Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Edgeworth

Colwyn Bay

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www.coeddu.com

The inspection visit took place on 06/10/2026

Service Information:

Operated by:	Coed Du Hall Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with a learning disability, Care and support for people with mental health needs
Registered places:	2
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	Good
Leadership & Management	Good

Summary:

Edgeworth is a small residential care home in Rhos on Sea registered to provide care and support for up to two adults with learning disabilities and/or mental health needs.

Well-being is good because people have opportunities to make choices about their daily lives, maintain relationships that are important to them and work towards personal goals. Staff know people well and support them in a way that reflects their preferences and routines. Care and support is good because people receive personalised care based on detailed assessments and regularly reviewed support plans. Staff understand people's strengths, needs and risks and support them to maintain independence whilst promoting their safety and well-being.

Environment is good because people live in a safe, comfortable and well-maintained home. The provider has systems in place to monitor the environment, complete statutory safety checks and manage environmental risks. Leadership and management is good because the service has established governance arrangements and oversight in place. Staff are supported through training, supervision and regular team meetings. The provider demonstrates a commitment to service development and continuous improvement through ongoing review and monitoring systems.

Findings:

Well-being — Good

People have good opportunities to make choices and have control over their daily lives. Staff know people well and support them in ways that reflect their preferences and routines. We saw people deciding how they spend their time and being supported to maintain relationships that are important to them. Records show people are involved in decisions about activities, meals and future plans. Staff work closely with people when they navigate big changes and work with them to achieve goals of greater independence. Outcome tracking records show people are encouraged to work towards goals that are important to them.

People receive support from care staff who understand their needs and preferences. Personal plans are detailed, regularly reviewed and provide clear guidance about how people wish to be supported. Records identify people's communication preferences and staff consistently follow this approach. Care staff support people to access activities, maintain family relationships and develop independence whilst taking account of any risks identified by professionals. Positive behaviour support arrangements are in place where needed and records show people have made progress towards their personal outcomes.

People are listened to and their views influence how support is provided. Where people are able and willing to participate in reviews and meetings, staff record their wishes and choices. When people choose not to take part in formal meetings, care staff continue to gather their views through day-to-day conversations and interactions. Records show people are involved in planning activities, identifying goals and making decisions about their support. Staff understand the importance of promoting choice whilst ensuring people receive the support they need to remain safe.

People benefit from positive relationships with care staff, family members and professionals involved in their lives. Records demonstrate regular contact with family members and support to maintain these important relationships. Professionals speak positively about the service and the support people receive. A reviewing officer who has worked with people living at the service for several years described care staff as professional, approachable and committed to acting in people's best interests. Care planning, daily records and our observations show care staff treat people with dignity and respect and support them to maintain their individuality and well-being.

Care & Support — Good

People receive support from staff who know them well and understand their individual needs, strengths and preferences. Personal plans are detailed and provide clear guidance about how people wish to be supported. Plans cover areas including mental health, communication, relationships, community access, personal care, health needs and independence. Staff follow recommended approaches and tailor support to reflect known preferences and routines, supporting people to make decisions at their own pace. Care records are reviewed regularly and include input from relevant professionals, helping to ensure support reflects people's changing needs.

People receive support that promotes choice, independence and participation in everyday life. The service supports people to maintain family relationships, take part in activities they enjoy and access opportunities in their local communities. Outcome Star records and therapeutic outcome tracking demonstrate a focus on helping people work towards personal goals. People are supported to identify activities and experiences they would like to pursue, including visits and community activities. Records show people are encouraged to make decisions about their daily lives and are supported to develop skills where appropriate.

People benefit from care that takes account of identified risks whilst supporting their rights and well-being. Risk assessments are detailed and regularly reviewed. They identify known vulnerabilities, triggers and support strategies and give staff clear information about how risks should be managed. Positive behaviour support arrangements are in place where required and there is evidence these approaches are effective. We saw a report from specialist behaviour support services stating support arrangements '*seem to be working well*' and notes that behaviours of concern have reduced and quality of life has improved as a result. The same report highlights the benefits of a flexible weekly schedule that gives the person greater control over their day. Care records demonstrate that risk management arrangements focus on reducing risks whilst maintaining opportunities for choice and independence.

