



St Chamond's



St. Chamonds Care Home, Hillside, Prestatyn, LL19 9PW



01745854130

Date(s) of inspection visit(s):

06/06/2025

Service Information:

Operated by:	St Chamond's
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	20
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

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

St Chamond's is registered to provide nursing care for twenty people. The home is situated in an elevated position with sweeping views of Prestatyn and the sea beyond; there are tranquil, well-kept gardens and inside spaces for people to enjoy.

People's well-being is excellent as they are supported to lead an independent lifestyle where they can pursue their interests and build social connections. The provider's aims and objectives are to enhance people's life by proving a holistic approach in addition to their nursing care.

Care and support are excellent as people feel a sense of belonging and have good relationships with staff who are friendly and familiar to them. Personal plans accurately reflect people's needs and are kept under review. Healthcare professionals are contacted as needed to ensure people receive the right treatment at the right time.

People live in a good environment which is warm, welcoming; and has a calm and peaceful ambience. The home has a spiritual ethos, with many artefacts celebrating different religions dotted around. The home is clean and tidy with caring touches such as fresh floral arrangements around the home and in people's rooms.

Leadership and management are excellent as the provider and management are motivated and passionate about providing a service which maximises people's potential. Managers lead with confidence, by example and instil a culture of openness and positivity. People living in; working in; and connected to the service are extremely happy with the care and support given.

Findings:



Well-being

Excellent

People's rights are upheld, and they have choices. The approach to care focuses on promoting independence, autonomy, and emotional well-being for each person. People are encouraged to maintain their preferred routines and to actively participate in decision-making about their care and the home environment. One person told us the complimentary therapy they receive has improved their life significantly and looks forward very much to the therapist coming to see them. There are some Welsh speaking staff and bilingual signage and information for people who prefer communicating in Welsh. We saw people had a positive experience during lunch, their dignity was respected by the approach adopted by staff. A relative told us their loved one's life has improved immensely since moving in, with staff being able to speak in the language of their choice also having made a huge difference.

People receive support which enhances their physical and mental well-being. The provider is dedicated and passionate in ensuring they focus on the holistic well-being of people. Some of the staff members have worked at the service for many years and we saw excellent relationships have developed between care staff and people. The warmth between staff and people using the service is clear to see and discussions with staff show they know the needs of people they support very well. Staff were observed to be attentive, and their attention was focused on ensuring people's needs were being met. People receive a consistently high standard of care and support. The service makes every effort to cater for people's dietary needs and preferences. Risk assessments and personal plans are highly detailed and provide a clear picture of who people are and how they want to be assisted.

People feel safe and comfortable in their home. Staff are available to give people the support they need. 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 Responsible Individual (RI) works with the manager to make changes that will enhance people's experiences further. There is an open and transparent culture which encourages people to raise any safeguarding concerns if they have any, but all staff and people said they did not have any concerns.

People enjoy a spacious, homely environment that has a good range of facilities to promote independence. which people can easily access. All areas are clean, spacious and nicely furnished and decorated. People cherish the time they spend in the large conservatory and enjoy the sea views. The service has a food hygiene rating of five, which is 'very good'.



Activities are tailored to people's needs and interests. A local minister visits regularly to deliver Holy Communion to people who wish to participate and provides spiritual support and continuity of religious practice. Creative activities such as art music, reminiscence sessions, and gardening are being introduced more regularly, and seasonal events and themed days have been well received. People can join in with exercise sessions, bingo, pet therapy, quizzes, or have a foot spa. They recently enjoyed an afternoon strawberry tea. The provider employs several overseas staff who have recently provided a superb culinary evening from countries such as Poland, Kenya. Some staff dressed in their national clothing.

The service takes care to ensure there is an excellent level of detail about people's care needs with each plan detailing how the person prefers their needs to be met. Staff take time to understand each person's background, preferences, and interests, which informs personalised care planning and everyday interactions. People have a comprehensive personal plan which is developed in collaboration with the person, or their family, and or relevant professionals. These personal plans are reviewed at least monthly, and more frequently when a person's circumstances change or when feedback indicates a need for adjustment. The plans reflect not only clinical and physical care requirements but also emotional, cultural, and lifestyle preferences, ensuring that care is holistic and meaningful. Risks to people are regularly assessed and there are detailed risk assessments in place to help mitigate risks, this included risk associated with people's mobility, falls, nutrition, skin integrity and the management of other specific health conditions.

