



## Woodcroft Care Home Ltd



Woodcroft Care Home, 216 Abergele Road Old Colwyn, Colwyn Bay, LL29 8AS



01492515763



[woodcroftcarehome.com](http://woodcroftcarehome.com)

The inspection visit took place on 15/05/2026

### Service Information:

Operated by:	WOODCROFT CARE HOME LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	22
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:

Well-being is good. The service demonstrates a strong commitment to supporting people to develop their independence, daily living skills, and participation in meaningful activities. People are empowered to express their views, share concerns, and feel confident their voices are listened to and acted upon.

Care and support is good. Care documentation is detailed, clear, and person-centred, ensuring people remain at the heart of planning and delivery. People are supported to make choices about their daily lives and prioritise what matters most to them. Medication management systems are robust, and standards of hygiene and infection prevention and control are well maintained.

The environment is good. It is safe, clean, and comfortably maintained to meet people's needs. There are plans in place to refurbish and redecorate the service, which demonstrates a commitment to continuous improvement.

Leadership and management are good. The provider maintains effective oversight and is committed to delivering a high-quality service. Staff receive appropriate training and reported feeling well supported and satisfied in their roles. Recruitment processes are robust, and staffing levels are sufficient to meet people's needs. There are effective audit systems in place to monitor performance and drive improvements. The Responsible Individual (RI) values feedback from people using the service and is committed to implementing changes to enhance their experiences.

## Findings:



### Well-being

Good

People receive dignified care and support. Care staff follow personal plans to ensure people receive appropriate care. They communicate with people effectively and actively promote choice and independence. People are encouraged to maintain a suitable diet and have a range of meal options to choose from. People and families take comfort from their relationships with care staff. Staff are attentive to people's emotions and support needs. We saw staff responded in an appropriate and dignified way providing reassurance when needed.

People have control over their day to day lives. People can get up when they want and care staff do what people ask them to. Records show people and their relatives or representatives are involved in reviews of their plans for care and support. People can personalise their rooms with pictures, ornaments and objects that are important to them. Staff interactions with people were seen to be positive, providing comfort, reassurance, and encouragement, which created a calm and relaxed atmosphere. The majority of care staff have worked in the service for many years and are familiar with the care needs of the people living there. We heard staff offering choices to people regarding food, drinks, where they wanted to sit and how they wanted to spend their day.

The service has safeguards in place to protect people from harm and abuse. The manager follows correct procedures to ensure any restrictions people face are lawful. The service has policies which clearly outline safeguarding and whistleblowing procedures. Staff complete mandatory safeguarding training and understand their role in protecting people. Assessments are available to guide staff on how to mitigate any risks to people's health and well-being. Risk assessments are reviewed when necessary. The manager refers concerns about people's welfare appropriately and acts upon professional advice.

People live in a homely environment which is continually improving. People feel at home in their environment, where they can access private and communal space at their leisure. Staff also give visitors a warm welcome, making them feel part of an extended family. Care staff support people to access the sensory garden, which is well presented. The environment is clean and corridors and communal areas are free from hazards and equipment. Equipment is regularly serviced and maintained to ensure safety.



The service recognises and respects people for who they are. Managers gather information about people's backgrounds to help shape their care and support. The service uses specific documents to highlight what is important to people, their interests and the support they require to help them achieve their goals. Personal plans are person-centred and comprehensive. They contained detailed information about individuals' preferences, including favourite foods, clothing choices, personal care routines, hobbies, and preferred television programmes. This level of detail supports staff to deliver care that is tailored to each person's needs, preferences, and lifestyle, promoting choice and individuality. Relatives told us their compassionate approach puts people at ease and brightens their day. We found care staff to be accommodating of people's requests. They also anticipate people's physical and emotional needs well, using effective verbal prompts and gentle touch when needed.

People have access to medical and specialist services to promote their health and well-being. The service has good links with the local mental health service, GP surgery and district nursing service. The GP calls or visits the home weekly to discuss people's care and additional reviews are carried out if there are concerns. Managers also request referrals and input from other professional services if needed, such as occupational therapy, physiotherapy and the falls team. People told us care staff encourage them to follow health advice to stay fit and healthy.

