding, call bell response times, training, care plan audits, equipment checks and health and safety. Leaders make environmental changes and service improvements, for example room refurbishment, information sharing and staff training updates following learning from reviews, inspection feedback and professional input. Quality assurance systems are also strong and support a safe and consistent service. However, these processes could be strengthened to demonstrate the provider analyses what works well, what needs to improve, how people's outcomes improve or whether improvement actions lead to sustainable change. Stakeholder feedback is gathered via a variety of means, but quality assurance records do not consistently show how this feedback drives improvements.

The provider shows a clear commitment to staff training and development support. Staffing levels are good, and this is supported by records in the home and what we saw during our inspection visit. Consistent supervision, appraisal and training systems are in place. The provider has a training academy, provides accessible toolkit resources, monthly training meetings and development pathways to support staff. Staff continuity in the service is a strength, and this supports people to receive consistent care from staff who understand them and know them well.

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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