



Abbey Dingle Care Home



Abbey Dingle Care Home, Abbey Road, Llangollen, LL20 8DT



01978860432

The inspection visit took place on 07/07/2026

Service Information:

Operated by:	Abbey Dingle Nursing Homes Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	18
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Abbey Dingle Care Home is a residential service providing accommodation and support to adults. The service is in Llangollen, Denbighshire, close to local shops and amenities.

People experience good wellbeing outcomes living at the service. This is because they are involved in day-to-day decisions about their care and have autonomy about how to live their lives. People do the things which matter to them and have the opportunity to engage in well led, meaningful activities.

People receive good care and support. All aspects of their health and wellbeing are closely monitored and supported, in collaboration with external health and social care professionals. Care and support is person centred and meets people's individual outcomes.

The environment of the service is good. Improvements to the service remain ongoing and people are enjoying renovated communal areas and outdoor spaces.

The leadership and management of the service is good. An experienced team work together to support different aspects of the service and deliver a quality provision. Governance processes are effective at identifying areas to develop.

Findings:



Well-being

Good

People have good levels of choice and control over their daily lives. They decide how they spend their time and have access to a range of communal areas where they can socialise with others or spend time according to their preferences. People are supported to engage in meaningful activities they enjoy and have opportunities to access the local community, including shops and local amenities. This helps people maintain independence and remain connected to their community. The activity coordinator keeps a detailed record of what activities people have enjoyed and encourages suggestions about future plans. Photo albums are created to document activities and provide people with a way to reminisce. On the day of inspection we observed a physical movement session, and, in the afternoon, a musical entertainer visited the service.

People are consulted about their views to seek feedback about the service they receive. This information is summarised in reports completed by the responsible individual (RI) and actions are created. Meetings with residents and their representatives offer another opportunity to discuss the service and keep people involved. We saw evidence of changes within the service which had occurred based on feedback from people. People have been involved in the development of an outdoor space, picking the flowers they want to grow and what décor they would like to see. This outdoor space provides a safe and relaxing area which we saw many people enjoying, significantly enhancing people's experience living at the service. A newsletter shares good news stories and keeps people up to date with what has been happening at the service.

People are supported to maintain important relationships with family, friends and others who matter to them. We found staff promote people's involvement within the service and wider community. The service works to maintain a positive community presence through participation in events and fundraising activities. This helps people feel valued and connected to others. One visiting family told us, *"Our family member couldn't be in a better place, nothing is too much trouble, and the staff go above and beyond for people"*.

People's health and emotional well-being are supported through meaningful engagement and positive interactions with staff. The service provides opportunities for people to participate in activities and experiences which promote social inclusion and contribute positively to their quality of life. Overall, people experience positive outcomes because staff support them to maintain their independence, relationships and community involvement.



Care & Support

Good

People receive care and support which is planned around their individual needs and preferences. Assessments and personal plans are detailed; person centred and provide care staff with relevant information about people's routines, preferences, risks and support needs. We found plans considered people's own views, wishes and desired outcomes. Care records are regularly reviewed and updated when people's needs change. We saw evidence the service is continuing to strengthen arrangements for involving people in reviews of their care and support. The introduction of the resident of the day process is intended to support this further. Daily records provide a clear account of the support people receive. They record key information including nutrition, hydration, personal care and people's responses to support. Records also demonstrate when people choose not to engage with activities or interventions.

People benefit from a proactive approach to health care. Staff identify changes in health and well-being promptly and seek advice from relevant professionals when required. We found evidence of regular involvement from health professionals including occupational therapists, speech and language therapists, community psychiatric nurses and district nurses. Recommendations from professionals are recorded and translated into practice. This contributes to improved health outcomes for people.

People are protected by effective safeguarding arrangements. Staff receive safeguarding training and appropriate policies and procedures are in place. The provider works constructively with safeguarding and social care professionals and makes referrals when necessary. Incidents and accidents are reviewed by managers to identify learning and ensure actions are completed. Deprivation of Liberty Safeguards are managed appropriately, with restrictions and conditions clearly recorded and monitored.

Medication management arrangements are safe and effective. We found medicines were stored securely and records were complete and accurate. Appropriate arrangements are in place for covert medication, including regular reviews of associated documentation.



Environment

Good

People live in an environment which is safe, comfortable and supports their well-being. Significant improvements have been made to the environment of the service including communal areas and the kitchen. Renovation works continue to enhance the accommodation whilst maintaining a warm and homely atmosphere. People can access various communal areas which are bright, clean and have house plants, books, magazines and other items for people to engage with.

People benefit from access to an attractive outdoor space. The garden is a particular strength of the service. It is accessible, safe and well maintained. We saw evidence people have been involved in developing the garden and observed people enjoying the space during the inspection visit. This contributes positively to their well-being and quality of life.

People have the equipment they need to support their physical wellbeing and promote independence. Equipment is serviced as required to ensure it is safe for use. Care staff complete manual handling, so they are competent in supporting the use of mobility aids.

The provider maintains effective arrangements to ensure the premises remain safe. Required maintenance checks are completed, and systems are in place to monitor the environment. Fire checks, evacuations and regular servicing of equipment mean the service is equipped to respond in the event of a fire. Improvements to the kitchen have enhanced the facilities available and the service has clear plans for further development.



Leadership & Management

Good

People benefit from good leadership and management arrangements. The leadership team work together to ensure good oversight of the of the service. The staff team have delegated responsibilities which are overseen by senior workers and the manager, who is also the RI. The collaborative approach from experienced care staff who know the service and understand the needs of the people living there contributes to continuity and stability within the service. Leaders demonstrate a positive approach to staff development by recognising individual strengths and involving staff in aspects of service delivery and improvement. We saw examples of staff supporting initiatives relating to social media and technology, making use of their skills and knowledge to benefit the service

Quality assurance arrangements are effective and support continuous improvement. Audits are carried out regularly and issues identified through monitoring activity are addressed through action planning and review. We found evidence within reports created by the RI; where they identify areas for development and take action to improve outcomes for people.

Recruitment processes are robust and we found the required documentation and checks were in place to support safe recruitment practices.

The provider seeks feedback from people and others connected with the service through surveys and other engagement methods. This supports people to share their views and helps inform service development. We found positive feedback about the service from people and others. The provider recognises further work is needed to strengthen Quality of Care reviews, and plans are in place to develop this area further.

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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