



## Glasfryn Terrace



Denbigh



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[www.mentalhealthcare-uk.com/](http://www.mentalhealthcare-uk.com/)

Date(s) of inspection visit(s):

11/04/2025

### Service Information:

Operated by:	Mental Health Care (Community) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability, Provision for mental health
Registered places:	3
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

## Ratings:



Well-being

**Excellent**



Care & Support

**Excellent**



Environment

**Excellent**



Leadership & Management

**Excellent**

## Summary:

Glasfryn is a small care home accommodating up to three people. This is two terraced houses with a large shared, private garden. Glasfryn has been highly personalised, and creative adjustments have been made both inside and outside to best suit the needs of all the people living there. It is well located, providing easy access to the local town and transport links, promoting independence.

People benefit from high quality care and support offered by a small, well established, skilled and committed staff team who provide stability, consistency and foster positive and trusting relationships. The management and staff team are exemplary at consistently promoting people's wellbeing, supporting them to take control, have real ownership of their personal plans and successfully achieve their goals and ambitions. Staff are matched to support people based on their shared interests and personalities and they complete a wide variety of training and apply their learning to practice.

The leadership and management is outstanding, ensuring excellent oversight of the service. The RI is extremely involved, visiting and spending quality time with people, valuing them and their feedback to make improvements to the service. The manager is passionate, enthusiastic and proud of people and staff and is always looking for creative ways to engage and involve them in what happens next.

## Findings:



### Well-being

Excellent

People are fully supported to be healthy, keep themselves safe and take real control of their lives. Their health is improving and they achieve goals by making changes to their lifestyles in a fun, creative way, including joining classes, making charts and monitoring their own progress. They are kept well informed, increasing their knowledge and understanding about looking after themselves and staying safe. House meetings are highly creative, ensuring people attend, have fun and learn at the same time. People and staff take a photo of everyone together at each meeting which is put in a scrap book along with what fun and educational activity took place. Meetings are also held in different places to learn more about foods, cultures and traditions. The Active offer of Welsh is promoted and forms part of the agenda at meetings to remind people and staff about Welsh culture and heritage. Care staff are excellent at encouraging and supporting people to pursue their own special interests. The staff team and manager are highly creative in finding new things for people to try, further enhancing their quality of life. People's independence is promoted, building on their skills and confidence to live more independently now and make plans for their future

People significantly benefit from safe and healthy relationships. Close friendships have formed between people living at Glasfryn and there is a genuine fondness for each other. They told us they enjoy living there and being with their friends who look out for them. They like to socialise together and celebrate their birthdays and achievements. They keep in contact with people who are important to them and have opportunities to make new friends. People have trusting relationships with staff and consider them to be more like a family. People told us *"The staff give me everything, kindness and care, they are all very thoughtful, I am very touched"* and *"I don't know what to say, I just love living at Glasfryn"*. Relatives commented on friendly staff who make them feel welcome whenever they go to visit.

People are safe and protected from abuse and neglect. A person told us they feel safe living there. They feel comfortable raising any issues and regularly contact the manager using their own mobile phones or send emails on a daily basis. House meetings include discussions on safeguarding for people to understand more about it.



People receive excellent care and support to achieve their personal goals. Personal plans are comprehensive and extremely person-centred. People personalise their own plans which are in a format they can understand and agree to. They are in control of making changes to their plans, recording what they have changed and why. There is comprehensive information about people's health needs, contact with professionals and any advice sought. A highly skilled staff team are proactive at noticing changes so support can be adjusted and professionals contacted promptly. Care staff accompany people to appointments if they want them to. People's goals include taking control of their own health and wellbeing, living healthier lifestyles, making informed choices and taking positive risks. People have been consulted about the use of the term 'risk' which has been changed to 'proactive plans' as this is more positive. People told us, *"The staff are wonderful, and they do the best job ever and they just come and check on me and that's all they need to do"*. Relatives said their family member is happy being there and *"Loves all the staff"*. Surveys from people, relatives, professionals and staff consider the care and support to be excellent.

People successfully achieve their personal goals and ambitions. They enjoy spending each day doing the things they want to do. They use their mobile phones to take photos when they think they have achieved a goal or are making progress, which the manager prints out for them. A person told us *"Everything's better"* and the manager showed us their scrap book talking through all the things they have been doing and photographs of this. Another person had been supported to return to where they had grown up to see their old home and neighbourhood again and reminisce with staff about this. People's lives are significantly enhanced by having new experiences, making plans and always having something to look forward to. Examples include going on the ferry, plane and train for the first time, visiting sports stadiums, concerts, trialling camping in the garden and going on holidays.

