



Willowdale Care Home



Willowdale Residential Home Ltd, 112 Chester Road, Buckley, CH7 3AH



01244 547266



www.yourhealthgroup.co.uk

Date(s) of inspection visit(s):

23/06/2025

Service Information:

Operated by:	Willowdale Residential Homes Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	28
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service 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:

Willowdale is a residential care home situated in Buckley, Flintshire. It is registered to provide accommodation and personal care for up to twenty-eight people.

People's well-being outcomes are good as care staff know the people they support well, they know what is important to them and follow detailed personal plans. Care staff support people to understand their rights and maximise their independence.

People live in an environment which is good and suits their needs. The home is clean and comfortable. The provider undertakes regular maintenance and repairs, and ensures the environment is safe.

The service is well-led and has a positive culture of promoting the well-being of supported people and staff. Improvements have been made since the last inspection and the service is now fully compliant with regulations. A new manager has been appointed who has the skills and knowledge required to run the service effectively. There are suitable governance and quality assurance

systems in place helping the service operate smoothly. Care staff receive training relevant to the needs of the people they care for and receive the required level of formal support.

Findings:



Well-being

Good

The service promotes people's physical and mental well-being. There is a homely atmosphere that gives people a sense of belonging. People have meaningful interactions with others and value the relationships they have built. Care staff have a good understanding of people's needs. They encourage people to maintain a healthy, varied diet and act upon any health concerns. Safe medication systems ensure people consistently receive their prescribed medicines. Care staff have access to accurate, up to date guidance for meeting people's care and support needs. Records show people receive care in line with their personal plans.

There are measures in place to help protect people from harm. The management team monitors practice closely and carry out regular audits to ensure good standards of care are maintained. The Responsible Individual (RI) oversees the management of the service setting and reviewing actions for improvement. Suitable staffing levels are maintained to ensure people receive prompt, appropriate care. Care staff have completed safeguarding training and know how to report concerns about people's welfare. The home has equipment and facilities that help keep people safe.

People have influence over the service they receive. They are involved in developing and reviewing their personal plans. The format and quality of these has improved so they provide a clearer picture of people's backgrounds and preferences. Care staff respect people's routines and support them to do things they enjoy. People have a choice if they want a bath or shower and this monitored by the management team. The provider is working towards the Active Welsh Offer.

The home provides spacious accommodation with a variety of communal spaces for people to sit and spend their day. People are satisfied with the design and facilities within their bedrooms, which they can personalise as they wish. There are systems in place for ensuring the home and its facilities are properly maintained. Outside space provides seating and shelter for those wanting to spend time in the quiet courtyard.



Care & Support

Good

The service has improved its care planning and review process. Management assesses people's needs before they move into the service to ensure it is suitable for them. These assessments are used to develop personal plans, along with the care and support plans provided by commissioners. The management has introduced more detailed, person-centred care documentation. We found people's care records to be well organised, accurate and up to date. The service works with members of the multi-disciplinary team to manage risks to people's safety and well-being and ensure they are being supported in the least restrictive way. Care staff keep recordings of how people have spent their days.

The service actively promotes people's health and well-being. Care staff ensure people receive input from the relevant medical and specialist services. Accidents and incidents are dealt with appropriately and routinely audited by the management team so any lessons can be learned. The manager rigorously monitors medication systems. People take part in fun and rewarding activities which include armchair exercises, quizzes, cooking, arts and crafts, bingo and an array of board games.

People are complimentary about the quality and range of food and drink on offer. People have a say in what meals are provided as menus are discussed during resident and family meetings. We saw people eating in various places, as desired. Records of what people eat, and drink are kept. These show that people experience a varied, balanced diet overall. People's weight is regularly monitored, and medication records show that people receive their prescribed nutritional supplements. The manager completes monthly audits so any concerns about people's nutrition can be acted upon quickly.

The service has organised systems for managing medication. Medicines are stored securely and at appropriate temperatures. Records show people consistently receive their prescribed medicines. The service ensures care staff are suitably trained and competent before administering any medication. Regular stock checks allow any issues to be dealt with quickly. Management also completes audits to ensure correct procedures are being followed.

People receive a consistently good standard of care and support. Care staff are visible and attentive to people's physical and emotional needs. We saw care staff supporting people with kindness and sensitivity, acknowledging what mattered to them most. Their calm approach and effective support strategies have a positive impact on people's emotional well-being. Call bell response time is monitored by management and people who are at risk of developing pressure damage are repositioned as prescribed in their personal plan and risk assessment.



Environment

Good

People live in comfortable, homely accommodation that has the facilities to meet their needs. Communal rooms are sociable spaces where people spend much of their time. One person told us they like to sit in the lounge and watch the activity around them. We saw care staff directing people as they moved between private and communal rooms. People can personalise their private rooms with furniture and furnishings. Bedrooms are thoughtfully furnished and laid out, considering people's individual needs and preferences. Rooms are redecorated when they become vacant, so they are clean and bright for any future occupants. There is a private courtyard with ample garden furniture and shelter for people to sit under. Separate dining facilities accommodate those who want to use it, but people can choose to eat in their rooms as they have their own tables.

People live in a safe environment. A keycode system prevents unauthorised access to the building and helps keep people safe as they move around. There are organised maintenance systems with clear lines of communication, so any repairs are logged and completed in good time. The service employs a maintenance person to complete general repairs and upgrades plus routine health and safety checks. External contractors are used to complete specialist works. We saw care staff using equipment to support people in a safe, calm and confident manner. Records confirm that specialist equipment is serviced and inspected within recommended timescales. We saw the kitchen is clean and well organised; the Food Standards Agency has recently awarded the kitchen a rating of 5 which is the best it can be. There is an ongoing refurbishment programme in place, and we saw one bedroom being decorated. Management is looking at ways to protect the walls as some were scuffed from equipment knocking them.



Leadership & Management

Good

There are effective systems in place for monitoring the quality of the service. A home improvement plan has driven positive change following the implementation of internal audits. The RI ensures managers have the support they need to implement the actions within the plan. The RI reflects on progress during formal visits to the service, which are carried out three-monthly, or sooner. The home has experienced recent management changes. The operations manager will remain in post until a newly appointed permanent manager settles into the role. Information about the service is readily available. Staff are clear about how to report safeguarding and whistle blowing concerns. They know how to access policies and procedures, which are kept under review. These are discussed during staff induction and supervision processes. There are effective quality assurance measures in place. These include six-monthly quality of care reviews. The RI assesses standards at the service and continuously sets and reviews actions for improvement. The service has received numerous compliments about the quality-of-care staff provide. Managers deal with complaints in line with the service's complaints policy. The RI's oversight in managing people's finances has improved with the financial policy been reviewed.

People are supported by appropriate numbers of staff who have been vetted and receive support in their work. All staff receive supervision in their role to help them reflect on their practice and to make sure their professional competence is maintained. Appropriate recruitment checks to ensure all staff are suitably fit to work with vulnerable adults are in place. This includes Disclosure and Barring Service, and identity checks along with references to confirm applicants are of good character. There is now a new staff induction document which is detailed. Care staff are encouraged to learn and develop their practice; records show staff have completed a range of mandatory and specialist training.

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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