Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Penygelli Hall

Penygelli Hall, Penygelli Avenue Coedpoeth, Wrexham, LL11 3RL

01978753353

The inspection visit took place on 28/01/2026

Service Information:

Operated by:	Penygelli Care Homes Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	24
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Requires Improvement
Leadership & Management	Good

Summary:

Penygelli Care Homes Ltd provides residential support to 24 adults.

People's well-being is good because they are healthy, safe, and able to exercise choice and control over their daily lives. They make decisions about activities, routines, meals, how they furnish and decorate their rooms, and where they spend their time. Visiting professionals praise the care provided, and people consistently report they are happy living at the home.

Care and support is good. Care is delivered with kindness and compassion. People's privacy and dignity are respected, and their wishes are taken into account. Personal plans focus on promoting independence and building on individuals' strengths and skills. They contain clear information about each person's preferences and what matters to them.

The environment requires improvement. The home offers a range of communal rooms that provide

space for quiet time, socialising, and dining. It is homely, clean, and well maintained. The provider has invested in the building, but attention is now needed to find alternative storage space for mobility equipment and improve the ground-floor bathroom. Current bathing facilities do not reflect the information in the services statement of purpose. One shower is insufficient for the number of people living here.

Leadership and management are good, supported by effective governance arrangements that give the provider clear oversight of the service, including what is working well and where further improvement is required.

Findings:



Well-being **Good**

People live healthily and safely with control over their lives. We saw positive risk management documented in personal plans; people engage in meaningful activities, and the manager is doing more to enhance this facility. Resident meeting minutes show people are asked their views on various aspects of the service and photographs and records evidence these are heard. Menus provide options and people say they can have meals not on the menu too. Personal plans include an 'all about me' document that details how the person has said they want to be supported, their goals and what is important to them. Staff are trained to provide care that promotes independence and respects privacy and dignity and we observed quality care that reflected this. Staff support people in an unhurried manner; relatives, visiting professionals and residents praise the staff's caring, calm approach.

People feel safe because they know they can speak with the manager at any time if they have any concerns. The manager operates an open-door policy, allowing individuals to come and go freely. There are no restrictions on visiting times, ensuring the service is transparent and open to scrutiny and quiet communal spaces for private conversations. There are quarterly residents meetings in which people can share their views and the manager is developing the key worker role to include the opportunity for scheduled one to one conversation. Records evidence there are no restrictions on people's liberty unless approved by the relevant authority and under constant review.

We saw evidence of people's continued involvement with their families and the local community. Photographs on walls in communal spaces showed trips out to shops and other local facilities and also people coming into the home to provide entertainment, also visits from the hairdresser, chiropodist and local church. Photographs show relatives joining in with activities and dining with residents at Christmas.

People live in accommodation that suits their needs although one bathroom is currently out of use, and is being used to store mobility equipment. This means people can only have a shower at present. This is insufficient and is an area for improvement. The range of communal rooms allow for people to choose a quiet space or to socialise. Bedrooms are individual and people are encouraged to bring in things that matter to them such as pictures, mementos and furniture. Everyone has a lockable cabinet for their valuables. We saw everywhere is clean and tidy and well maintained and there are audits in place to check the home is always in good order.

Care & Support — Good

People receive high-quality care and support that helps them achieve their personal outcomes. Personal plans are detailed, promote independence, and build on each person's strengths. They reflect individuals' preferences and wishes, and are agreed and signed by residents. Plans are reviewed every three months. Records of professional visits show that people's health and wellbeing are closely monitored. Risk assessments and staff training help ensure people remain safe. Many long-standing staff members provide continuity of care and foster warm, familiar relationships with residents. People shared how the place feels like home and staff like family.

One district nurse said '*The care we observe is of a high standard and time is taken to understand the specific needs of their residents'.* A social worker said of the manager *She goes above and beyond in her role* (when dealing with significant challenges)". A GP said "*Penygelli is always calm, the staff are informed about the patients and clearly very caring".* A specialist nurse described staff who provide "*A homely and caring environment for their clients and manage complex needs by providing individualised care"*.

We spoke with many residents, all of whom said they are happy living at the home. One resident told us, *"I am happy; staff are cheerful and kind. I have no complaints at all."* Another person said she never feels lonely as staff regularly chat with her and she enjoys her TV. One relative told us their family members came for respite but chose to stay permanently because they were so happy. A residents shared the same experience. Families enjoy viewing the home's social media updates to see recent activities. Minutes from a residents' meeting show people are listened to; requests for an afternoon tea and an Elvis-themed event were both arranged, as evidenced by photographs. The manager is also exploring ways to increase activity opportunities, including strengthening the keyworker role to focus on individuals' personal interests.

