



Church Manor Care Home



Church Manor Care Home, Towyn Road Towyn, Abergele, LL22 9ER



01745338890



<https://www.carehome.co.uk/carehome.cfm/searchazref/church-manor>

Date(s) of inspection visit(s): The inspection visits for this service took place between 02/09/2025 and 02/09/2025

Service Information:

Operated by:	2SK Care Homes Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	31
Main language(s):	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

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Excellent

Summary:

Church Manor Care Home is a former vicarage, close to a church in Towyn near Abergele. People experience excellent wellbeing because they are supported by a team of highly motivated and dedicated staff team who support them to enjoy a good quality of life. Staff empower them to accomplish personal goals and experience exciting new things. Care staff embrace their individuality and give them as much control over their day-to-day lives as possible.

Care and support are good as people are actively supported to identify their wellbeing outcomes. A team of motivated staff enrich people's lives to ensure they are very happy and content in their home. Personal plans provide a good insight into who people are and how they can be supported to achieve their goals.

People live in a good environment, because the home is clean, well-maintained and homely. People are able to move around safely and have access to the specialist equipment they need. The

provider invests in the service to ensure people live in a comfortable home.

The leadership and management are exemplary as managers lead by example, working in partnership with people, staff and professionals to provide a safe, reliable service that enhances people's lives. Staff work well as a team and receive a high level of support from management, who motivate them to continually learn and develop in their roles. There are robust systems of audit to help the Responsible Individual (RI) monitor the quality of the service and drive improvement.

Findings:



Well-being

Excellent

People have excellent choice and strong control regarding all aspects of the care and support they receive. The service makes a significant effort to promote the Welsh language and culture. Some staff can speak basic Welsh, and written information is available bilingually, including the statement of purpose, the menus and there is bilingual signage throughout the home. Staff and residents celebrate and embrace the Welsh culture and recently watched the Eisteddfod. The provider has introduced resident of the month where one resident is chosen monthly to win a prize and certificate. This could be for helping another resident that has had a positive impact or for any other positive reason.

There is a strong emphasis on people experiencing an enriched and rewarding life. Care staff monitor people's health and well-being closely and support them to access health services. Management and care staff are highly skilled in helping and soothing people who are distressed. Records show people consistently receive their prescribed medicines to help them stay healthy. The service recognises and caters for people's physical and emotional needs. Care staff know how people like to be supported. They keep clear records about the care they provide, which is consistent with the care outlined in personal plans. The home offers a varied programme of activities that enables people to try new things and keep active and positively occupied. People have enjoyable mealtime experiences.

The service protects people from harm. People live in a safe and well-maintained environment. Staff are available to give people the support they need. The manager ensures the necessary authorisations are in place for people whose freedom is restricted. The service invests in its staff, enabling them to practise safely and develop on a personal and professional level. Staff are recruited and vetted appropriately. Led by an approachable manager, they work and communicate well as a team to ensure the home runs smoothly. Standards of practice are carefully monitored through robust systems of audit. The RI works with the manager to make changes that will enhance people's experiences further.

Systems are in place to keep the home clean, and the environment is maintained as part of a rolling programme which helps people to feel valued. The environment is dementia friendly with many interesting areas to stimulate people. Maintenance checks are in place to ensure the service is safe such as fire safety checks and all equipment is regularly serviced and maintained to ensure safety. The environment is homely, welcoming, and clean and the atmosphere within the service is calm and relaxed. The provider continuously invests in the home and private and communal rooms are appropriately furnished and equipped, so people can easily do things for themselves.



Care & Support

Good

People receive a good service that helps them achieve their personal goals. The service assesses people's needs before they move in. This includes identifying what people want to achieve from their care and support. Individualised risk assessments and personal plans guide care staff in supporting people safely and effectively. People or their representatives are fully involved in the development and review of their personal plans. Care records contain one-page profiles which provide a snapshot of who people are and what matters to them most. Their interests and preferred routines are also incorporated into personal plans. Records show care staff monitor people's mental health and carry out regular welfare checks. We found falls are managed, prevented as far possible and reported appropriately.

People have opportunities to try new things, socialise with others and take part in a range of activities. We saw people spending time with family, friends and other residents in the various communal rooms. Planned events are listed on an activity calendar in the reception area. These include a trip to the local café, people have visited the theatre in Rhyl, garden centres and often just going out for a walk for ice cream. Themed days are promoted such as a popular one being '70s disco' staff and residents dressed up in 70s outfits and enjoyed karaoke. They often synchronise with national or international days. There are regular food and fluid activities, such as 'Waffle Wednesday' and 'Milkshake Mondays' also help with higher calorie intakes. People recently enjoyed a 'Wine and Cheese' night. We were told and saw many photos of people enjoying a visit from the 'Scaly Zoo' which people particularly enjoyed.

