



Holland House and Villas



Holland House and Villas, 11-15 Lenten Pool, Denbigh, LL16 3LG



01824814372



www.mentalhealthcare-uk.com/

Date(s) of inspection visit(s):

05/06/2025

Service Information:

Operated by:	Mental Health Care (Clwyd) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	11
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:

Holland House and Villas is a residential service for eleven adults. Accommodation is highly personalised, which is provided in two terrace houses with creative use of a shared garden area. It is located close to local amenities with good transport links which supports people's independence.

People benefit from high quality, compassionate care and support offered by staff they know and trust. They are supported to look after their own health and safety and understand the choices they make. They are increasing their skills, independence and confidence preparing them to move on in their lives, achieve their goals and have new experiences. They have opportunities to build and maintain positive relationships and friendships with others. People told us they feel safe and they look out for one another.

There is a highly skilled staff team who feel very well supported and trained in their roles and staff told us they have opportunities for career progression. They are complimentary about the

management and staff team and told us *"It's a great place to work. Positive, safe and happy atmosphere"*.

There is excellent and extensive oversight of the service by the Responsible Individual (RI) who regularly visits, spends time with people and is there for important moments in their lives. The manager is well supported by the RI and they are both dedicated and enthusiastic about continually improving the service.

Findings:



Well-being

Excellent

People are successfully supported to live healthily and safely with significant control over their lives. They are empowered to make choices about their health and wellbeing and to understand how this may affect them. Arrangements are made to ensure visits to appointments consider each person's particular needs and any anxieties. The manager carries out research to better understand people's conditions, adapting their care and support as needed and has discussions with them about their experiences. People take control of their own learning, completing training to help themselves and others for example epilepsy and first aid training. They are treated with dignity and respect and made aware of their rights. Staff commented on *"Emphasising independence and choice making"* and *"We go above and beyond in making sure residents have a voice"*. Relatives told us people are happy and have *"Got a choice of whatever they want to do"* and *"They have got their freedom"*. There is a strong commitment to promoting the active offer of Welsh. People, staff and the activity person spoke about Welsh sessions being hosted by an individual who lives there. Staff commented *"The introduction of Welsh classes and prompting Welsh in the service, we are always seeking new ways to prompt Welsh language"*.

People's emotional wellbeing is excellent because they experience positive and trusting relationships with others. They are supported to maintain and also reconnect with family members in different ways. Relatives told us when they visit, they are *"100% made to feel welcome"* and staff are *"Part of the family"*. A stable, dedicated staff team build trusting and positive relationships with people. We saw people spending time with staff who provided reassurance, company and a sense of humour. The activities person spoke about building relationships between people living together and introducing more group activities to encourage their participation. Staff commented *"The residents are thriving in their home environment, actively working towards and achieving their personal goals"*. People have pets which are extremely important to them and considered to be part of their family. Bereavement counselling is offered to support people through the loss of loved ones as well as other supportive measures so they can move forward in their lives.

People are safe and protected from harm. They told us it is a *"Safe place"*, *"I love it here"* and *"This is my home"*. People are able to raise concerns and said management are approachable. Posters remind people to speak up and about how to make a complaint. Residents meeting include different topics such as human rights, complaints and safeguarding. Staff said, *"The residents trust the manager and they know they feel safe and if they need to speak out they will"*.



People have accurate and up to date personal plans which are extremely person centred and produced in a format they can understand. Creative ways for example the use of virtual meetings have been requested by the manager. This is so people can actively engage in assessments and reviews in a way they feel comfortable with, speaking to professionals.

People benefit from compassionate care and support from the manager and staff who excel at meeting their needs. Professionals told us people's mental health and wellbeing has significantly improved, they have made friends, developed positive relationships with staff and increased their skills, motivation and engagement in activities. Staff commented on *"Person centred, highly tailored care and support"* and *"The support given to the residents is top notch!"*. Plans strongly focus on people's strengths and abilities. Professional's commented *"There is a strong recognition and promotion of residents abilities"*. Arrangements are made for people to transition in to and out of the service. The manager told us about those who have moved on from the service, who have flourished and keep in touch. Staff commented *"It is always positive to see residents move on and onto their next chapter"*.

People successfully achieve their own goals. The activities person spoke about their new role and all the opportunities available for people. Staff commented *"The introduction of the Activities Coordinator role has significantly enhanced the service, greater resident engagement and a strong sense of community"*. People follow their passions and special interests, increasing skills in different areas as well as voluntary employment. Alternative arrangements are made for people to access education in different ways rather than classroom-based activities. Resident's meetings provide opportunities for people to discuss what they have enjoyed doing and what they are looking forward to next including any achievements, day trips and celebrations. People benefit from new experiences including a holiday for the first time, learning to drive and visiting theme parks. Staff said, *"I have always enjoyed working, the work is rewarding and it is fantastic to watch people achieve their goals"*, *"The residents are doing so much having first time experiences and living a great life"* and *"We are there, cheering them on to have a fulfilled life"*.

