Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llys Nant

Llys Nant, 27 Park Street, Denbigh, LL16 3DE

07467956000

The inspection visit took place on 14/10/2026

Service Information:

Operated by:	John Roberts
Care Type:	Care Home Service Adults Without Nursing
Registered places:	6
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Requires Improvement

Summary:

.

Well-being is rated good**.** People receive good quality care and support that promotes their well-being, independence, and quality of life. Care staff know people well and have developed positive and trusting relationships with them. Support is person-centred and tailored to individual needs, preferences, and outcomes, enabling people to make choices and maintain independence.

Care and support is rated good**.** People are treated with dignity, respect, and compassion by a caring staff team. They are actively involved in decisions about their lives and are supported to express their views and preferences.

The environment is rated good**.** People live in a safe, comfortable, and homely environment that promotes their well-being. Bedrooms are personalised to reflect individual tastes, and people are encouraged to contribute to decisions about communal areas. Health and safety arrangements are appropriately managed, and outdoor spaces are well maintained and regularly used.

Leadership and management require improvement to strengthen governance and oversight arrangements. While leaders (Responsible Individual and senior manager) are visible within the service and care staff and people spoke positively about the support provided, care staff supervision, training and robust pre-employment checks need to be evidenced.

Findings:

Well-being — Good

People experience positive outcomes and benefit from longstanding relationships with care staff who know them exceptionally well. People spoke highly of the care and support they receive and described positive experiences of living Llys Nant. We observed warm, caring, and nurturing interactions between people and care staff, demonstrating trusting relationships that have developed over time. Care staff demonstrate a good understanding of people's preferences, routines, and communication needs, which help to ensure support is provided in a personalised and meaningful way. Regular reviews of personal plans further demonstrate the service's commitment to maintaining person-centred support, with records evidencing they are updated monthly to reflect people's changing needs and behaviours. People's views are evident throughout records, and people told us they feel listened to and involved in decisions about their lives.

People are supported to communicate in ways that meet their individual needs and to develop and maintain relationships, participate in their communities, and pursue activities that are important to them. Evidence from discussions with people and care staff demonstrate they have opportunities to engage in meaningful social activities and community groups. These opportunities contribute to people feeling valued, included and connected with their wider community.

People live healthily and safely with support that promotes choice, independence and positive risk-taking. Care staff understand people's individual needs and aspirations and support them to make decisions about their lives. People have access to information, meaningful activities and support that enables them to achieve outcomes important to them. People told us they feel safe and supported by care staff. Safeguarding records, demonstrate appropriate action is taken to protect people from abuse and neglect. Care staff are knowledgeable about safeguarding responsibilities and people are supported in a manner that promotes their safety and well-being.

People achieve good outcomes because they receive personalised care and support from a skilled, caring staff team who know them well. Care staff promote independence, encourage choice, and support people to participate in meaningful activities and community life, helping them to develop confidence, maintain relationships, and enhance their overall well-being. Feedback from people and observations of practice demonstrate positive and trusting relationships between care staff and people they support. However, improvements are required to the environment. Leaders should ensure painting and redecoration are undertaken throughout the home to maintain a welcoming, well-presented, and homely environment that reflects good standards of care and promotes people's well-being.

Care & Support — Good

People receive good care and support from experienced and committed care staff who know them well and understand their individual needs, preferences, and personal outcomes. Discussions with care staff demonstrate they have developed strong relationships with the people they support and are knowledgeable about their care needs, communication preferences, and daily routines. Care staff speak positively about the people living at the service and demonstrate a genuine commitment to promoting their well-being. Care staff are passionate about their roles and the positive culture ensures people receive continuity of care.

People benefit from continuity of care through established and experienced care staff. Care staff demonstrate a good understanding of people's wishes, aspirations, and support needs, enabling them to provide personalised care that reflects individual circumstances. Care staff told us they work collaboratively together to ensure people receive consistent support and are able to access opportunities that enhance their quality of life. Care staff can access training opportunities that benefit the people they support, demonstrating a commitment to developing their skills and knowledge.

People's safety and well-being are supported through effective risk management arrangements. Risk assessments are regularly reviewed and updated as and when required, ensuring care staff have access to current information to safely support people while promoting their independence. Care staff demonstrate a good understanding of managing risk proportionately, enabling people to make choices and maintain control over their daily lives.

