



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Chirk Court



Maes Y Waun, Chirk, Wrexham, LL14 5ND



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www.clwydalyn.co.uk

Date(s) of inspection visit(s):

05/06/2025

Service Information:

Operated by:	ClwydAlyn Housing Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	66
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider promotes, anticipates, identifies and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Excellent



Leadership & Management

Good

Summary:

Chirk Court is a large home providing care for up to 66 people. Although this is a large home, the layout of the building produces a homely, comfortable environment.

Wellbeing is good because people have choice and control over their daily lives, including food, activities, and their daily routines. A variety of activities, both in-house and external, offer stimulation and enjoyment.

Care and support are good due to personalised, regularly reviewed plans that promote safety, independence, and positive risk-taking. People expressed very positive views of the care they receive; they feel safe, happy and well cared for.

The environment is excellent. It is a cleverly designed, purpose-built home and the provider has made excellent use of the space. Five separate units of no more than 14 people, make this large

service homely and welcoming to people living here. The garden and outdoor areas provide outstanding spaces where people can safely and freely access nature. Ongoing investment ensures a well-maintained, homely setting. The layout fosters compatibility and friendship, supported by five separate smaller units and a secure sensory garden.

Leadership and management are good, with strong governance, effective recruitment, thorough training, and a valued, competent staff team. The manager is well regarded by staff and people who live here.

Findings:



Well-being

Good

Residents live safely and healthily with choice and control. The service ensures many opportunities for people to express their views. People's needs are recorded on admission to shape their personal plans. A 'This Is Me' document captures key personal information, interests, preferences, and wishes. Residents' meetings and surveys gather views, and we saw suggestions are accommodated. Clwyd Alyn, the provider, has a complaints forum made up of representatives across the organisation's services, and the RI (responsible individual for the service) is considering resident involvement from Chirk Court. Welsh-speaking residents can access information in Welsh; around the home there is bilingual signage and a poster in the foyer identifies six Welsh-speaking staff. People feel they are listened to.

Residents feel safe and protected, supported by familiar care staff, including long-standing employees and consistent agency staff. The home's layout provides good visibility in each unit; care staff in the centre kitchen/diner can discreetly supervise people going about their day in the lounge in an unintrusive way. They can monitor people's wellbeing and quickly identify anyone in distress. Residents can voice concerns in meetings, surveys, or directly to the approachable manager. Staff also meet with management regularly, raising practice issues to enhance residents' wellbeing. People told us they feel safe here.

Residents maintain relationships with family and make new friends while in the home. The layout of five separate units provides a sense of a close-knit community where people are familiar with each other and enjoy each other's company. Many appreciate the friendships they have made, one person explaining how living here has reduced their loneliness. We saw a married couple dine together, and friends chat and laugh during activities. The orangery room hosts large gatherings, and we saw photos of family celebrations taking place here. Visitors are welcome, with facilities for drinks, free snacks, and a guest room for those traveling long distances.

The service is provided in a home that fully supports people to achieve their outcomes. Chirk Court is purpose built and has been cleverly designed to provide a service to a large number of people while successfully establishing a domestic, cosy atmosphere for each person. The five separate units, each have their own lounges and kitchens and the same staff in attendance for continuity. People help themselves to drinks and snacks; they are relaxed and comfortable in their familiar environment with people they know. They have access to all areas in their unit and walk around freely.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Personal plans describe outcomes, and the actions required to meet needs and wishes. They are person centred, focusing on how each individual needs to be supported, detailing what the person can do for themselves and promoting positive risk taking and independence. People engage in a variety of purposeful, uplifting, activities. Some people told us how they enjoy light housework such as dusting and folding tea towels. One person goes out to a social club. We saw people singing and dancing, some in their chairs and some more mobile people danced with staff in the lounge. People are involved in designing their plan of care. They express their views of the care in reviews held every ten weeks.

People are protected from harm and abuse through the service's policies and staff training on the subject. We spoke to staff, all of whom knew what to do should they witness poor practice. Staff are familiar with the Whistleblowing policy, and we were provided with an example of how this is effective. We saw evidence of referrals to health professionals when needed and records illustrating how health is monitored. Skin care is monitored to prevent pressure damage, and the electronic tablets staff use are programmed to remind them to reposition people or encourage them to mobilise.

People's medication is managed safely as every staff member who administers medication is trained and their competency frequently checked. Internal medication audits are undertaken frequently. An independent audit conducted by the pharmacist made few recommendations which were quickly acted on. Records of administration are complete, and storage is safe.

