



Dolwen



Dolwen, Ruthin Road, Denbigh, LL16 3ER



01745812752



<https://www.denbighshire.gov.uk/en/home.aspx>

The inspection visit took place on 15/12/2025

Service Information:

Operated by:	Denbighshire County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	32
Main language(s):	Welsh and 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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Dolwen is a residential care home for adults with early-stage dementia, learning disability, and physical or mental impairments. It is located in Denbigh and is close to a range of local amenities, including GP surgeries, and shops.

Care staff know people well and provide as much or as little support as they require to meet their needs. They provide good quality care and support, encouraging people to maintain as much independence as possible. People's views and opinions are taken seriously, and they can make decisions about their day to day lives and are consulted on any changes or improvements which are made to the service. This collaborative approach ensures people achieve good wellbeing outcomes.

People live in a service which is homely and comfortable and provides good access to specialist

equipment which meets their needs. The manager and responsible individual (RI) are approachable and friendly, ensuring people are listened to and treated with dignity and respect. They provide good oversight of the service to ensure it is running smoothly.

Findings:



Well-being

Good

People are offered consistent choices in daily activities and have opportunities to reach their potential by engaging in meaningful activities. This includes everyday decisions such as selecting meals, as well as choosing activities they wish to engage in. The service offers a varied programme of activities, and on the day of our inspection two groups of school children visited to sing Christmas carols. The service has links with the high school and pupils visit to complete project work, such as a recent nature project. Events which are important to people, such as the anniversary of VE day are celebrated. People are actively involved in decisions which affect them, ensuring their voices are respected and acted upon. The activities coordinator organised an Autumn fair, with people fully involved in the decision making and running of activities. The service raised money for a charity of people's choosing and raised funds for a defibrillator which can also be accessed by the local community. Resident's meetings are held regularly and the minutes record people's views and how these are acted upon. People are consulted about planned improvements and redecoration to the service, enabling them to participate in decision making.

People are safeguarded from abuse and neglect. People told us they felt safe and secure knowing no one could enter the building without making themselves known to care staff. They feel confident and comfortable raising any issues or concerns with care staff. They told us the manager is approachable, and one person stated they never have to speak with the manager as the care staff effectively deal with any issues they have.

People are encouraged to develop and sustain existing relationships with family, friends, and important people in their lives, as far as possible. Visitors are made to feel welcome; they can visit people at any time and there are private areas in which they can meet. All the relatives we spoke with are happy with the service and told us they are kept well informed. They told us "*We can't believe how lucky we are.*" They also told us care staff, "*Go the extra mile.*"

The service excels in meeting the Welsh Active offer. People experience excellent wellbeing outcomes as the promotion of the Welsh language and culture is fully integrated into the service. Throughout inspection, we heard care staff conversing with people in Welsh. People who spoke Welsh told us they had plenty of opportunity to speak with staff and other people in Welsh. The service noticeboard displays a Welsh word of the week and there is a regular planned activity for a cuppa and chat in Welsh ('Paned Y Sgwys').



Care & Support

Good

People's personal plans are strengths based and outline how staff should support them to achieve their wellbeing outcomes. People have detailed one-page profiles in place which clearly record their likes, dislikes, and valuable information for care staff to know about them. Moving and handling plans contain step by step instructions about how people should be supported, including how care staff can promote independence as much as possible. Risk assessments are in place where needed to support people to manage any risks which affect them, we found these contain person centred details. Personal plans and risk assessments are reviewed monthly and are updated with changes as they occur. The manager has ensured end of life care plans are now in place for people and this addition to the personal plans has enabled people to receive person centred palliative care at the service, ensuring their last wishes are respected. We saw the service has received compliments on their end-of-life care from relatives and this was described as a strength of the service by a healthcare professional we spoke with.

