Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Rhoslan Care Home

Rhoslan Residential Care Home, 52-56, Everard Road, Colwyn Bay, LL28 4HA

01492548159

The inspection visit took place on 22/06/2026

Service Information:

Operated by:	Oaktree Healthcare Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	34
Main language(s):	Welsh and 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	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Good

Summary:

Rhoslan is a residential care service providing care and support for people aged 18 and over. Based in the seaside town of Rhos-on-Sea, the service is close to local amenities and the beach.

People experience excellent wellbeing outcomes because the service places people's health, wellbeing, and quality of life at the centre of daily practice. Staff know people well and support them to maintain their independence, make choices and participate in meaningful activities, which reflect their interests and preferences.

Care and support are excellent because staff provide tailored, person-centred care which responds to people's individual needs. Personal plans accurately reflect people's wishes, strengths and desired outcomes.

The environment is excellent because it is welcoming and comfortable. The home is thoughtfully designed, accessible and maintained to a very high standard, providing people with a safe, pleasant and homely place to live.

Leadership and management are good because leaders provide strong and effective direction which promotes a positive culture throughout the service. Effective governance arrangements help maintain consistently high standards of care and drive continuous improvement for people living at

the home.

Findings:

Well-being — Excellent

People experience excellent wellbeing outcomes because they have choice and control over their day-to-day lives and play an active role in decisions about the care and support they receive. Care staff know people well and take time to understand their individual preferences, life histories, interests and aspirations. Resident feedback provides opportunities for people to influence life within their home, contribute ideas and shape activities and events. Care staff create a culture where people feel listened to, respected and encouraged to express what matters most to them. The service consistently places people at the centre of decision-making and supports them to maintain as much independence as possible. Care staff work proactively with health and social care professionals to identify changing needs at an early stage and respond promptly to ensure people receive the right support. Professionals shared examples of people recovering from illness, regaining confidence and achieving greater independence through the high standard of care and support provided.

A dedicated activities coordinator demonstrates passion and commitment to providing opportunities which enhance people's wellbeing and quality of life. The service offers a varied programme of activities, including music, arts and crafts, exercise classes, themed celebrations, and community events. We saw staff use activities therapeutically to support communication, reduce distress and identify changes in cognition, mood and behaviour. People maintain important relationships and stay connected to their families, friends and local community. Families and friends are welcomed into the service and encouraged to take part in celebrations and events. One relative told us, *“My dad is very happy at Rhoslan. he feels safe and his needs are well met.”*

Care staff promote and uphold people's dignity, individuality and rights. They support people to maintain their identity, pursue their interests and celebrate important life events and achievements. Care staff regularly review personal plans and update them promptly when needs change, ensuring support remains personalised and responsive. People told us staff are kind and caring. During our visit, we observed warm, positive and respectful interactions between people and care staff, which enhanced wellbeing. There are bilingual signs across the service with some staff who speak Welsh. People live in accommodation which meets their needs and bedrooms are personalised. People have access to equipment and facilities which are regularly maintained to ensure their wellbeing. Outside space is accessible and safe.

Care & Support — Excellent

People experience excellent care and support which is personalised and delivered by skilled care staff who understand their individual needs, preferences and aspirations. Care staff develop detailed care plans which describe people's health needs, personal histories, routines, choices and desired outcomes. People and their families contribute to planning and reviewing care if they wish. Care staff encourage people to maintain existing skills and independence wherever possible. Professionals described care planning as *"Excellent"* and told us staff demonstrate a very good understanding of people's needs. External professionals said the service communicates effectively, shares information promptly and works collaboratively to achieve the best outcomes for people. One professional told us, *"As a professional I have peace of mind when I place service users at Rhoslan that they will receive a high level of care, and support to achieve a positive outcome"* Care staff work closely with healthcare professionals. They monitor and escalate changes in people's health and seek timely advice when required.

People and their families speak positively about the support they receive. Relatives describe staff as approachable, caring and flexible in responding to individual needs. People are protected from harm because staff understand their safeguarding responsibilities and respond appropriately to concerns. Leaders make timely referrals to relevant agencies when required and oversee effective safeguarding processes.

