



## Garth



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 mental health
Registered places:	2
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:

Garth is a small care home, accommodating up to two people. Adjustments have been made to ensure the environment suits peoples needs both inside and outside. It is well located providing easy access to the local town and transport links, promoting independence.

People receive high quality care and support and told us they are happy living at Garth. Personal plans are extremely detailed and personalised. People are provided with information they can understand, make their own decisions and take control of their life. A well-established staff team provide encouragement and positivity to keep people motivated and achieving their different goals.

People benefit from positive friendships with one another, have opportunities to make new friends and experience stability and trusting relationships with a small, stable staff team supporting them. Care staff are highly skilled and supported in their roles, complete a variety of training to increase their knowledge and put this into practice.

There is excellent oversight of the service which offers consistently high-quality care and support for people. The RI spends quality time with people, visiting them, listening to what they have to say and is there for the special moments in their lives. The RI and manager are extremely committed and enthusiastic, working together to continually improve the service for people and care staff.

## Findings:



### Well-being

Excellent

People are healthy, safe and have very strong control over their lives. A lot of information is provided in easy read pictorial formats for different people to understand. Records of health appointments and contact with professionals is clearly recorded to show people's needs are being well met. People are involved in discussions and activities about looking after themselves, staying healthy and keeping safe. They can make changes in their lives and are involved in what happens both now and in their future. Encouragement is also offered to develop their skills towards more independent living. House meetings are highly creative offering both fun and educational sessions to encourage people to actively participate. At each meeting people and care staff take a photo of themselves recreating scenes from television programmes which is done in good humour and is very memorable. Scrap books record all house meetings with fun activities including games, quizzes and educational activities such as learning about a person's special interest in objects and the history of this, different landmarks and discussions about equality and diversity, voting and inspections. House meetings take place in different places as an opportunity to learn more about wherever people are visiting. The Active offer of Welsh is promoted and people and care staff are reminded about Welsh culture and heritage through house and staff meetings.

People's goals are being successfully achieved which increases their confidence, self-esteem and motivation. They have plenty of things to look forward to with a proactive and creative staff team and manager who identify new experiences and opportunities for them to try.

People significantly benefit from positive and trusting relationships with the people they live with and care staff supporting them. They choose to spend time together on activities, celebrating special events as well as following their own hobbies and special interests. There are plenty of opportunities to make new friends and socialise with other people. They keep in contact with those who are important to them. People have positive relationships with staff they trust. Care staff commented on the friendliness of staff and people and said, "*The atmosphere is always friendly and happy*". We heard lots of laughter between people and care staff.

People are safe and protected from abuse and neglect. There are safeguarding policies, care staff receive training and people are provided with information to keep themselves and others safe. They told us if they are not happy, they can say so.



People receive excellent care and support to achieve their personal goals. Personal plans are personalised and written and agreed with people. Plans are tailored to each individual, setting out their preferences which are well respected by staff. Information is provided in a format people can understand including pictorial plans, communication passports, health information and activity planners. People attend their reviews and talk about what is working and what they want to change. People's goals include improving their own health and wellbeing and they are making well informed decisions. Care staff identify changes quickly and offer the right support and contact professionals for advice when needed. Staff comments on what works well include *"Promoting exercise"*. A person told us they sit down with a member of staff and plan lots of walking locally. The manager spoke about heart foundation month and Cardiopulmonary Resuscitation was discussed with people and why machines are available as well as the training needed use them. Medication management meetings and audits ensure any issues are addressed. Staff surveys informed us that the care and support provided at Garth is excellent.

People's goals and ambitions are being successfully achieved and these are collated in scrap books along with photographs. They benefit from trying new experiences to further enhance their lives and always have things to look forward to. Examples include driving a vehicle and attending the Grand Prix. Staff commented *"Each month, the residents are creating positive memories and having first time, lifetime experiences"*. The manager told us *"I think overall, the residents are just so happy and living life to the full"* and *"I am so proud of spending each day with these residents and ensuring they live their best possible lives"*. People benefit from going to work, visiting different places and pursuing special interests which are actively encouraged and fully supported by staff. Staff told us people are *"Active in the local community and they learn new skills all the time"*.

