Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Llys Meddyg

Llys Meddyg, 4 Station Road,  Denbigh, LL16 3DA

01745813944

**The inspection visit took place on 28/05/2026**

## Service Information:

| | |
|---|---|
| Operated by: | John Roberts |
| Care Type: | Care Home Service<br>Adults With Nursing |
| Provision for: | Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health |
| Registered places: | 18 |
| Main language(s): | Welsh and 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 | Good |

## Summary:

Llys Meddyg is a care home with nursing for 18 older people, most of whom have dementia. The service provides accommodation for females only and the provider is focussed on meeting the needs of the local community.

People experience good well-being because their physical and mental health and emotional needs are closely monitored and well-being needs are met. Some excellent practice was seen such as tailored, person-centred activities and a high level of supervision to prevent falls. People and their relatives praise the level of dignity and respect afforded. People have as much control over their day as they can with daily routines and choices of food and activities respected and catered for.

Care and support is good; people are well cared for and are happy in their home. They are treated with kindness and genuine compassion. People feel they are listened to and are happy they can communicate in Welsh if they prefer as there are Welsh speaking staff.

The environment is good because the layout suits the people who live here. A maintenance person is employed to keep the home in a good state of repair and a safe, homely, comfortable and clean environment is provided.

Leadership and management is good because there are systems in place to ensure continued quality of care and compliance. The provider knows what the service does well and where improvements could be made.

# Findings:

## Well-being — Good

People live healthily and safely with control over their lives. Care planning information includes details about people's preferences and choices on how their care is to be delivered. Choice is evidenced at mealtimes; although the menu shows the main option of the day, people can select alternatives and we saw this was provided. The cook knows people well so can prepare their favourite meals. One relative shared how the cook makes their mother her favourite deserts because they know she will enjoy it. Choice is evident in people's uptake of the meaningful activities arranged for them. The activities organiser takes time to read through 'This is me' documents to ascertain people's interests so she can tailor activities to suit everyone. One person unable to engage in activities with others, likes the activities organiser to read from the Bible at her bedside and have hand massages. Photographs evidence people's enjoyment of an excellent range of activities including interactive games that encourage movement, arts and craft and baking. One resident recently won an art competition judged by the local mayor. The management team supports the Alzheimer's Society Dementia Friend's initiative and aims to share their newly developed onsite café with carers of people living with dementia in the local community.

Relatives and staff consistently praised the level of dignity afforded to those living in the home and we observed positive interactions of genuine warmth and compassion. Care is described as very person centred, delivered according to people's preferences. One person chooses to have beauty treatments and hair dressing from people they have used prior to living in the home.

People are safe and protected from harm because they know who to speak with if they have any concerns. Visiting is unrestricted and people have privacy with their guests, therefore able to raise any concerns if they had any. All the people we spoke with had nothing but praise for the care. They enjoy the companionship provided by the staff and the friends and family who visit.

The accommodation supports people's well-being outcomes as there is space to do what they wish. A choice of lounges affords peace and privacy with visitors and a space for socialising with each other. A secure garden provides opportunities to sit in the sun or shade in the shelter provided.

## Care & Support — Good

People receive the quality of care they need to keep them well and help them live their life as they wish. Care planning is comprehensive and considers people's wishes and needs. Plans are kept up to date as they are reviewed monthly. People know the carers well because some have worked at the service for years. Where agency staff are used, the service endeavours to use the same people so residents are supported by staff with whom they are familiar. Relevant agencies are consulted to ensure the most appropriate care and support is provided including the provision of mobility aids and guidance from mental health services.

Records show people's health and wellbeing is closely monitored. Weight, nutrition and skin integrity records are kept, guidance from health professionals is recorded and referrals to other services are made when required. Oral healthcare is reflected in care plans, included in personal care audits and supported through staff training and supervision discussions. There are Welsh speaking staff working in the home so people can converse in their first language of either Welsh or English. People told us they are happy with the care, staff are kind and caring and they feel they live their life how they want to. Similarly, relatives praised staff for their kindness and how safe people feel in their care. We saw evidence of genuine compassion in records of daily activities; regarding one person's engagement and enjoyment of a particular fun activity, one staff had written *'it was good to see her beautiful smile'* and referring to someone as a *'lovely lady'.* One relative shared how staff moved their mother's furniture in her room after they noticed she kept turning herself towards the window, and her bed is now positioned so she can see outside.