Leaders reported care staff have completed safeguarding training, and there are plans to further strengthen knowledge and practice through the introduction of enhanced safeguarding training. People receive support with their medicines in a safe and consistent manner. Medication Administration Records (MAR) charts are appropriately completed, and medication management systems have recently been reviewed and strengthened.

People are protected from the risk of infection through appropriate infection prevention and control practices. The service promotes satisfactory hygiene standards and ensures sufficient supplies of personal protective equipment and cleaning materials are available to meet people’s needs. Care staff demonstrate a good understanding of their responsibilities in relation to infection prevention and are following appropriate procedures. People receive good care and support from a dedicated and experienced care staff team who understand their needs and are committed to achieving positive outcomes. Systems are in place to promote safety, support health needs and maintain continuity of care, resulting in positive experiences and outcomes for people living at the service.

Environment

Good

People are provided with a safe, comfortable, and nurturing environment that supports their individual needs and promotes positive well-being outcomes. The home offers appropriate facilities and equipment, enabling people to live in surroundings that support their daily needs, independence, and development. Leaders should ensure painting and redecoration are undertaken throughout the home to maintain a welcoming, well-presented, and homely environment that reflects good standards of care and promotes people's well-being.

The service places a strong emphasis on ensuring people have a sense of ownership and belonging within the home. They are actively involved in decisions about their environment and are encouraged to personalise their bedrooms to reflect their interests and preferences. This helps promote individuality, identity, and emotional well-being. They also have opportunities to contribute their views regarding communal areas, ensuring that shared spaces are meaningful and responsive to their needs. As a result, the environment reflects the people who live there and supports the development of positive relationships and a sense of community.

Health and safety arrangements are effectively managed. Health and safety audits, checks and maintenance arrangements are completed regularly and remain up to date. This demonstrates that the interim manager has effective systems in place to monitor the safety of the environment and to identify and address any issues promptly.

The outdoor environment further contributes to well-being. Outdoor areas are safe, accessible, and suitable for the people who live at the home. Evidence demonstrate people make regular use of the external exterior space for recreation, relaxation, and social activities. Access to the external outdoor area provides additional opportunities to engage in physical activity, enjoy time outdoors and participate in activities that contribute positively to their emotional and physical wellbeing.

Management recognise opportunities to further improve the environment and have plans to continue developing the home. This demonstrates a commitment to continuous improvement and ensuring the environment continues to meet the changing needs of people. People benefit from living in an environment that is safe, personalised, and supportive, where their views are valued and where facilities and resources contribute positively to the achievement of their wellbeing outcomes.

Leadership & Management — Requires Improvement

The Responsible Individual (RI) has a regular presence within the home and is well known to people and care staff. Feedback gathered demonstrate positive relationships between the RI, people, and care staff. This contributes to an open culture where people and care staff can approach leaders and share their views.

The arrangements for care staff supervision require improvement. Supervision has not been undertaken consistently or at the frequency stated in the Statement of Purpose (SoP). Records do not provide assurance that supervision is being used effectively to support care staff development, reflect on practice, evaluate the impact of care provided to people or promote professional accountability. The quality of recordings varied, and discussions are often task-focused rather than reflective. Consequently, leaders are unable to demonstrate that supervision is fully embedded as a tool to support good practice, care staff well-being, and improved outcomes for people.

Inspection activity did not provide sufficient assurance that all care staff had completed the mandatory training required to support them in carrying out their roles effectively. In addition, recruitment records reviewed did not consistently contain all information required by regulation, limiting assurance that robust recruitment processes are fully embedded. Leaders acknowledged these areas for development and advised they are in the process of transitioning to an electronic system, which they anticipate will strengthen oversight and enable them to more readily demonstrate compliance at future inspections.

Whilst there is evidence of committed leadership accessible to care staff, greater attention is required to strengthen governance arrangements and management oversight. Leaders need to ensure information about the service is accurate and regularly reviewed, and that supervision arrangements are implemented consistently and effectively. Until these improvements are embedded, leaders cannot provide sufficient assurance that systems for monitoring, reviewing, and driving improvement are operating effectively.

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
Recruitment records reviewed did not consistently contain all information required by regulation, limiting assurance that robust recruitment processes are fully embedded. Leaders acknowledged these areas for development and advised they are in the process of transitioning to an electronic system, which they anticipate will strengthen oversight and enable them to more readily demonstrate compliance at future inspections.	14/10/26
Care staff to be consistently provided with formal one to one supervision and annual appraisal as required by regulations.	02/02/23

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

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.