



The Old Vicarage Llangollen



Vicarage Road, Llangollen, LL20 8HF



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www.facebook.com/theoldvicllan

The inspection visit took place on 04/12/2025

Service Information:

Operated by:	The Old Vicarage Registered Care Home LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	17
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:

The Old Vicarage is a residential care home located in Llangollen. It has large, well-maintained gardens overlooking the town. There are beautiful views from the garden, including that of Dinas Bran, a local landmark. Llangollen has a range of local amenities, such as shops, GP surgeries, cafes, and public houses. The care home provides a good environment for people, it is homely and comfortable, and people have access to equipment to meet any specialist needs.

Care staff know people well and treat them with dignity and respect. They provide good quality care and support, ensuring people's needs are met. People have access to a range of activities and have a good choice of quality home cooked food. They are supported to achieve good wellbeing outcomes. The manager is approachable and responsive to any issues or concerns from people, relatives, and staff. They maintain positive working relationships with external professionals and

provide good oversight of the service. The manager and responsible individual (RI) have put a plan in place to address regular supervisions for all staff and complete the quality-of-care review.

Findings:



Well-being

Good

Positive practice is shown through listening attentively, providing clear information, and effectively supporting people to make informed choices. People are supported to make day to day decisions, such as choosing their meals. Their food preferences are taken seriously, and people's individual requests for particular items are met. We saw people offered diverse options for their teatime meal, and relatives told us the food is fabulous. People's preferred activities are recorded in their personal plans and are organised to suit their individual tastes. People have a printed activities planner from which they can choose those they would like to attend. On the day of our inspection, a reminiscence activity took place, with people chatting and sharing memories with each other. A dominoes tournament is planned as many people enjoy playing this. People receive a monthly newsletter containing photos of activities they have enjoyed, and celebrating special events, such as birthdays. People can attend regular house meetings, in which they are consulted for their views.

The service anticipates, identifies, and meets the Welsh language and cultural needs of people who use the service. Care staff are supported to access Welsh lessons and can use this knowledge to interact with Welsh speakers. Some people can speak in Welsh with each other and told us care staff speak with them in Welsh when they can. A storyteller and singer visit the service and provide bilingual performances. People were also supported to attend the Eisteddfod.

People are provided with a secure environment and always feel safe. There are effective mechanisms in place to ensure every voice is heard and respected. People are confident and comfortable to raise concerns. One person told us they would be happy to speak with the manager if they had any concerns but have never needed to as the care staff effectively address any issues. Relatives we spoke with gave consistently positive feedback on the service. They told us they are kept well informed and the manager is approachable. They are always made to feel welcome and one relative commented, "*The kettle is always on.*" Relatives complimented all staff at the service, including maintenance and catering staff, in addition to care staff. We saw these ancillary staff spending time chatting to and assisting people during our visit.



Care & Support

Good

Most people receive consistently good quality care because the provider thoroughly assesses their needs and personal outcomes, before agreeing to provide a service. Preadmission assessments contain evidence of consulting people and relatives. Relatives told us they were impressed with the amount of detailed information obtained from them regarding people's care and support needs before moving to the service. People's personal plans contain a background history and pen picture of the person, ensuring their individual personality and wishes are captured. Personal plans and risk assessments are person centred detailing individual care and support needs. They are reviewed regularly and updated when there is a change. Personal plans are strengths based and provide clear detail about the things individuals can do for themselves. Care staff support people with positive risk taking to help them maintain as much independence as possible, such as managing their own medication. Moving and handling plans provide step by step information which care staff can follow. People have falls assessments in place and careful records and analysis are completed in the event of a fall. Care staff know people well and we saw care and support is delivered in line with people's personal plans.

People are referred for care and treatment at the right time, and any recommendations by other professionals are carried out as directed. People are supported to attend routine healthcare appointments. A healthcare professional we spoke with told us they have good communication with the service, and their advice is followed.

People are kept safe from harm and abuse, ensuring all legal requirements are met. Care staff are trained in safeguarding and are confident to raise any issues or concerns. The manager takes any concerns seriously, taking steps to ensure people are confident in the quality of care they receive. Medication is stored safely and securely, with accurate records maintained. Care staff ensure good practice is followed when administering medication and are kind and patient with people when doing so.



Environment

Good

Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation. The service has a welcoming and homely feel, with thought given to the decoration and furnishing throughout to ensure people's comfort and wellbeing. The service has beautifully maintained gardens which people can access for a walk, to sit and enjoy in fine weather, or to participate in some gardening. There is a polytunnel for keen gardeners and an orchard. People can personalise their rooms, and we saw they had brought photos and other items of sentimental value to help them feel at home. The service provider is making considerable investment in the service. They have upgraded and refurbished the downstairs bathroom to be fully accessible. There are plans to create a new medication room, which will allow all medication to be stored in one place. Ongoing repairs are completed as required, and following a recent repair of the lift, this is going to be fully replaced.

Regular servicing, maintenance, and immediate repairs of facilities ensures the premises comply with current legislation and national guidance. The service provider ensures fire and water safety checks are regularly undertaken. Fire safety equipment is serviced and checked to ensure it is in good working order. We saw gas and electrical safety certification. Good records are kept of any repairs required and any maintenance work undertaken. The building is secure, and we were asked to sign in and were unable to enter the premises without making ourselves known to staff. The service has recently had a food standards inspection and the manager is working to make the required improvements.



Leadership & Management

Good

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained staff to deliver quality care and support. There are plenty of care staff available to meet people's care and support needs. New care staff are required to undergo disclosure and barring service (DBS) and reference checks. Care staff are registered with Social Care Wales, the workforce regulator. They are required to complete training to ensure they have the skills to meet people's needs. All staff have received mandatory training and regularly renew this to ensure it remains up to date. The manager ensures care staff can access specialist training to meet people's specialist needs. Many staff receive regular supervision and competency checks. The manager is aware some staff have gaps longer than three months between their supervision, and they are putting a plan in place to address this.

The service provider's oversight and governance arrangements foster a positive and compassionate culture in the service. The manager ensures regular audits are completed, such as medication and keyworker audits to ensure the service is running smoothly and they can identify and act upon any issues. They have implemented recommendations from an external infection control audit, including introducing an infection control champion. They also complete analysis of falls, to ensure they identify any patterns or trends. Regular team meetings are held, giving staff the opportunity to raise any issues or concerns, and to receive any updates. The manager has an open-door policy, and care staff told us they find them approachable and supportive. The RI is available to provide advice and support to the manager and staff. Although they make regular visits to the service, they have not provided a formal record of these visits. They are working on an improved structure for their quality-of-care report, which will be used every six months to identify what is working well and any improvements which can be made to the service. However, a quality-of-care report has not been produced since our last inspection. This was an area for improvement at the last inspection which will remain open. The RI is taking action to address this issue.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
There has been a lack of oversight and support to management since September 2022. Whilst this is not currently impacting on the care provided to people, an ongoing lack of monitoring of the service is posing a risk to their wellbeing.	15/06/23

CIW has not issued any Priority action notices following this inspection.

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