People are protected from abuse and harm because staff have had safeguarding training and are guided by safeguarding policies. The premises is kept secure, with visitors having to sign in and there are few falls because people in the lounge are always supervised. Relatives told us they can visit at any time without appointment. There is an additional small lounge and a tearoom for people to talk to their relatives in privacy.

The management of medication is taken seriously with audits completed in house every month and separate checks undertaken by the community pharmacist. Only trained staff administer the medication, and regular competency checks are carried out on the process. We saw accurate administration records and that drug stock balance is routinely checked.

## Environment

Good

People live in an environment with appropriate, maintained facilities. The environment is homely, warm and clean, and nicely decorated. Each bedroom is personalised to some degree, including photographs and other things that matter to the individual. There were two shared bedrooms when we visited which exceeded the ratio specified in the regulations. However, one other bedroom was unoccupied, so this was swiftly resolved. There are two lounges to choose from, and a room designed as a café where people can take refreshments with their relatives if they wish. Most people take their meals from overbed/chair tables where they are seated, although we saw photographs of dining tables arranged in the lounge for celebratory meals on special day such as birthdays and Mother's Day. There is a shower on each floor. We saw an additional shower room needs refurbishing and flooring in the first-floor corridors need replacing; the manager confirmed this work is planned. The garden provides a secure space for people to sit out in good weather. Two shelters provide shade from the sun if needed.

The home is kept safe and records evidenced all safety checks and inspections of gas, electricity, fire, water, lifts and other equipment have been carried out at the required frequency. Inhouse checks are also carried out on water safety, fire safety and other health and safety areas. Recommendations previously made by the Food Standards Agency have been completed, and the provider is eager to ensure compliance and safety for all. The maintenance person is prompt to resolve any repairs or renewals required, and environment health and safety risk assessments are carried out.

## Leadership & Management — Good

People are supported to stay well and live how they wish because staff are guided by comprehensive care plans and know them well. Records evidence management monitor compliance of practice, processes and the building to keep people safe. Continued interaction between staff and those they support ensures requests and preferences are heard and met quickly. We spoke with residents and relatives who feel they are listened to and that their wishes are respected. The RI (responsible individual for the home) visits at least monthly and carried out their own checks; they also complete biannual quality of care reviews and report on what the service is doing well and where improvements could be made. They have good oversight of the service.

Staff are safely recruited because they are vetted prior to employment. References are sought and criminal record checks are carried out. All staff undergo an induction period, shadowing more experienced staff while they complete mandatory training. A range of training is provided; records show this is ongoing and many staff are due to attend further refresher training. All staff have completed moving and handling including practical training and the majority have received first aid training.

Supervision and appraisal meetings with staff, together with an open-door policy and regular staff meetings, provide plenty of opportunity to discuss work, concerns and career plans. Staff know the whistleblowing policy and what they need to do if they are unhappy with any aspect of residents' care. A policy of the month is posted on the notice board, and all staff must sign to confirm they have reviewed these. The manager and management team have undertaken additional training in dementia to gain the expertise they require to meet people's needs and are disseminating this to other staff.

Staff are happy working for the service. They shared they do not feel rushed and do feel listened to. For example, we read a copy of the team minutes in which staff had suggested additional staff in the morning would be beneficial and this was arranged. They feel their work is acknowledged and the newly implemented 'employee of the month' initiative will reinforce this. One staff shared how the manager commended them for their attributes and suggested their skills and personality would be suited to providing meaningful engagement and activities for people living here, a role they thoroughly enjoy. All staff spoken with describe the RI and manager as approachable, saying they can speak to them at any time.

# 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.**

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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