Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Alexandra House

Prestatyn

01745889179

www.alexandrahouse-supportservices.co.uk

The inspection visits for this service took place between 14/07/2026 and 23/07/2026

Service Information:

Operated by:	Alexandra House Support Services Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	4
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:

People experience good well-being outcomes; they are treated with dignity and respect and have activities available to them. People are supported to stay as healthy as possible, with systems in place to protect people in an environment that meets their needs. People are treated as individuals and can live their lives how they wish.

Care and support are good. Detailed care documentation is in place to support people's needs. The service has good systems to safeguard people, and good systems to reduce the risk of the spread of infection. Care staff treat people with kindness and compassion. Personal plans are an accurate reflection of the individual and people receive appropriate care and support.

The environment is good and meets people's needs and outcomes, enhances their well-being, and is safe. Alexandra House is decorated throughout and has enough communal space. People's rooms, as well as communal areas, are kept clean and free from hazards. People can personalise their rooms if they wish. The provider attempts to ensure the same people use the same rooms

when they come for respite care. Investment in the environment is evident.

The leadership and management of Alexandra House is good. The managers and Responsible Individual (RI) have good oversight of the service. They ensure the required staff recruitment, training, and support is undertaken and enable good-quality support and facilities are provided.

Findings:

Well-being — Good

People have choice in their daily lives. Care workers support people to make everyday decisions and know people's needs and preferences well. They know what is important to them. The provider receives information from professionals prior to people moving into the home and undertakes pre-admission assessments at "taster sessions" where people can visit the service for meals, when people get to know each other and new residents can decide if they are happy moving into the house. People's personal plans focus on people's strengths, needs, and outcomes. We saw people have a positive experience during lunch, they can have meals inside or outdoors, weather permitting. We saw people eating lunch as a group outside around a table, care staff supported people appropriately, attending to people's needs and wishes. People's dignity is respected, and they are free to have food of their choice. One person told us, "*Staff help me to choose healthy options, they point me in the right direction."* Someone else said *"I have pizza on a Friday, and I can pick whatever I want."* People confirmed they receive good support which enhances their experiences throughout the day, which we witnessed. People's independence is encouraged as they are offered choice wherever possible. We were told, *"Its good here, I go out to the park and cafes, I can have ice creams and on Monday we are going to the zoo…I get to choose where I go and what I do."* It was evident from what we saw and was told, that people at Alexandra House enjoy their time here greatly.

People are protected from harm and neglect. Care workers receive training in safeguarding, to protect vulnerable adults and appropriate training to support people effectively. There are also detailed policies and procedures in place to support this. Care workers have a good understanding of their responsibilities and know how to report any concerns they have. Personal plans and risk assessments are in place and reviewed regularly. People told us they are happy and feel safe in the home. We were also told, *"Staff help me properly, I like staying here."* The managers and the RI are visible during the day, are aware of people's requirements and speak with them regularly. Personal plans and risk assessments are in place to help reduce risks, are regularly reviewed, and keep people safe. Recruitment of care workers is robust.

People are supported to maintain their physical and emotional well-being. There is a positive culture amongst care staff. A member of the staff team said, *"I enjoy working here, this is my family…It's a very friendly team."* There is a consistent staff team which provides good continuity of support for people. We saw friendships formed, with people enjoying each other's company throughout the house. Individual personal plans are in place which reflect people's choices and how to maintain their safety.

Care & Support — Good

People are protected from abuse and harm. People are supported to be safe and have risk assessments in place where needed. People we spoke with confirmed they feel safe at Alexandra House. One person said, *"I am happy when I come here and I feel safe around staff."* The provider understands the legal requirements of caring for vulnerable people and makes referrals to the local authority safeguarding team when required. Managers monitor safeguarding referrals.

People experience good care and support which ensures they meet their well-being outcomes. Care is outcome and needs focused, which promotes the development of routine and structures in line with people's preferences. Personal plans are needs and outcomes based, give a clear picture of the person, and are reviewed regularly. Care staff follow these to ensure good quality person-centred care and support is delivered. People's outcomes are clear, and they are supported by care staff to ensure their outcomes and goals are met. One person told us, *"I am currently looking to move out of my parents' home and staff are getting me ready for this…I do housework…staff take me shopping and I write my own lists…I bake and staff help me with the list of ingredients and go shopping with me for these."* Throughout the inspection we observed positive interactions between people and care staff, who clearly know the people they support, this was confirmed by those we spoke with. People are well kempt. We were told, *"Staff help me wash and I get involved in the laundry, I enjoy pegging out." "Staff help me with my personal care."* People confirmed they were supported and spoken to appropriately and treated with dignity and respect.