People are supported to maintain a healthy and balanced diet through the provision of nutritious meals and drinks. The cook engages with people daily and has a good understanding of their preferences, dislikes, and any dietary requirements or intolerances. Menus are displayed and people are offered a choice of meals at each mealtime and are provided with suitable alternatives if they change their mind. All meals are freshly prepared using quality ingredients, and the food provided is homely and nutritious. People we spoke with told us they were satisfied with the meals provided and made positive comments about the quality and variety of the food.

People receive their prescribed medicines at the appropriate time. This is evidenced by the clear records staff maintain in relation to medication administration. Staff responsible for the administration of medicines have completed training and their competency was regularly re-assessed. Medications are regularly reviewed by the GP to ensure they remained effective and continued to meet people's needs.

There are measures in place to reduce infection risks. Domestic staff follow organised cleaning schedules and complete logs each shift regarding their cleaning activities. The home maintains a good supply of personal protective equipment, which staff can access easily. Staff are required to complete infection control and food safety training.



## Environment

Good

The accommodation is spacious and appropriately furnished. Bedrooms contain items people value, giving them a sense of identity. There is ample space within communal rooms for people to relax, socialise or complete their preferred leisure activities. Memory boxes are positioned outside each person's bedroom to help them identify their rooms and support people with communication. The bedroom doors looked like front doors and were painted in different colours. The environment included features to stimulate people's memory and senses, for example, local and past decade's pictures. Consideration has been given to creating a calm and relaxing atmosphere in the garden. Features such as a water feature and a variety of plants, including lavender, provide a multi-sensory experience, and are particularly beneficial for people living with dementia. Two bathrooms have a sensory ceiling to aid relaxation and calmness. The carpeting in the ground floor hallway has been replaced with washable flooring. The service has a refurbishment plan which includes this work and other environmental developments.

The environment is appropriately maintained. Managers can easily request repairs and upgrades, which the maintenance person completes in priority order. Managers carry out monthly health and safety audits to ensure the environment remains safe. Work is currently underway to improve fire doors and electrical work has been completed. Fire safety equipment is serviced within recommended timescales and staff carry out regular fire drills. Gas and electrical systems have also been inspected and deemed safe. There are suitable arrangements for storing chemicals. We saw that windows above ground level are fitted with restrictors to reduce the risk of falls from a significant height. The home is clean and tidy. Domestic staff follow cleaning schedules to ensure all communal areas are kept clean. Managers carry out monthly infection control audits and take action where improvements are needed. The home's latest food hygiene rating is 5 (very good), which was awarded by the Food Standards Agency.



## Leadership & Management

**Good**

The service is delivered in line with its Statement of Purpose, a key document that clearly outlines what the home aims to provide and how care is delivered. There are strong and effective leaders and managers in place who have fostered a positive and open culture within the service. The manager is well supported by the RI and works alongside an experienced deputy manager and a committed staff team to ensure the smooth running of the home. Staff told us that managers value their wellbeing, are approachable, and encourage open and honest feedback. They also reported that managers are transparent about developments within the service and regularly share information and updates through staff meetings. The quality of care is effectively monitored through a range of robust audit systems, which help to maintain high standards and drive continuous improvement. The RI visits the service regularly and provides oversight and records these visits in their quarterly reports. These reports give a clear overview of how the service is performing, reflect people's experiences, and identify areas for ongoing development and improvement.

People are supported by a competent and caring staff team. Review of the staff rota and discussions with staff on duty confirmed staffing levels are consistent with those outlined in the service's Statement of Purpose. We observed there are sufficient care staff deployed to meet the needs of people living in the home. There is a stable and established staff team in place, with low staff turnover, which supports continuity of care. Staff files reviewed contained all legally required information, demonstrating appropriate recruitment and vetting procedures are followed. New staff receive a structured induction and training relevant to their roles, including key areas such as health and safety and infection prevention and control. Staff are well supported in their roles and receive regular supervision, including one-to-one meetings with their line manager. All staff hold current and appropriate registration with Social Care Wales.

## 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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