



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Priory House Care Home



Priory House Home Care Ltd, 61-63, Gronant Road, Prestatyn, LL19 9LU



01745852650



prioryhousecarehome.co.uk

Date(s) of inspection visit(s): The inspection visit took place on 22/09/2025

Service Information:

Operated by:	Priory House Care Home Ltd.
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	29
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

The home provides a service for a maximum of twenty-nine people who require personal care. This inspection was to look at the progress made by the provider to address areas of non-compliance, identified at the last inspection of the service.

People's wellbeing, and care and support is good because they receive dignified and respectful care. People's care is individually tailored to each person's own specific needs. People continue to be happy living at Priory House. People were positive about the changes which had been made so far.

The environment is also good as it is homely, clean and well-maintained. People are also benefitting from an ongoing refurbishment of the home. The provider has taken significant action to improve the overall environment at the service, which has reduced risks to people's health and

safety.

Leadership and management are good as there is improved oversight of the service by the Responsible Individual (RI). There is a continuous improvement plan in place and a commitment to ongoing change. At this inspection, all areas of priority action, have been achieved.

Findings:



Well-being

Good

People are treated with dignity and respect. Care staff have built good relationships with people they care for and understand their likes, dislikes, and preferences. People are encouraged to make their own choices and spend their time how they choose. Quality assurance monitoring considers people's views of the service and there is a complaints policy if people are not satisfied with their care. The RI visits the service regularly and engages with care staff and residents to capture their experience at the service. The manager is very visible within the service and care staff and residents feel comfortable discussing any issues with them. There is a full and varied activity programme in place which ensures people's social and recreation needs are met.

People are supported and encouraged to make decisions about their day to day lives. People told us they can go to bed and get up when they want and are able to choose where they spend their time. We saw people can move freely around the home and have access to a number of communal areas as well as their own rooms. People's rooms are spacious and personalised to their preference. A choice of meals is provided, and people can decide where they eat their food whether that be in the dining room, the lounge or the privacy of their own room. There are organised activities on offer for those who wish to participate.

People are safeguarded from harm and neglect. There are policies and procedures in place to ensure the service is run effectively. This includes a safeguarding policy which reflects current legislation. The provider has robust procedures in place for the safe recruitment of care staff to ensure they are fit to work in the service. Care staff undertake mandatory and service specific training to ensure they have the necessary skills to support people effectively. Care staff have a good understanding of their roles and responsibilities and know how to report concerns should they arise about the people they support. There are security arrangements in place to keep people safe in the service.

People live in a spacious, clean and comfortable environment. Standards of cleanliness and hygiene are good and regular checks, servicing and maintenance ensures the environment is as safe as it can be. There is an ongoing refurbishment programme in place. Bedrooms are personalised to varying degrees based on people's individual preferences. People bedrooms are warm, clean, and spacious and offer opportunity for personal space and privacy when required.



Care & Support

Good

People receive the right care at the right time. A range of information is considered when assessing whether the service can meet people's needs. People and their representatives are fully involved in the assessment and planning of their care. Personal plans provide a good overall picture of people's care needs and preferences. People told us they feel well looked after. Care staff have a good understanding of who people are and how they like to be supported. There are risk assessments and further guidance available to guide care staff where required. All documents are reviewed regularly to ensure any changes are captured and documents remain current. We saw evidence people attend appointments with external professionals when required and medical attention is sought without delay when necessary. We saw care staff engaging people in meaningful conversations, speaking in a warm friendly tone. We also saw care and support being delivered in a relaxed manner with care staff addressing people's needs in a dignified, respectful way.

Medication processes within the home are safe and robust. Medication is stored safely and administered correctly. Medication Administration Record (MAR) charts are in place and contain all required information. MAR charts are signed correctly to indicate when medication has been administered. Medication is locked in trolleys with any excess stored in individual, labelled, locked cupboards. There are now good auditing tools in place to ensure medication errors are minimised.

There are measures in place to promote good hygiene and infection control. We saw care staff have access to and wear, the appropriate personal protective equipment when needed. There is a team of domestic workers who are at the home daily. They follow cleaning schedules to ensure the home remains clean and tidy. On the day we conducted our inspection the home appeared clean and tidy throughout.



Environment

Good

People live in a suitable environment. People benefit from ample communal space including lounges and a dining area that facilitates group activities and social events within the home. The garden is well maintained and is accessible from the lounge area or from numerous bedrooms. This gives people the opportunity to sit outdoors in warm weather if they prefer. The service is warm, welcoming, and clean and is benefiting from some cosmetic redecoration and upgrading in places. We did not detect any malodour during our visits to the service. The Food Standards Agency has awarded the service a rating of four (Good) in January 2025. There are sufficient bathrooms and toilets throughout the home, all clean and in working order. People have their own bedrooms which offer personal space and privacy. People are encouraged to personalise their rooms to make them as homely and comfortable as possible. People are benefitting from environmental upgrades and there is a refurbishment plan in place.

People live in a safe environment. On arrival to the service, we found the main entrance secure. Our identification was checked, and we were asked to sign the visitors book before being permitted entry. This indicates that visitors to the service are monitored to ensure only authorised people have access. We conducted a tour of the building and found that it is generally safe with hazards reduced as far as possible. Heavy furniture such as wardrobes are now securely attached to the wall and harmful chemicals are stored safely. All fire exits are now clear of hazards. Health and safety checks have been completed, and action has been taken to address areas requiring improvement in the fire risk assessment. Some carpets are worn and require replacing but we have been informed by the RI that there is a redecoration programme in place, and all required environmental work will be undertaken without delay. Records show satisfactory gas safety and general electrical inspections have been carried out within recommended timeframes. Staff are clear about the process for requesting maintenance and repairs, which are completed in order of priority. There is a stair lift that can be used by some people when needed. All residents now have a Personal Emergency Evacuation Plan in place to guide care staff on how to support them in the event of an emergency.



Leadership & Management

Good

People benefit from leadership and management, which has improved since the last inspection. The RI now has good oversight of the service, and the manager completes monthly audits, looking at areas such as medication, accidents and incidents, recruitment and staff training. These audits help to identify and action any shortfalls. There are policies and procedures in place for the running of the service and procedures to guide care staff with what is expected of them. The RI visits the service in line with regulatory requirements and produces reports to support visits. Quality assurance monitoring now takes place regularly and includes seeking the views of people using the service. Quality assurance indicates the provider is committed to providing a good service and making improvements when necessary. The manager feels very well supported by the RI and receives formal supervision.

People are supported by care staff who are trained and feel valued. Care staff are happy working at Priory House. Care staff receive training appropriate to the roles they undertake. Care staff receive supervision and training in line with regulatory requirements and feel able to discuss any issues they may have with the manager or deputy manager. We examined a selection of care staff files and found they contain the required information. Pre-employment checks including references and Disclosure and Barring Service certificates are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with people who may be vulnerable. Care staff are registered with Social Care Wales, the workforce regulator.

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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