People's medication is safely managed. They self-medicate where possible or staff help them to work towards this. A staff member provided a workshop session for other staff in a creative way about medication.

People are protected from harm and abuse. Proactive plans in place support people in a safe way and positive risk taking enhances their quality of life and raises self-esteem.

Peoples risk to infection is safely managed. Audits are completed as well as training for staff with policies in place. People have sessions on topics like hand hygiene.



Environment

Excellent

People live in a highly personalised and homely environment which meets their individual and complex needs. When we visited, a full bedroom refit was being carried out with creative planning to incorporate a person's passions. Ensuites are also being redone and arrangements are made for people to go on holiday during this time to minimise any disruption for them. People discussed with the manager about wanting to paint their rooms again and buy new items. Staff said, *"We like to encourage residents to decorate their rooms in a person-centred way and get them involved in the decorating of the home"*. People had been out shopping to buy items for their home and chose things they thought other people living there would also like. Lounges and dining areas are personalised, with wall art, ornaments and other items reflecting people's different hobbies and interests. Lounges are also well equipped with large screen televisions and speakers. A smaller kitchen area is well used by people to encourage them to increase their skills and independence. Pictorial signs provide orientation as well as providing opportunities to learn the Welsh words for different rooms.

Adjustments have been made to protect people's privacy, dignity, security, meet their changing mobility and health needs and there is creative use of technology. Staff commented *"Both homes maintain a warm, welcoming atmosphere. The décor, cleanliness, and overall comfort of the setting help residents feel more at ease and "at home"*. Relatives commented it's *"Home from home"*.

There is creative use of outside space which everyone is able to benefit from and enjoy. Areas have been highly personalised in keeping with people's likes and interests for example gardening, bird watching and there is a fishpond. The garden is well used and designed to create an inclusive area for all but also considers those who prefer peace and quiet. There are plenty of different types of seating areas, pergolas and shelters for people. The activities person has introduced a nature group to encourage people to get more involved outdoors. Activities are available including swing ball, a drum kit corner and a sunflower growing competition.

Risks to health and safety are identified and reduced as far as possible. Personal emergency evacuation plans are in place for people to leave safely. These have also been extended to include people's pets. A wide range of risk assessments and audits are carried out to identify and address any issues. Staff and people have completed training in different areas including health and safety.



People are supported by highly skilled staff who are well trained and supported within their roles. Recruitment checks are made and people are involved in the interviewing process. Staff are positive about training, *“The training covers everything that is required to perform the role, with the option of identifying other training that will benefit you within your role”*. They also commented on *“Plenty of opportunities for career progression”*. Staff feel very well supported. Comments include *“In my role, I feel well supported and valued, with open opportunities to discuss any uncertainties and seek guidance”* and *“The team get fantastic support from the Manager and Responsible Individual and everyone is treated as an individual”*.

There are excellent organisational arrangements ensuring extensive oversight of the service which provides high quality care. Comprehensive reports and reviews are completed, as well as presentations and meetings to continually improve service delivery. There are many examples of shared learning including promoting the Welsh language, holding workshops on different topics, attending monthly focus group meetings and using reflective practice. Staff told us *“Collaboration is at the centre of our team, and when something comes up and is identified as an area, we could be better at, we work together proactively, ensuring the best outcome for both residents and staff”*. The RI and manager go above and beyond to ensure high quality care and support for people and for staff. Staff told us *“Holland House and Villas is an excellent service!”*. Professional's comments include *“The manager goes above and beyond for my clients when they are there. As does the entire staff team”* and *“I cannot recommend the service enough”*.

A positive and compassionate culture is highly promoted. Events are celebrated including theme days for St Davids day, with traditional hymns, food and dressing up. A celebration day was held in the garden where people had contributed in different ways and the RI discussed the theme of showing kindness to others. Staff commented *“Staff members at both homes show genuine compassion and commitment to the residents. Their patient, respectful approach helps foster a positive, supportive environment where individuals feel safe and valued”*. The RI arranged an award ceremony, people enjoyed dressing up for the occasion and received recognition for their individual achievements. A workforce wellbeing group meets monthly and ‘employee of the month’ recognises staff contributions, voted on by people and staff. Staff commented *“It is a great place to work with a friendly environment and the support that we receive from team leaders and management is fantastic”*, *“The culture is just great, a positive place for the residents and a happy and enjoyable place to work”* and *“Supportive managers and staff team. They care, support and protect”*.

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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