People are protected from harm and abuse because all staff have received relevant training and know what to do should there be any concerns. There are policies and procedures staff must read. Staff confirmed they would immediately report poor practice or other abuse to the manager.

Medication is safely managed. We saw accurate records and safe storage of medication. Both inhouse and pharmacy audits are carried out regularly to check good practices continue. Staff use Personal protective equipment (PPE); they are led by established infection control policies and procedures and are trained in the appropriate use of the equipment. Records evidence regular safety/hygiene control audits.

Environment — Requires Improvement

People live in an environment with facilities and equipment that is maintained and risk assessed to help people live their lives how they wish while keeping them safe. Records evidence all safety checks are up to date on supplies and equipment such as gas; electricity including installation condition reports and testing of appliances; fire safety equipment, lighting and alarms; lifting equipment, water hygiene, and the last Food safety award was a level 5, which is the highest available award. Regular audits of the home check for hygiene and cleanliness, and health and safety, and we observed it to be clean, warm and very homely.

The availability of different sitting rooms means people have choice about how and where they spend their time. In the living room, there is a smart TV, homely furniture, a flame effect fire and the home looks very welcoming. There is a reading corner; an armchair in the bay window allows lots natural light so people can read easily and there is a small library of books for them to choose. There is a quiet area for people who do not want to socialise and do not want to watch television, and rooms have nicely decorated feature walls. Some bedrooms very personalised and the manager is in the process of purchasing pictures for those who have not brought their own.

There is evidence of investment, new flooring, new furniture in some bedrooms, a new fire system, and much more. We saw a buildings development plan that indicates more investment is planned such as provision of more seats outside. Outdoor space is limited but the home is situated across from a large sport and playground and people enjoy sitting there in warmer months. There is only one shower in the home for up to 24 residents, and one bathroom which is currently used for storing mobility equipment. We saw previous plans had highlighted the need to refurbish this bathroom, but this work has not yet been done. While no one complained about this and we saw no evidence of impact, the availability of only one shower reduces choice for people, and this is an area for improvement.

Leadership & Management — Good

The service provider has effective organisational arrangements, governance and oversight that help to ensure good quality care. The RI (responsible individual for the service) is often in the home to speak with residents, staff and any visitors, as well as undertake checks of the service to ensure compliance. They complete reports of their checks clearly identifying the focus of their visit. Every six months, the RI reviews the quality of the care provided and reports on what is working well and where improvements need to be made. The manager is very experienced in care and in management and is well respected by staff, residents and visitors. The manager oversees the day to day running of the home and carries out their own checks of practices in the service. Relatives compliment the manager for being approachable, friendly and proactive in communicating and sharing information. Residents and staff told us nothing too much trouble. The manager is always there to support them. A visiting professional praised the manager for providing *"A homely and caring environment for their clients and manage complex needs by providing individualised care"*.

People are supported by staff who are properly vetted and have the right skills and experience. It is a testament to the management approach that many staff have worked at Penygelli Hall for a long time, providing strong continuity of care and creating a sense of family and trust. Recruitment records show staff are safely recruited, inducted and trained and staff feedback supported this. Records show an extensive selection of relevant training and evidence a high level of completion in the staff group. All either have NVQ level 2 or are in the process of studying this. Five staff have NVQ level 3, and the manager has level 5, 6, and 7.

Staff shared how happy they are working here, they know each other well and gel as a team. The manager is described as very approachable and 'hands on', always willing to step in staff absence. Staff feel their views are heard and gave examples of their suggestions having been actioned. Staff feel valued, occasionally they receive bonuses, gifts, and are complimented by management on the online group chat. Records show staff receive regular one to one supervision so they can chat in private and share their views in confidence.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Inappropriate equipment storage and the lack of bathroom refurbishment mean people do not have a genuine choice of shower or bath and are misinformed by the current statement of purpose. A shower schedule is necessary which inevitably impacts on people's choice of time and frequency. Alternative storage is needed, and the bathroom must be refurbished and returned to full use. The RI agreed during feedback, this will be addressed.	28/01/26

CIW has not issued any Priority action notices following this inspection.

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