Medication is managed safely because trained and competent staff follow robust procedures for the storage, administration and recording of medicines. Leaders monitor practice through regular internal audits and competency checks to ensure staff maintain high standards. During the inspection, we found medication practices were safe and well managed. In addition, a recent independent pharmacy audit demonstrated compliance with relevant requirements and provided further assurance to demonstrate medicines are managed safely and effectively. Effective infection prevention and control practices help maintain a safe and clean environment, reducing risks to people's health and wellbeing.

Environment — Excellent

People live in an excellent environment which enhances their well-being, independence and quality of life. The service is welcoming, spacious and thoughtfully designed to create a warm and homely atmosphere. Communal areas are comfortable, well-presented and provide opportunities for both social interaction and quiet relaxation. The provider has invested in the environment and continues to develop creative spaces to enrich people's daily lives. Innovative themed areas throughout the service provide meaningful opportunities for engagement, reminiscence and social interaction. These include unique features such as a cinema room, fish and chip shop-themed area, flower shop display and other decorative lounges and spaces. The environment promotes independence and enables people to move safely throughout the service. The service has recently invested in a call bell monitoring system to strengthen quality assurance arrangements by providing oversight of response times. We observed staff responding quickly to call bells throughout our visit, ensuring people received timely support when required. A refurbishment programme demonstrates a proactive commitment to maintaining high standards and enhancing people's experience of living at the service.

The service is very clean, comfortable and safe. Staff take pride in maintaining high standards of cleanliness and presentation. One relative commented the service is "always very clean, tidy" and praised the quality of the environment available to residents. People benefit from access to a well-maintained outdoor area at the rear of the home. The space provides opportunities for people to sit, relax and enjoy dining outdoors if they choose. People spoke fondly about the garden and told us they valued having access to a pleasant outdoor environment. Regular servicing, maintenance and repairs of facilities and equipment ensures the safety and well-being of people using the service. We saw regular checks are made both internally and by external contractors. Care staff attend regular fire drills and have training, so they know what to do in emergency situations. Training is also given to care staff on the use of equipment including moving and handling to minimise the risk to people. We saw this equipment is regularly serviced.

Leadership & Management — Good

Leadership and management are good and the service benefits from strong and effective leadership which promotes a positive culture and achieves good outcomes for people. The registered manager is respected by professionals, families and staff and demonstrates a clear commitment to delivering person-centred care. Professionals consistently described the leadership within the service as excellent. One professional commented, *"The Manager's overall knowledge in relation to the residents is exceptional"*, while another stated, *"The Manager and their team are always one step ahead if there are changing needs in people."* Leaders have established effective governance systems to support continuous improvement and maintain oversight of the service. They use audits, resident feedback, professional surveys and regular monitoring activities to evaluate performance and identify opportunities to further develop the service. Care staff can raise concerns, and records show leaders investigate concerns thoroughly and share outcomes appropriately. Leaders actively record and review compliments, demonstrating a culture where feedback is valued. The Responsible Individual (RI) and other managers in the organisation visit the service and take time to speak with people and review records and the environment. Information is collated into a quality-of-care review which identifies what is working well and areas to develop. Records show any actions identified are quickly addressed. Timely notifications are sent to relevant authorities in the event of incidents.

People benefit from a stable, skilled and well-supported workforce. Leaders follow safe recruitment practices, including obtaining Disclosure and Barring Service (DBS) checks, references and professional registration checks, where required. Staff receive a comprehensive induction, ongoing training and opportunities for professional development. Training compliance is high and reflects the needs of people living at the home. Staff told us training opportunities are good and help them provide safe and effective care. Leaders ensure there are enough suitably qualified and trained staff on duty to meet people's needs. During our visit, we saw staff present throughout the home and responding promptly to people who required support. Although staff were busy, they provided timely care and support. Leaders support staff through regular supervision, annual appraisal and team meetings, creating opportunities for feedback, reflection and shared learning. Staff spoke positively about the support they receive from colleagues and managers. They described the manager as approachable and visible. The service works closely with external professionals and has developed strong partnership arrangements.

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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