People enjoy a range of nutritious homemade meals. Menus are on display and there are ample food stocks available to accommodate choices. Daily food deliveries ensure people are served fresh nutritious produce. Peoples weight is monitored closely, and swift action is taken in seeking professional support with any weight loss. People have plenty to eat and drink throughout the day and they told us they enjoy their meals. The menu is being refreshed so people can enjoy new food combinations. The manager and cook assured us people will contribute to its development. We observed staff to be kind and encouraging during the mealtimes and offered support in a respectful manner.

Medication is managed safely. Medication is stored securely within the designated medication room. Regular audits are carried out to ensure medicines are being handled safely. Medication records show that people consistently receive their prescribed medicines. The manager rigorously monitors medication systems and there is a clear, up-to-date medication policy to support safe practice. Care staff complete medication training and competency assessments before administering any medicines.



Environment

Good

The accommodation is thoughtfully presented and benefits from ongoing refurbishment. Bedrooms are laid out according to people's needs and interests and many contain people's own furniture, furnishings and personal possessions. People told us they are satisfied with their rooms. People have their own-coloured front door into the bedroom which they have chosen, a letter box, door knocker and number, to look like their home front door. The whole of the vicarage has been re-furnished and has new washable flooring which has been rolled out into the remaining parts of the home. The outside area to rear of the property has recently been thoughtfully considered for people with dementia to enjoy. There is a path, ample seating areas for people to sit out and enjoy the fresh air and interesting flowers and shrubs.

People live in a safe environment. The service promotes a very good standard of hygiene and infection control. Domestic staff are employed to ensure all areas of the home are clean, tidy and fresh, which we observed. Care staff complete training in relation to infection control. Personal emergency evacuation plans are in designated areas and can be accessed easily. Records confirm staff complete fire safety training and attend regular fire drills. A key fob 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 one maintenance officer to complete general repairs and upgrades plus routine health and safety checks. External contractors are used to complete specialist works. Recent upgrades include replacing the flooring and redecorating first floor hallways. We saw care staff using equipment to support people in a safe, calm and confident manner. Records confirm specialist equipment is serviced and inspected within recommended timescales. The home received a food hygiene rating of 5 (very good) following a recent inspection by the Food Standards Agency in January 2025.



Leadership & Management

Excellent

The service benefits from strong leadership and management. Staff morale is high, creating an upbeat, positive atmosphere. The manager is enthusiastic and takes pride in their role and works diligently to provide people with the best possible service. The oversight and governance arrangements are highly effective. Managers carry out regular internal audits to ensure the service is performing well. The RI ensures people's voices are heard during formal assessments and informal visits of the service and fosters a seamless culture that promotes positivity and success. These are carried out during three-monthly visits, which inform six-monthly quality-of-care reviews. Staff described an exceptionally supportive management team, with all leaders being visible, approachable and open to suggestions. The home has been awarded top 20 care home in Wales award for five of the last six years by Carehome.co.uk, last one being in 2024. The provider invests significantly in the service and ensures people live in a well-maintained home.

Staff are highly motivated and feel part of a close-knit team with strong values and there are robust systems in place for recruiting and training staff. They said, *"Everyone's a family, we all get along"* and *"Good team, like a second family"*. The service is fully staffed, so people receive excellent continuity of care from familiar staff. Staff undergo the required pre-employment checks, including a criminal check via the Disclosure and Barring Service. Staff get to know people and familiarise themselves with policies and procedures during their induction programme. Staff value their training and felt they have the skills to carry out their role effectively. We found training statistics to be consistently high. Staff feel comfortable speaking openly during staff meetings and their formal, individual supervision. Staff supervision meetings include a review of feedback from colleagues and the people they support. They allow staff to have meaningful discussions about their overall performance, personal well-being and learning and development. Staff are appreciated and a monetary voucher is given to an outstanding staff member each fortnight.

Staff receive an exceptional level of support from managers which makes them feel truly valued and they care about staff's personal well-being. The rotas show people are supported by consistent numbers of staff, with absences covered by other team members. The manager provides hands on care and leads the care team by example. There are clear on-call arrangements, so staff can access support easily when needed. Staff are motivated in their roles, describing a positive culture within the service and strong teamwork ethic. One staff member said, *"Everyone helps everyone and have good work life balance"*. Staff are recognised for their hard work through 'Employee of the Month' awards. All staff are registered with Social Care Wales.

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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