People's risk of infection is minimised because the service promotes good hygiene practices. Infection control audits are completed and there is an infection control lead for ensuring continued good practice in this area. All staff have received training and completed the NHS Wales Preventing Infection Workbook. The kitchen has received the highest food hygiene rating of level 5 from the Food Standards Agency.



Environment

Excellent

Residents live in a safe and well-maintained environment that supports their well-being. The service's excellent and creative use of space fosters a sense of a close-knit community within five separate units and promotes a familial and homely atmosphere. Health and safety measures are thorough, with monthly audits, routine checks on electrical installations, fire and gas safety, water hygiene, and appliances all up to date. A dedicated maintenance person works daily, ensuring no outstanding repairs, conducting fire alarm and equipment tests, and keeping corridors clear. Lifting equipment is regularly serviced and maintained.

All areas of the home are spotlessly clean and tidy. Furnishings are comfortable and homely, and the décor is bright and well maintained. Each of the five units accommodate up to 14 people and provide a kitchen/diner, a large television lounge and a smaller, 'quiet' room. Each bedroom has ensuite facilities, including a wet room, adjustable beds, and furniture for clothing. They are personalised with photographs and items important to the person. People told us they are happy living here and one said, '*I love my room*'. Each unit has its own garden or balcony. There is a recently remodelled sensory garden thoughtfully designed to provide for all the senses. Chimes and a water feature provide gentle sound, flowers and shrubs provide scent, texture, and colour and fairy lights threaded over pergolas add further light and colour.

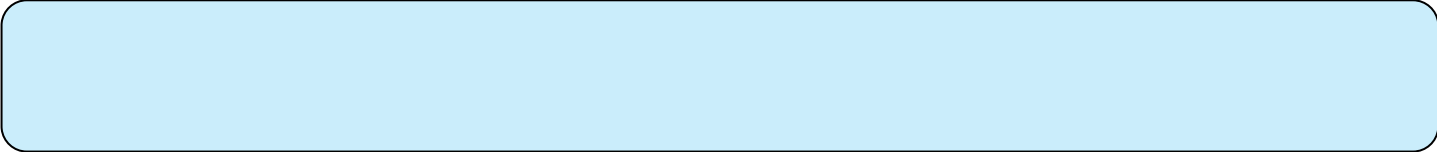
The providers' asset management strategy includes development plans for all services, including Chirk Court. Their focus is on ongoing maintenance, compliance, and futureproofing, while also working towards achieving net carbon zero.



Leadership & Management

Good

The service provider ensures smooth operations and high-quality care through strong governance and oversight. The service conducts regular quality assurance checks and gathers feedback from residents, relatives, and stakeholders. Surveys are analysed and conclusions recorded in biannual



reports. We saw very positive feedback from relatives. In May, eleven responses were received, and all gave 5 out of 5 for overall experience. Residents' meetings lead to actions, such as addressing meal concerns. The responsible individual (RI) visits every three months for audits, data analysis, and discussions with residents and staff, and records their findings. The operations manager completes biannual reports highlighting successes and areas for improvement. All these arrangements ensure the provider has good oversight of the service.

Staff have the necessary expertise to meet people's care and support needs. Training records show a range of relevant training is mandatory and trackers show there are good completion rates. The majority of care staff have completed or are in the process of completing qualifications in Health and Social Care. Senior leads take on additional responsibilities for overseeing specific elements of care and have more specialist training. There is a quality assurance officer who tracks compliance with elements of the operation and another person focuses on the rotas ensuring in advance there are sufficient staff on duty to cover any expected absences.

Records show care staff are safely recruited; their application forms are checked for any gaps in employment, and they are properly vetted. All staff are inducted alongside experienced staff and must complete mandatory training. Staff continuity is an important consideration for the service and the manager tries to ensure staff are deployed in the same unit every shift. When agency staff are needed, the manager requests specific staff with whom people are now familiar. A visiting qualification assessor told us they would recommend Chirk Court for continuity of care, its sense of 'family' and how friendly and passionate staff are. They told us their colleagues who have provided training have been impressed with the knowledge staff at Chirk Court already have.

Some staff have worked at the home for a long time and told us they would not work anywhere else. They are well supported and benefit from one-to-one meetings with management at least every twelve weeks. Staff feel valued and like the favourable terms and conditions, the availability of a 'wellbeing Hwb' to support them with any personal issues and the caring approach of management. They describe the manager as available at any time and very much part of the team. She is recognised for her passionate approach to caring for people in Chirk Court.

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.

This report is also available in Welsh

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