



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 25/09/2025

Service Information:

Operated by:	John Roberts
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
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:

People achieve good well-being outcomes. Their needs are identified, and achievable goals are established. Care staff understand people's preferences, support their participation in community activities and promote their living skills. People are encouraged to build their independence, develop relationships and contribute meaningfully to society.

People receive good quality care and support because their needs are regularly reviewed, and people are involved in developing their own plan to include what is important to them. Care staff treat people with dignity and respect and understand their care and support needs.

The home environment is good, suitably furnished and is equipped to meet people's needs. People have access to private spaces and areas to socialise with others. The home is clean and regular health and safety audits are completed.

The service provider is involved in the day-to-day running of the service and people's wellbeing is a priority for the leadership team. Care staff are supported in their day-to-day duties by an experienced manager and the leadership team. Overall, the service provider has inconsistent systems in place for governance and performance management and this requires improvement.

Findings:



Well-being

Good

People achieve good well-being outcomes as they have control over their day-to-day life and engage in activities they enjoy. They are supported to identify their goals and have clear ways of achieving these. People have choice in their daily activities and how they spend their time. Care staff know people well, meaning they can suggest activities and experiences tailored for each person based on their individual interests.

People's physical and mental health is promoted. People are active and participate in a range of activities such as spending time in the local community, organised social groups and events. People are supported to find employment and are encouraged to develop safe relationships outside of the home to build their social network and independence. People have opportunities for trips and holidays which are co-arranged with care staff support. People benefit from positive interactions with care staff which are warm and supportive. People are provided with time and attention which builds trusting relationships where people feel respected and listened to.

People are supported to visit friends, visit places locally and enjoy meals out. People are registered with local medical services, and they are supported to attend routine appointments. Additional support is provided to those needing help with day-to-day tasks.

People are cared for by a consistent care staff team and people told us they get on well with them. People are allocated a key worker, and monthly meetings are arranged to discuss and share important information affecting them. Monthly house meetings are arranged to ensure people have an opportunity to share their view on any issue within the home.

There is a wide variety of food available, and evidence people are provided with specialist diets when required. People are safe because care staff have attended safeguarding training to ensure they are familiar with current legislation, policies, and procedures.

The service provides an 'Active Offer' of the Welsh language as many of the care staff speak Welsh and could offer care and support through the medium of Welsh if needed. At present none of the people living in the home are first language Welsh speakers however the service demonstrates an effort to promote the use of the Welsh language and culture within the home.



Care & Support

Good

The service provider gathers useful information at the referral stage which is then used to inform their admission consideration. We found this information is not used to complete a provider assessment which assesses how a person's care and support needs are to be met by the provider. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

People are consulted about their care and support by those who know them well. This enables the service provider to obtain information and an understanding of people's preferences, risks, and specialist needs. The service provider's review of personal plans aligns with regulation requirement and includes information about people's preferences. The personal care plan outlines how care staff can provide care in line with individual wishes, what will help them, and what will not be helpful. The plans are directly linked to positive behaviour support plans and risk assessments.

People experience continuity of care. Care staff support is consistent, and a keyworker system is in place. Care staff liaise and consult with various services and agencies as required to discuss any identified risk. Care and support are provided in the language and communication method that best meets people's needs.

People are kept safe from harm and abuse. Risk assessments are completed, and care staff have access to the safeguarding and whistleblowing policies and receive safeguarding training. People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. Medication is consistently stored as required to ensure its efficacy and safety. There are approaches in place to assess, manage and prevent the risk of infection. Care staff have access to various PPE and cleaning equipment and there are adequate supplies available.

There are regular opportunities to gather the views of the people living at the service, either through formal methods or day to day discussions. There is also access to an advocacy service.



Environment

Good

Llys Nant offers a welcoming and homely setting for people. Its location in Denbigh provides convenient access to local amenities, health services and transport links to nearby towns. The home is furnished and equipped with the necessary resources to ensure people live in a comfortable and homely environment. People have access to communal areas that meet their needs for socialising, to follow individual hobbies and to relax. The shared back garden is accessible, maintained and provides opportunities for people to be involved in creating an enjoyable space by planting flowers and plants.

People's individual living spaces are personalised and furnished as they wish. Most rooms have ensuite facilities which provide privacy and ensure people's dignity is prioritised. One bedroom is located on the ground floor making it accessible for those with limited mobility. People told us their requests for furnishing or specific decorations for their rooms were welcomed by the manager and granted. Residents are consulted before any work is undertaken, ensuring their preferences are reflected in the environment. Where assessed as appropriate, people are given a key to their own room and the home's front door which promote their independence.

Health and safety arrangements are in place to ensure residents wellbeing. Care staff complete a daily cleaning rota and overall, the home is clean and tidy. In recent months there has been no dedicated maintenance person however the Responsible Individual (RI) has been completing general maintenance jobs as required. Local registered companies are contracted for repairs requiring specialised trades such as plumbing and electrical maintenance. The home has laundry facilities which people are supported to use safely. Hazardous waste is managed in line with relevant Health and Safety legislation and guidance.



Leadership & Management

Requires Improvement

The service provider has ensured there is a manager who is qualified and registered with Social Care Wales, the workforce regulator. There is a stable and consistent team of care staff. Care staff told us they felt confident and able to approach the manager if needed. They are also aware of their whistleblowing responsibilities and are confident raising issues with the management team. We saw safe recruitment processes are followed as required by regulations. Care staff complete an induction training period and are registered with Social Care Wales. The RI, supported by the Business Manager, conducts regular visits to the home and is aware of the issues affecting the service.

The service provider's overall oversight and governance arrangements need strengthening. The current system for monitoring care staff supervision and core training lacks adequate oversight. The system is not regularly reviewed, updated or audited to ensure care staff are provided with relevant training for their role with required timescales. We found care staff do not consistently receive formal supervision and annual appraisal as required by regulation. We have not found people to be at immediate or significant risk because of this. We have identified an Area for Improvement which has been discussed with the service provider. We expect the service provider to take action and will follow this up at the next inspection.

The oversight of arrangements to ensure the service has clear systems for assessment, monitoring and review requires improvement. We have not found people to be at immediate or significant risk because of this. We have identified an Area for Improvement which has been discussed with the service provider. We expect the service provider to take action and will follow this up at the next inspection.

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
Th service provider have not ensured clear arrangements for the oversight and governance of the service to meet the requirement of the Regulations.	25/09/25
Provider assessments are required by regulations. The purpose of such assessments it to build on the information gathered when deciding to provide a service. This assessment informs the personal plan and is a tool for assessments to reflect on good practice and can identify where a personal plan is not supporting the individual to achieve their personal outcomes.	02/02/23
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.

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