The service actively promotes people's health and well-being, and staff have an excellent understanding of the importance of respecting people's privacy and dignity. It is clear this is an embedded culture across the service. We observed many positive interactions showing respect for people's privacy and dignity is at the heart of the services values. Care staff ensure people receive input from the relevant medical and specialist services and regular visits from chiropody, hairdresser and an external alternate therapist visits the home when requested. Homely nutritious meals are served, and menu choices and menu planning are discussed during residents' meetings. Relatives told us "*Excellent nursing care*" "*They go above and beyond*" "*I like the approach here*".

The service has organised systems for managing medication. Medicines are stored securely and at appropriate temperatures. Records show people consistently receive their prescribed medicines. The service ensures care staff are suitably trained and competent before administering any medication. Regular stock checks allow any issues to be dealt with quickly. Management also completes audits to ensure correct procedures are being followed.



Environment

Good

The accommodation has been very thoughtfully designed with many pleasing aspects such as the view and decorative touches in people's rooms. Many private and communal rooms offer enviable views of North Wales coast and beyond and the home's beautifully thought grounds. The garden area is easily accessible and has various features of interest, including the water features, Greek statue, gazebo and an array of colourful flowers and shrubs. People told us they love sitting outside when the weather is nice and admire the views and enjoy the tranquillity. People can arrange flowers picked from the garden and arrange them around the home. People's rooms are very tidy, with special touches added by staff such as floral arrangements and creative towel folding in the shape of fans and shells. The overall ambience in the home is calm and peaceful with aromatherapy oils used, and gentle music played in some areas. The dining room has a sense of grandeur and tables are laid out with tablecloths, napkins and glasses and condiments. Refurbishment is ongoing and the lounges have been redecorated in neutral and calming colours, new soft furnishings have been purchased which complement the calming atmosphere. A remembrance area in the home has been allocated to reminisce and celebrate people who have passed away.

The service provider identifies and mitigates risks to health and safety. We saw risk assessments for individuals, including for personal emergency evacuation plans. The very rare incidents of falls and other accidents are recorded, monitored, and evaluated to identify themes and manage risk effectively. Records show safety checks are routinely carried out on matters such as water temperatures, fire equipment and fire safety; electrical testing and boiler safety checks are also completed. There are regular fire drills and staff have received fire safety training. There is an ongoing maintenance schedule based on regular walkarounds and internal inspections. Staff report issues via a dedicated Maintenance Book, and necessary repairs or improvements are actioned promptly. The maintenance log shows any minor repair identified is dealt with very quickly. The home is immaculately clean and tidy. It is well decorated; we saw nothing in a state of disrepair which is a testament to the improving and proactive approach of the provider.



Leadership & Management

Excellent

The service benefits from strong leadership and management and the oversight and governance of the service are highly effective. The use of a multi-faceted approach in monitoring quality of the service ensures people receive excellent care. Staff morale is high, creating an upbeat, positive atmosphere. The management take pride in their roles and work diligently to provide people with the best possible holistic service. Regular internal audits to ensure the service is performing well are carried out and demonstrated an excellent level of compliance within company expectations. The RI ensures people's voices are heard during formal assessments of the service. These are carried out during three-monthly visits, which inform six-monthly quality-of-care reviews. Managers take forward any actions to ensure the service continuously improves. This structured approach allows them to identify trends, respond to emerging issues, and celebrate areas of strength. There is clear evidence of investment in the service as numerous environmental upgrades have been made, and further improvements are planned. People know how to raise any concerns if they have any, importantly, there have been no formal complaints for over six months. The homes own internal feedback and the feedback at inspection is overwhelmingly positive, with no complaints raised and many compliments received.

There are robust systems in place for recruiting, supporting and training staff. 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 recruitment is good, and retention is low. 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. A staff member said, "*I miss them when I'm off*" and "*I love it here, I recommend the home to everyone*" and "*Amazing place to work*".

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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