People are protected from harm and abuse. They told us they are happy where they live, they like the staff who support them and can talk to the manager about any issues. Care staff receive training in safeguarding with policies in place. Relatives told us if they have anything to ask, it is taken on board and they sort things out. People have discussed safeguarding in their house meeting and know who to speak to.

Peoples risk to infection is safely managed. Care Workers complete training in infection control with policies in place for them to follow. Many audits are completed to identify and address any issues and people also engage in activities such as good hand hygiene.



## Environment

**Excellent**

Glasfryn provides a highly personalised and homely environment. Both homes have been changed to meet people's needs more effectively. The RI has invested in the homes to further enhance them with new flooring, back doors, sofas, chairs and general redecoration. New kitchens are being fitted. A person told us of their exact requirements for their kitchen which is due to be done next, they have chosen their colour scheme and are excited about this. The use of a room has been changed and relocated, creating a much larger bathroom area and the office has been turned into a small study for the person to use. When work is carried out arrangements are made for people to go on holiday to reduce any disruption.

The interior and exterior of the properties reflect each person's personalities and preferences. Research has been carried out on colour schemes to enhance people's wellbeing and create a calm and relaxing environment for them. Lounges are personalised including pieces of artwork people have created or chosen. People's rooms include murals and sensory lighting. There is creative use of technology to increase independence for example electronic devices for audio books, music and other entertainment which are available in different areas of their homes. People also talk about all their gadgets. The manager spoke of the importance of first impressions and people are proud of where they live. Professionals commented on excellent accommodation that meets individual's needs.

The garden area has been maximised and creatively designed to encourage people to spend time outdoors which significantly contributes to their general wellbeing. A large, tiered garden provides an attractive area with flower garlands, sensory lights and other decorations. The garden is also decorated for people to enjoy events such as Halloween. Benches are painted in people's preferred colours encouraging them to sit outside with others or on their own. A small bench has been placed at the front of the homes where people now enjoy sitting and chatting with their neighbours as they pass by. Garden research has been carried out to better understand colour preferences which can impact on people's moods and emotions. A herb and flower garden has been created for people to tend to from research into therapeutic activities.

Risks to health and safety are quickly identified, mitigated and reduced. Personal emergency evacuation plans are recorded to assist people to leave in the event of an emergency. Environmental checks and comprehensive audits help to identify any areas for improvement. The manager has discussions with people during house meetings and walks around with them to talk about any issues in their homes.



People are supported by highly skilled and dedicated care staff who are superb at effectively meeting people's care and support needs. Robust recruitment processes are followed and care workers are matched with people with similar interests and personalities. People enjoy being supported by all the staff and the manager with lots of laughter, jokes and memories being made. Care staff consider their opportunities to learn and develop as either excellent or good. A wide variety of training is provided to increase their knowledge and skills, continuously learning, reflecting and putting this into practice. Professionals commented on "*Skilled, caring, supportive staff*" and the "*Professionalism of staff*". Staff consistently told us they feel very well supported and there is a workforce wellbeing focus group to obtain and act on any feedback. Staff supervisions encourage them to share positive stories of any achievements. Staff meetings have changed to include presentations to improve the overall experience for staff members offering a place for reflection and contribution.

The manager is dedicated, enthusiastic and passionate about continuing to improve people's lives. They have created pictorial information for people to aid understanding and made personalised calendars with photos for each person to remind them of all the good times. They have also received two awards for their contributions to the care sector. The manager told us they feel supported and are proud of Glasfryn, they told us they "*Love managing*" and "*Love my job*".

The service provider has excellent organisational arrangements, governance and oversight to ensure a high-quality service for all. A variety of different meetings and focus groups are held to continually improve upon practice. The RI meets with other RIs to provide support and share best practice and has been a guest speaker at a community care event. The RI is extremely committed and fully involved with what is happening. They take an active interest in what people are doing and show up for all the important moments in their lives. The manager told us the RI "*Always makes the extra effort*". On the day we visited the RI had called in to have a drink and spend time with a person. The RI organised an awards event for people to celebrate their achievements and contributions. The RI and manager are making improvements to the service with a clear commitment to moving it forward. The manager told us the RI is the "*Best support I've ever had*" and it has "*Been brilliant, work well together at improving services*". Professionals commented on an "*Excellent service provider, who enables tailored support to individuals to meet their needs*".

## 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.

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