



Inspection Report on

Colwyn Bay Old Convent Nursing Home, Ltd

**Colwyn Bay Old Convent Nursing Home Ltd
15 Lansdowne Road
Colwyn Bay
LL29 7YD**

Date Inspection Completed

13/02/2025

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About Colwyn Bay Old Convent Nursing Home, Ltd

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Colwyn Bay Old Convent Nursing Home Ltd
Registered places	34
Language of the service	English
Previous Care Inspectorate Wales inspection	26 July 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

People are happy living in the home, which has a warm, welcoming atmosphere. They are supported by familiar staff who have a good understanding of their individual needs and preferences. These are set out within detailed risk assessments and personal plans. People enjoy spending time with others and taking part in various activities. Care staff help people set and achieve personal goals that increase their independence and enhance their well-being. The service upholds people's rights and promotes their health and safety.

The service has a full complement of staff, which ensures people receive good continuity of care. Care staff are supported by a management team that leads by example. Staff are motivated and passionate about making a positive difference to people's lives. They receive a good level of training to enable them to fulfil their roles effectively. The professional development of staff is actively promoted. The responsible individual (RI) regularly monitors standards at the service and sets actions that will drive improvement.

People live in homely accommodation that has suitable facilities to meet their needs. The service makes continuous environmental upgrades, and maintenance and repairs are monitored closely, ensuring utilities and facilities remain safe.

Well-being

People are supported to remain healthy and active to promote their wellbeing. They receive appropriate care and support which promotes their health and independence. People's care needs and preferences are set out within detailed personal plans which are regularly reviewed. Care staff know what is important to people and are attentive to their physical and emotional needs. People receive input from medical and specialist services to support their health and well-being. Care staff encourage people to eat and drink well. People consistently receive their prescribed medication. An activity programme helps occupy and stimulate people.

People have choice and control over how they are cared for. They contribute to the development and review of their personal plans. Care documentation includes details about their social and medical backgrounds, so care staff know how best to support them. People's right to privacy is respected. People follow their preferred routines, choosing where and how to spend their time. Their food and drink requests are accommodated wherever possible. People share their views about the service during quality assurance processes and are invited to monthly residents' meetings. They have access to accurate information about the home and the service it provides.

People's safety is promoted. The home maintains safe staffing levels to ensure people receive timely support from care workers. People have developed trusting relationships with the staff and management team. They respond positively when given support and direction. Staff are recruited in a safe way. They receive a range of mandatory and specialist training relevant to people's needs. This ensures people receive safe, appropriate care. Staff complete training in relation to safeguarding adults at risk. They know how to manage risks to people's well-being and report any incidents or concerns. The RI visits the service often to ensure it is meeting people's needs and expectations.

People live in a spacious, clean and comfortable environment. Standards of cleanliness and hygiene are good and regular checks, servicing and maintenance ensures the environment is as safe as it can be. There is an ongoing refurbishment programme in place. Bedrooms are personalised to varying degrees based on people's individual preferences.

Care and Support

A range of information is considered when assessing whether the service can meet people's needs. People and their representatives are fully involved in the assessment and planning of their care. Personal plans provide a good overall picture of people's care needs and preferences. People told us they feel well looked after. Care staff have a good understanding of who people are and how they like to be supported. Risk assessments and personal plans are regularly reviewed to ensure they remain appropriate.

People are occupied and stimulated. Care staff regularly interact with people and support them with individual and group activities. Daily recordings include many examples of positive, person-centred interactions. Activities on offer include word puzzles, arts and crafts, newspaper reviews, baking, musical bingo and debates. We saw people enjoying a live music performance in the homes own chapel from a professional singer. Care staff created an inclusive, upbeat atmosphere by engaging with each person in an enthusiastic way. This had a positive effect on people as they smiled, laughed, sang and moved along to the entertainment. People are looking forward to upcoming events such as a visit from 'Rosa' the pony, Valentine's cake decorating and children singing in the homes chapel.

Mealtimes are relaxed, people have choices of what to eat and food is well-presented and appetising. Management is planning on displaying the menu and further enhancing the mealtime experience. Dietary choices and preferences are recorded in the kitchen, so care staff are aware of them. There is a four-weekly rolling menu that offers a range of hot and cold meals. People told us they can request alternative meals to those planned, which staff make every effort to provide.

People have access to medical and specialist services to promote their health and well-being. People's weight is monitored so concerns can be acted upon quickly. The service seeks advice from professionals if there are changes to people's health and well-being. Monitoring charts show regular pressure relief is provided to promote their skin integrity and fortified foods and snacks to support their nutrition. Care staff are pro-active in preventing falls in line with company policy and robust falls audits are completed monthly. The management team monitors the completion of these charts to ensure care workers maintain a good standard of record-keeping.

Environment

There are suitable arrangements in place to ensure the accommodation and facilities are safe and well-maintained. People told us they like their rooms which are personalised to their own taste with their own belongings. There are communal lounges and a dining area for people to use to socialise, and they can have privacy in their rooms if they wish. A record is kept as visitors enter and leave the premises. Records show satisfactory gas safety and general electrical inspections have been carried out within recommended timeframes. We saw that chemicals and other hazardous items are stored securely. Staff are clear about the process for requesting maintenance and repairs, which are completed in order of priority. People are benefitting from environmental upgrades in which the refurbishment of the conservatory has recently been completed. The home stores confidential information appropriately. Signs around the home are bi-lingual. Documents can be translated to Welsh if needed. A compliments and comments box are available so people, representatives and visitors to the home can share their views about the service and care and support anonymously if they so wish.

The home promotes a good standard of hygiene and infection control. It was awarded a food hygiene rating of 5 (very good) in February 2025. We found private and communal rooms to be clean and tidy. People told us their rooms are cleaned daily. Domestic staff are allocated to work on both floors, which makes their workload manageable. There are appropriate facilities for hand washing and disposing of general and clinical waste. The required cleaning products and personal protective equipment are also available. All staff have completed training in relation to infection control. Laundry staff ensure clean and dirty items are handled separately.

Leadership and Management

The home has an open and supportive management team. The manager has good positive relationships with the staff and people living in the home, with many praising their leadership style. The manager feels fully supported by the RI and they communicate frequently, reviewing resources and working together to deliver a safe, effective service. The home has clear and informative policies and procedures to support this. These are reviewed and updated to ensure they reflect current legislation and guidance. There are fifteen staff who are appointed as 'champions' within the home who work to improve the care provided which includes falls prevention, oral health, dignity, Parkinson's, tissue viability and food and nutrition.

There are effective quality assurance systems in place which enable people to influence the service they receive. People and their representatives are invited to attend regular meetings to discuss their experiences of life in the home. The RI also gathers feedback from people and follows up on any complaints during three-monthly formal visits. Additionally, quality-of-care reviews are carried out every six months, which includes analysing feedback and data relating to incidents and internal audits. Actions are set to help drive improvement following the RI's formal visits and quality-of-care reviews. The report from the latest review shows good experiences that people living at the home and staff working there have.

People receive prompt support from staff, who are visible and attentive to their needs and wishes. Rotas show safe staffing levels are consistently maintained. Staff are suitably recruited and trained. The required checks are carried out before staff are employed, including a criminal check by the Disclosure and Barring Service. Staff are in the process of receiving formal, individual supervisions and annual appraisals, allowing them to reflect on their performance and development. Staff complete a range of mandatory training, as outlined in the home's statement of purpose. They also complete specialist training relevant to their roles. The management team monitor staff's completion of training closely and support staff to complete recognised care qualifications and register with Social Care Wales, the workforce regulator.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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