People are protected from harm and abuse. There are policies and procedures in place and discussions are held in house meetings about reporting concerns and safeguarding. After consultation with people living at Garth proactive plans have been completed instead of risk assessments as this is more positive.

Peoples risk to infection is safely managed. Staff training and policies are in place for infection control and audits identify any issues. House meetings also include discussions on topics and practical sessions for example on good hand hygiene.



## Environment

Excellent

People benefit from living in a home which is highly personalised and changed to suit their different needs. There is a new spacious kitchen to encourage people to increase their skills and independence with making their own meals and working towards achieving this goal. Staff comments include *"The home is an ideal setting to help residents feel comfortable and confident in their own abilities"*. People have their own lounges which are decorated to their individual tastes with items they enjoy surrounding them. Adjustments have been made to change over lounges to best suit the people living there and their preferences for either being social or preferring peace and quiet. A person showed us their room which is highly personalised and they spoke about the wall art they had. All new bedroom furniture has been purchased with walls painted the colour they had asked for. They told us, *"Got everything I want in my room"*. Input from a professional has been sought to help organise a person's room in a better way. Creative solutions have been found to display extensive personal collections in their room. People told us they like how their home looks *"I absolutely love it, happy, cosy, suits me"*. Care staff comments include *"The house is a home"*.

The outdoor space has been minimalised to provide a low maintenance garden area for people to access in keeping with what they want and their lifestyle. There is a picnic bench for people to sit out and enjoy the good weather and potted plants for decoration.

Risks to health and safety are identified, mitigated and reduced. Personal emergency evacuation plans are in place to ensure people are able to leave their home safely in an emergency situation. Checks on the environment and lots of audits are carried out to look at and address any issues. The manager does a walk around the home each week and discusses with people anything that is needed. House meeting topics also include recycling and their responsibilities for this.



People are supported by a highly skilled and dedicated staff team who are extremely effective in meeting their care and support needs. Robust recruitment processes are in place and care staff are matched with people sharing similar interests and personality traits. Care staff consider their opportunities to learn and develop as either excellent or good. They complete training in many different areas to ensure they have the knowledge and skills they need. Care staff commented on *“The personal development opportunities, and the general good feeling this job brings!”*

Care staff feel very well supported and told us about a *“Good working team”*, *“The team are well trained, experienced and most of all caring”* and *“The boss and team work well and are hardworking and caring”*. Staff supervisions offer opportunities for them to share any positive stories or achievements. Changes have been made to staff meetings to include presentations to promote more contribution and engagement. They offer a time for reflection and discussion including any lessons learnt. Care staff said they would recommend working here because *“The team and manager are all very approachable, friendly and knowledgeable. Each member of the team brings something new to the table which everyone learns from”*. Different focus groups are held to make improvements to the service, this includes a workforce wellbeing group.

The manager is committed, enthusiastic and passionate about further enhancing people’s lives. They have created pictorial information to support people to fully understand and make their own decisions. The manager has been presented with two awards for their contributions to the care sector. They are proud and highly complimentary about people living at Gath and the staff team. Care staff comments also include *“I find myself highly lucky to be involved with such a great service as Garth, and love coming to work each and every day”*.

The service provider has excellent organisational arrangements, governance and oversight to ensure a high-quality service for all. The RI and manager constantly look at ways to move the service forward and continually improve it. There are many meetings taking place and focus groups to obtain and act on feedback. The RI takes part in monthly meetings with other RIs to support and share best practice. They have also been a guest speaker at an external event sharing their experiences with others. The RI is actively involved in everything that goes on and takes time to make sure they are there for any memorable times to share them with people. The RI arranged an awards ceremony for people to recognise their contributions and celebrate their many achievements. Care staff commented on *“The quality and care and support the residents receive, in an excellent environment surrounded by caring loving people”*.

## 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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