



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Woodlee - Short-term care



Buckley



01244545351



www.flintshire.gov.uk

The inspection visit took place on 09/02/2026

Service Information:

Operated by:	Flintshire County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability
Registered places:	3
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Woodlee is a short-term respite service for people with a learning disability situated in Buckley. It is a bungalow adapted for the needs of people with mobility issues in a quiet residential area. It is within walking distance of the town centre, in which there are shops, cafes and public houses. The service is homely and comfortable throughout, providing a 'home from home' feeling for people during their stays.

People are treated with dignity and respect by support staff who know them well. They know people's routines and preferences and people can enjoy good wellbeing outcomes during their stay. A good level of care and support is delivered by skilled and qualified support staff. The team is supported by a manager and deputy manager, who visit the services regularly and provide good oversight.

Findings:



Well-being

Good

People are treated with dignity and respect. They are supported to identify their own well-being outcomes and encouraged to use and build on their strengths. When visiting the service people can decide whether they wish to maintain their normal routines or take a break from them to try some different activities. Support staff prepare for each guest's arrival, and the food shopping reflects their individual tastes and preferences. People are asked what they would like for each meal, and where possible are encouraged to try some healthy options. The manager considers the compatibility of people when organising their respite stays. People who have formed friendships are matched so they can enjoy each other's company during their stay. The service has a wheelchair accessible vehicle, enabling support staff to take people on trips out. They can engage in activities of their choice, spending time in their room or communal areas as they wish. People are supported to do what they can for themselves, with staff supporting and encouraging their independence and control.

People are safeguarded from abuse and neglect. Any incidents or accidents are dealt with promptly. Support staff ensure the manager and families are made aware of any notifiable incidents and risk assessments are reviewed and updated as needed. People have formed positive relationships with their support staff and the management of the service, based on mutual trust and respect. They feel confident to raise any issues or concerns, knowing they will be listened to and their views taken seriously. Relatives report good communication and positive relationships with staff and management. Support staff seek the views of relatives prior to each visit, and relatives are welcome to visit at any time. Relatives told us they have "*peace of mind*" when they use this respite service as they know people are well cared for and look forward to their visits.

The service provider excels in supporting people to form friendships. Support staff know people well and follow communication plans to ensure there is good communication with people. They host a weekly community disco for people who use the service and the local community. This provides an opportunity for people to get to know support staff before they stay at the service and maintain contact with each other between their visits. When people are assessed for the service their preferences for a service in English or Welsh is considered. Some support staff have Welsh language skills, and they would be matched to people with a preference for a Welsh speaker where possible. Documents can be produced in Welsh.



Care & Support

Good

People's personal plans are strengths based, outlining how staff should support them to achieve their wellbeing outcomes. They consistently include their preferences, routines, and beliefs. People we spoke with during inspection were able to confirm their personal plans correctly recorded any likes/ dislikes, interests, and hobbies. Communication plans contain clear details about how people communicate different feelings, or requests, and following these supported our communication with people during inspection. Support staff follow personal plans to ensure they are delivering person centred care. They are also able to follow clear and detailed positive behaviour support plans. These enable support staff to identify and avoid potential triggers and support and reassure people if they become agitated or distressed.

There are risk assessments in place for any identified risks, and these are reviewed to ensure they remain current and up to date. Personal plans are reviewed prior to each visit to the service, with support staff keeping pre visit notes which record any changes. These are then updated in the personal plan by the manager. Keyworkers are assigned to each person, and where possible they attend annual reviews with social care professionals, ensuring good communication around any changes and updates in people's care and support needs.

People feel safe and secure, knowing that support staff act in accordance with their safeguarding responsibilities. There have been no safeguarding incidents since the last inspection, and support staff are aware of their duty to report any incidents. They are confident to do so, knowing that management will act on any concerns. People have clear personal emergency evacuation plans in place, detailing any support required in the event of an emergency evacuation of the building. Medication is safely managed with clear records, including details of any allergies. Support staff ensure medication is counted in and out for each visit.

Staff are trained, understand and implement safe practices to prevent infection. They have access to personal protective equipment (PPE) and use this effectively. They ensure good hygiene practices are maintained and complete regular checks, such as fridge, freezer, and hot food temperature checks to reduce the risk of infection. One member of staff is an infection control champion of the service.



Environment

Good

People stay in a warm and comfortable service, with suitable furnishings and equipment to meet their needs. There are homely and comfortable communal areas for people to spend time in. They can bring their belongings to help them feel comfortable during their stay, such as photos, soft toys, books, and DVDs. There are photos of people enjoying their visits on display as well as crafts people have made during their visits.

There is a dining room at which people can socialise at mealtimes if they choose. The service has a well-maintained garden with comfortable seating. There is a vegetable planter and people can contribute to growing vegetables in the warmer months if they choose. There is moving and handling and specialist equipment to meet the varied needs of people who stay at the home. This includes ceiling hoists in two bedrooms and the lounge, a specialist bath and walk in shower. There is plenty of space for wheelchair users to mobilise around the property. An upgrade is being made to the broadband connection to ensure there is a strong Wi-Fi connection for people to access.

The service provider ensures regular servicing, maintenance and immediate repairs of the property are completed. We saw certification of electrical and gas safety. Fire and water safety checks are completed regularly. Fire safety equipment is serviced to ensure it is in good working order. Health and safety checks are completed weekly, with a more thorough monthly check to ensure the property is safe and secure. Support staff have checklists to follow to ensure a good standard of cleanliness is maintained.



Leadership & Management

Good

The service provider's oversight and governance arrangements foster a positive and compassionate culture in the service. The deputy manager completes regular audit visits, checking the premises, medication storage and records and personal plans. This is to ensure a good standard of care and support is maintained.

Team meetings provide an opportunity for staff to raise any issues or concerns as well as discussing how the service is running and sharing any updates. Support staff gave us positive feedback, telling us they enjoyed their roles and felt well supported by management. They feel they work in a good team and have honest and open working relationships with their colleagues. Support staff have opportunities to progress in their roles, where possible, such as undertaking champion roles.

The responsible individual (RI) completes visits to the service at least every three months. They speak to people and staff who are on site during the visits, for their views. They consider a selection of records, such as accidents and incidents and inspect the premises. They also complete a six-monthly quality of care review. This quality review is based around the feedback from people and their relative's making this a person-centred review of the service, considering what is working well and areas for improvement. They clearly indicate the RI's commitment to continuous improvements for the service.

People have their personal outcomes met because there are enough suitable qualified and trained staff to deliver good quality care and support. The rota is planned to meet the differing needs of people visiting the service. New staff are required to undergo recruitment checks, such as disclosure and barring service and reference checks. They are also required to complete an induction, and all staff are required to register with Social Care Wales, the workforce regulator. Support staff receive four supervision sessions each year and an annual appraisal to consider any learning and development needs. They receive regular training, both online and face to face. Support staff are up to date with the majority of their core training and many have received specialist training in areas such as diabetes and dysphagia. The manager is considering accessing training in areas such as positive behaviour support and autism for support staff to further develop their knowledge and skills.

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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