People are referred for appropriate appointments at the right time and recommendations for care and treatment by other professionals are conducted as directed. This was confirmed by records we viewed. We saw personal plans are updated with any changes in health conditions and there are clear protocols to follow to maintain people's health and wellbeing. Health monitoring, such as skin integrity, is completed in line with personal plans. People's medication is safely managed, administered as prescribed and stored securely. Only appropriately trained care staff can administer medication.

The provider is working towards the Active offer of the Welsh Language. Documentation can be translated into Welsh upon request. People's language preferences are discussed prior to moving into Alexandra House, and a Welsh speaking member of care staff is employed who does converse in Welsh with one of the people using the service. The provider also encourages staff to learn Welsh.

Environment

Good

Alexandra House is situated on the outskirts of Prestatyn town centre, in a residential area just a short walk from the promenade. The home is set over two floors.

Alexandra House is clean, comfortable and provides an environment where people's well-being and outcomes are met. The decoration and flooring in both people's rooms and communal areas are of a high standard. Improvements to the service have been made and include a bathroom being fully refurbished, new carpets have been laid in some areas, and wash hand basins have been replaced. Parts of the house have recently been re-decorated and significant works to the roof of the house and windows has recently been completed. There are communal areas, a craft room, and a sensory room, where people spend time in the company of others, alone, or people can remain in their own room should they wish to have privacy. People have their own rooms and can personalise their room to their preference with their own belongings, which helps people to feel at home. Communal areas, bathrooms, and toilet facilities are kept clean. Externally, the back garden is laid to grass. It is secure, has planters and flower borders, and a rabbit hutch with two rabbits, which staff look after. There is a patio area with a dining table, chairs, and parasol which we saw people using. It is a positive environment which people can enjoy.

People live in an environment which is safe, with appropriate and well-maintained facilities and equipment. There are safe and effective systems in place to maintain and manage the accommodation to consistently meet people's needs. Regular servicing and environmental checks, such as checks of electrics, gas and water are undertaken to ensure the safety and well-being of people using the service. Care staff are trained in fire safety, and regular fire checks are undertaken, to keep people as safe as possible. Significant investment has been made to the home.

Alexandra House has been awarded a score of five, by the Food Standards Agency, the highest score available, which suggests standards of cleanliness and hygiene in the kitchen are very good. Care staff and some people living at the service, as part of their planned support, ensure the home is kept clean and tidy, which we observed it is. Laundry facilities are suitable for the size of the home and there are systems in place to reduce the infection control risks.

Leadership & Management — Good

People live at a service which is well organised and has good leadership oversight. The provider has a team of care staff who have daily support from a manager and RI. One member of care staff told us that staff work well as a team. There are regular meetings between the RI, manager and the staff team to keep them informed. Care staff and people living at the service gave positive feedback about the RI and managers, with care staff saying they are *"Lovely… They are approachable and you can talk about issues to them,"* "M*anagers are brilliant, they help with anything…listen to what you need…they want what is best for the house and people living here, they listen to staff ideas."* There are effective systems in place to monitor quality. This is conducted through audits of different areas of the service, visits by the RI, and gaining feedback from people and their representatives. Managers have a comprehensive suite of audits which are completed on a regular basis to measure the quality of the service. The RI creates reports every three months, following visits, to evidence what areas they have looked at and what actions are needed. The RI's six-monthly quality report is also undertaken. The service also conducts its own quality assurance audit on a six-monthly basis to gather the opinions of stakeholders. There are detailed policies and procedures in place to guide staff in how to support people effectively and safely, and these are reviewed and updated as required. People and staff can be assured they have access to relevant information.

People are supported by care staff who are safely recruited, well trained and professionally registered. Pre employment checks are conducted before a person begins working at the service, which includes a disclosure and barring service (DBS) check and obtaining appropriate references. This is to ensure people are safe and appropriate to work with adults at risk. Staff complete an induction, and all staff are registered with Social Care Wales, the workforce regulator. We reviewed training records and found staff complete mandatory training in several areas including autism, handling violence and aggression, food safety, fire awareness, moving and handling, safeguarding, and medication. All staff receive regular one to one supervision and appraisals. Team meetings are also held. This helps identify any training needs, performance, and concerns to support ongoing development and ensure people receive the support they require. Care staff confirm training they received was appropriate for the people they support. Care staff are employed in appropriate numbers; this was confirmed by records we saw, and staffing numbers on the day of 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.

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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