People are referred for care and treatment at the right time and any recommendations by other professionals are carried out as directed. A health care professional we spoke with told us they have good communication with the service and care staff prioritise people's health and wellbeing. They commented, *"I would be happy for one of my relatives to go there."* Care staff ensure day to day health care needs are met. We saw monitoring charts such as food and fluid charts are completed in line with personal plans. People have detailed mouthcare assessments in place and are supported with their oral hygiene. They also have informative hospital transfer documents, which can be sent with people if they are admitted to hospital. This ensures nursing staff are aware of their care and support needs, and how they like care to be delivered.

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. Care staff ensure people's medication administration records are fully completed with personal details, including any allergies. They are fully completed when medication is administered, with any refusals of medication accurately recorded. People have protocols in place for care staff to follow when administering 'as required' medication. This means there is a clear record to track the effectiveness of this medication and any side effects. Medication is stored safely and securely. Care staff take their time when administering medication to ensure people know what they are taking and are not rushed. The manager ensures a monthly medication audit is completed, and if there is a medication error prompt action is taken to investigate and ensure risks are reduced and safe practices are followed.



Environment

Good

People live in a homely and comfortable service and have access to a variety of different spaces in which to spend time alone, socialise or entertain visitors. The service was decorated for Christmas at the time of our inspection, and people had been involved in putting up these decorations. Relatives commented on how festive the service felt and told us a similar effort is made for other themed events and celebration days. There is a music room and library area for people to enjoy, as well as several lounges and dining areas. People can also access the large room which forms the service's day centre provision, when this is not in use by day centre guests. This area is used for activities and entertainment, such as school visits. There is an accessible garden, which has recently been improved with an awning to protect people from the elements. People can personalise their rooms, and we saw they had brought photos and items of sentimental value to help them feel settled and at home.

People can easily navigate the premises. There are grab rails throughout the service which are easy to see in contrasting colours. There are bilingual and pictorial signs on doors to help people find their way around. They also have their name and a picture which is meaningful to them on their bedroom door. There is a range of specialist equipment for people to access, which is serviced regularly to ensure it is in good working order. The building is safe and secure, with access to door sensors which can be put into use if a person is at risk of wandering or falling.

Regular servicing, maintenance, and immediate repairs of facilities ensures the safety and wellbeing of people using the service. We saw certification of gas and electrical safety checks. The service's call bell alarm system was tested during our visit. Regular fire safety checks are undertaken, such as fire alarm, fire door, and emergency lighting checks. The manager organises a regular fire scenario discussion with staff to ensure they know the evacuation procedures in the event of a fire. The service has a food hygiene rating of five, which is the highest that can be achieved.



Leadership & Management

Good

The service has strict selection and vetting processes for hiring staff to ensure all staff are qualified and trustworthy. All new staff undergo disclosure and barring service (DBS) and reference checks. All staff are required to register with Social Care Wales, the workforce regulator. Staff receive regular supervision, which also assesses their learning and development needs. Care staff are required to complete and renew training; we saw most staff are up to date with core training. Any gaps in training are mainly due to difficulty in accessing face to face training courses, however this is being booked when possible. Where staff have not been able to renew their moving and handling training to keep this up to date they are required to work alongside a qualified member of staff. They also receive moving and handling competency checks. We saw evidence of specialist training, such as diabetes training to meet people's specific needs. Regular team meetings are held, to ensure care staff are kept up to date and can share any concerns and queries.

The service provider oversees the quality of care through effective audit processes. The service provider ensures actions from external audits are followed up, and they have appointed two infection control champions following an infection prevention control audit. The RI visits the service regularly and ensures they spend time speaking with people and staff. They produce a three-monthly report of these visits, and we saw from these reports any issues people raise are taken seriously and investigated, such as changes to the menu. The RI inspects the premises and reviews a selection of records during their visits, to ensure a good quality service is being consistently delivered. Currently, managers from different services run by the service provider are completing visits to review the service and undertake a quality-of-care review. This enables a more independent perspective on the service, to consider any areas for improvement. The RI is overseeing improvements to the six-monthly quality of care report, and these will incorporate updated guidance from CIW. Care staff told us they feel well supported in their roles and have an approachable and proactive management team, which they have confidence in.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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