People receive support that is coordinated and responsive. Records evidence involvement from health, social care and specialist professionals where appropriate. Care plans contain clear guidance for staff and include review arrangements to monitor progress and ensure support remains effective. External professionals speak positively about the quality of support provided. A Reviewing Officer for Continuing Healthcare describes staff *as 'approachable, professional and always have the best interest of the client foremost'* and reports receiving accurate information, updated care plans and risk assessments when required.

Environment

Good

People live in a home that is safe, comfortable and well maintained. The service has systems in place to monitor the environment and ensure it remains suitable for the people living there. Bedrooms are personalised and reflect individual interests and preferences. Records and observations show people are encouraged to make choices about their daily lives and how they use their home. An external health professional describes the service as a '*welcoming'* and *'home from home'* environment and reports that people enjoy living there despite having complex needs. The service maintains a food hygiene rating of 5.

The provider has arrangements in place to manage environmental risks and maintain the premises. Health and safety audits, first impressions audits and fire bag and first aid equipment audits are completed regularly. Records reviewed during the inspection show these audits are undertaken consistently and form part of the provider's wider quality assurance systems. Environmental matters are also discussed through staff meetings, providing staff with opportunities to report concerns and ensuring issues can be escalated to management. Planned maintenance schedules are in place and demonstrate oversight of servicing and inspection requirements across the property. These include gas safety, fixed electrical testing, fire alarms, emergency lighting, fire extinguishers and legionella monitoring.

People benefit from arrangements that help keep them safe in an emergency. Personal Emergency Evacuation Plans are available, and we saw examples presented in accessible formats to help people understand the support they would need. We discussed the need to revise the frequency of fire risk assessments with the provider going forward. The provider has a detailed Business Continuity Plan which sets out how care and support would continue during events such as severe weather, fire, loss of utilities or staffing shortages. The provider evidenced that appropriate steps are in place to maintain people's safety and well-being whilst living at the service.

Leadership & Management — Good

The service has clear management arrangements and established systems to monitor the quality and safety of care. The provider completes regular audits covering care records, daily records, medication management, infection prevention and control, health and safety and the environment. Quality assurance records show audits are completed consistently and are subject to management oversight. Responsible Individual (RI) visits take place regularly and include discussion with people living at the service, staff and managers, alongside reviews of records, staffing, safeguarding, medication and the environment. The provider also completes six-monthly quality of care reviews which consider a wide range of information, including incidents, audits, feedback, safeguarding, staffing and governance systems. The most recent review identifies areas of good practice as well as areas for further development and includes an improvement plan.

The provider demonstrates a commitment to developing systems and improving oversight. We saw clear evidence of investment in workforce development, leadership development and quality assurance processes. This includes the implementation of an electronic system for care recording, introduction of the 'Outcome Star' and goal-tracking systems, alongside competency-based assessments in areas such as medication, dysphagia and pressure ulcer prevention. The provider also invests in staff well-being through access to additional health and well-being support services. Records indicate managers monitor audits, training, supervision and maintenance schedules and respond when issues are identified.

People benefit from support provided by a workforce that is recruited safely and receives ongoing support. Recruitment files reviewed contain application forms, employment histories, references, identity checks, Disclosure and Barring Service checks and evidence of registration with Social Care Wales (the workforce regulator). Staff meetings take place regularly and provide opportunities to discuss people's needs, activities, training, health and safety matters and service developments. Staff speak positively about the support they receive and describe management as approachable and supportive. One member of staff said there is '*good support from management, supervisions and appraisals'*, whilst another says they feel confident raising concerns and suggesting changes. Training records demonstrate good compliance across the workforce in areas relevant to the needs of people living at the service, including positive behaviour support, safeguarding, medication, mental health and mental capacity. Supervision and appraisal systems are in place.

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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