



Inspection Report on

Llys Marchan

**Mwrog Street
Ruthin
LL15 1LE**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

11/02/2025

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About Llys Marchan

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	ClwydAlyn Housing Limited
Registered places	10
Language of the service	Both
Previous Care Inspectorate Wales inspection	11 August 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are happy living at Llys Marchan. Care is delivered in a person-centred way and considers all aspects of people's physical and mental wellbeing. People are encouraged to lead in their support, creating and reviewing care records and making choices about their day to day lives. Care workers are proactive and creative to help people reach their personal outcomes.

People live at a service which is clean and well maintained, accessible and safe whilst ensuring people have freedom and privacy. People are supported by care workers who are safely recruited, well trained, and effectively supported with their ongoing learning and development.

Leadership and management at the service is excellent. Multiple systems of auditing means there is oversight from a number of management perspectives, supported by electronic systems to ensure timely processes. The responsible individual (RI) for the service, carries out their role as required.

Well-being

People have choice and control over their day-to-day life. People choose how to spend their time and structure their day. Care workers promote independence and skill building to support people in meeting their personal outcomes. People are asked about their views and opinions through feedback surveys, monthly meetings, discussions with the RI and as part of their reviews. We saw evidence of this feedback being analysed and actions created to address areas people have raised.

People are supported to engage in things they like to do and be part of their local community. People told us there are things to do in the service as well as going out with care workers or independently. We saw photos of people enjoying activities and events and we attended a planning meeting where people shared their ideas about things they would like to do and places they would like to visit. Care workers told us how some people want to move on into independent living and so it is important to help people to develop the skills and confidence to be able to achieve this goal.

People spoke positively about their home and about the relationships they have with care workers. We observed supportive and caring interactions between care workers and individuals. Care workers are proud of the work they do and feel accomplished when supporting people to meet their personal outcomes. People told us the food available to them is lovely, there is plenty of choice and dietary requirements are catered for where needed. People have access to hot and cold drinks, snacks, and fresh fruit throughout the day.

People are as safe as they can be living at Llys Marchan. Care workers complete safeguarding training and there are policies in place to support this learning. The provider has systems in place for recording incidents, accidents and safeguarding concerns which are audited by the manager monthly and by the RI on a quarterly basis. Analysis of these events means the provider can identify any patterns or trends and seek further support for people if needed. The provider makes appropriate referrals to the local authority safeguarding team when required and notifies the service regulator. People we spoke with told us they would tell a care worker or the manager if they were ever worried about something.

Care and Support

People receive care and support which meets their individual needs and wishes. The provider works with people, their representatives, and other professionals to make sure they have a comprehensive initial assessment in place to support a smooth transition into the service. People are involved in creating their personal plans which is evident from the records we looked at. Information is written in people's own words and is reflective of their wants, needs and wishes. Care records are reviewed regularly, and we saw evidence of people being involved in this process. Care records are detailed, person centred and include sections about 'my needs,' 'my aims,' 'how best to support me,' and people's personal outcomes or goals. Risk ratings are generated based on the information gathered in the initial assessment and personal plan. Where a risk is identified, an appropriate plan is in place to inform staff about how they can support the person to be as safe as possible whilst ensuring their rights.

People are supported with all areas of their physical and mental wellbeing. Care workers complete training for specific health needs and are also qualified in Mental Health First Aid. This means they have the required knowledge and skills to support people effectively. The manager told us that care workers are excellent at identifying when there is an issue and will work together to find a solution, either through active support in house or by seeking external support. Care records evidence involvement of external professionals such as neurologists, psychiatrists, learning disability support and occupational health. People are supported to attend appointments with the local GP, dentist, and optician.

People are supported with medication management. We saw people are encouraged and supported to manage their own medication needs where possible. We found appropriate assessments are in place to assess competency and each person is supported in the best way for them. The provider has created a treatment room so people can be supported with their medication in privacy. People have regular reviews of their medication to ensure it is still the most appropriate treatment path for them. Medication is effectively ordered, stored, and dispensed safely by care workers who are appropriately trained in medication administration.

People live at a service where there are effective infection prevention and control measures in place. The provider has a policy which supports best practice and takes guidance from visiting professionals. Personal protective equipment (PPE) is available and accessible in the service.

Environment

People live at a service which supports their wellbeing and promotes achievement of their personal outcomes. The service is spacious, accessible, and well equipped so people can access all areas without restriction. Entry to the service is secure to visitors, but people can come and go as they wish to access the gardens or go into town. A programme of refurbishment means kitchen areas in the service, bathrooms and bedrooms have been updated and decorated. People have the option to access one of several kitchen areas in which to make drinks and food in addition to the meals provided by the main service kitchen. People's bedrooms are spacious and personalised with their own belongings. People have their own front door with house number and letter box. Several communal lounge areas are available across two floors so people can choose to socialise or seek out a quieter space.

We found the service to be clean and well decorated with pictures of people taking part in activities and artwork made by residents, past and present. Domestic areas of the service are kept tidy and well stocked, and people are encouraged to carry out daily domestic activities to develop their own life skills. The kitchen has been awarded a level 5 rating at the last Food Standards Agency inspection.

People live in a service which is safe and well maintained. The provider employs a maintenance person who conducts routine checks and repairs of the service. We found servicing of areas such as fire safety, gas and electrical safety is carried out as required. Moving and handling equipment is well maintained and appropriately serviced. Fire safety is taken seriously with evacuations and weekly testing completed, in addition to external contractors completing annual checks and servicing of fire equipment.

Leadership and Management

People live at a service which has a stable and strong management structure. Staff told us they felt well supported by the manager and were positive about the RI and Head of Care. The manager told us the staff team work collaboratively to support each other, reflect on events, and share best practice. This message was also conveyed by the Head of Care who discussed the importance of reflective practice and how the provider supports staff with this aspect of their work. Care workers are experienced and enthusiastic about what they do. We looked at recruitment records and found care workers are safely recruited to the service, with the required pre-employment checks in place. This ensures care workers are safe and suitable to work with adults at risk. Care workers, and when needed agency staff, all receive an in-depth induction to the service. The induction for care workers covers the All-Wales Induction Framework which enables them to register with Social Care Wales, the workforce regulator. Care workers complete mandatory, service specific training and are encouraged with their professional development to complete further qualifications and specialise in areas of care delivery. The provider keeps up to date with developments in the social care sector, working with educators and industry researchers to access the most up to date training and initiatives.

Policies and procedures are up to date, reflective of Welsh legislation and accessible to people. The service statement of purpose is an accurate reflection of the service being delivered and along with the guide to the service, informs people about what they can expect at Llys Marchan and what to do if they are unhappy or worried. Both service documents are available bilingually.

People can be assured there is effective oversight of the service they live at because there are comprehensive systems in place, at all levels of management. Audits are completed at service level monthly to look at areas of service provision and identify any actions needed. The RI visits the service on a regular basis, in addition to the required quarterly visits where they look at aspects of service delivery, including areas from the manager audits and creates a report which is presented to the board of directors. We saw in the RI reports, that any recommendations from the previous visit are reviewed to check they have been addressed. The quality-of-care report is created collaboratively by the management team and reflects on where the service is performing well and where they want to develop. The provider ensures the views of care workers and people living at the service are captured as part of this process.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
16	The service provider does not ensure personal plans are reviewed at least every three months and when there are changes.	Achieved

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