



Bay Tree House (WXM) Limited



Bay Tree House, 99 Norman Road, Wrexham, LL13 7BG



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www.sferacare.co.uk

The inspection visit took place on 27/10/2025

Service Information:

Operated by:	Bay Tree House (WXM) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	46
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:

Bay Tree House is in a quiet residential area of Wrexham and provides care for adults without nursing. People's well-being is good in the home. People told us they feel safe and happy living there, and we found staff are attentive and respectful, creating a positive atmosphere.

The service promotes people's independence and is working towards the Welsh Language Active Offer. The environment is generally safe and comfortable, though some areas need redecoration and deep cleaning. The provider told us they are addressing this as part of planned refurbishments. Leadership and management of the service are effective, but the oversight of the Responsible Individual is not always reflected in the documentation.

Findings:



Well-being

Good

Many people are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. During our visit, people were observed to be well dressed, relaxed, and engaging in positive conversations with staff. Staff listened attentively and responded promptly, ensuring people's voices were consistently heard and respected.

People have control over their day-to-day lives and are aware of their rights and entitlements. They are involved in making decisions that affect them, and their preferences are considered. For example, people described being able to choose their meals and participate in activities that interest them. Staff demonstrated positive practice providing clear information and supporting people to make informed choices. This strong approach helps many people to take charge of their lives with confidence and assurance.

People are offered choices in daily activities and have opportunities to reach their potential and engage in meaningful activities, such as selecting meals, participating in sing-alongs, and joining community events. The service is working towards the Welsh Language Active Offer, and some staff use basic Welsh phrases. Many people experience enhanced well-being because their Welsh language and cultural needs are understood and catered for.

Meetings are held with people and staff to gather input on what is liked, disliked, or could be improved. People are supported to maintain relationships with family and friends, and visits are welcomed. Staff support people to engage with their community and to feel valued. People's feedback is respected and acted upon by the provider. During our visit a few people reported that food is sometimes served cold. We raised this with the manager who acted swiftly and made effective changes to meal-time routines in response to their feedback.

Overall, people are supported to maintain their physical and mental health, and emotional well-being. People are well supported to engage in and participate in activities that foster happiness and health. They have a Facebook group to involve family and friends and share pictures of activities and events in the service.



Care & Support

Good

Most people receive consistently good quality care because the provider thoroughly assesses their needs and personal outcomes, as well as the impact on people currently accessing the service, before agreeing to provide the service. Most practice in the service is grounded in current evidence-based research, legislation, and relevant policy. For people who wish to be involved, the plan for their care and support is co-produced between them, their representatives, relevant professionals, and the service provider. People's personal plans are strengths-based and outline how staff should support people to achieve their well-being outcomes. People's plans consistently include their preferences, routines, and beliefs. Care staff know people well and follow care plans, which are updated after incidents. Records we saw showed care plans had been reviewed following a recent change in a person's needs, and the relevant parts of the plan had been updated along with the relevant risk assessments, specific to their new support needs.

Most care plans are detailed, but a couple we saw lacked risk assessment scores and did not fully reflect people. Management and senior management are in the process of improving and updating people's care plans. Care staff confirmed they rely on their knowledge of people to fill current gaps in plans. Despite these issues, care staff familiarity with people mitigates potential risks of them not receiving the support they need and want. A person told us "*Staff are lovely and do what I ask*". People are referred for appropriate care and treatment at the right time, and recommendations for care and treatment by other professionals are carried out as directed.

Many people experience care and support that is dignified and respectful, and they have meaningful interactions with care staff, friends, family, and other people. We saw care staff gently explaining each step of what they were doing to people and gaining consent from them before providing care. People told us staff are kind and supportive and care staff told us "*I think of them as my family and look after them as my family*". Medication management is generally good, with people receiving their medication as prescribed in accordance with national guidelines and the service provider's medication policy. Where people sometimes refuse to take their medication, care staff make appropriate and timely attempts to encourage them to do so.

Safeguarding procedures are understood and followed, with evidence of referrals and follow-up. All staff receive regular training and know how to report concerns. People are supported to maintain their health and well-being, with care staff assisting with making appointments and liaising with healthcare professionals.



Environment

Good

People live in accommodation which meets their needs. The provider prioritises people's well-being when evaluating whether the accommodation meets their needs. Communal areas are accessible and equipped, and security measures are in place. People were observed using lounges comfortably, and rooms were personalised with belongings. People have access to the equipment and technology they need to achieve their well-being outcomes.

Bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility. The provider ensures effective systems are in place to maintain and manage the accommodation and make required adjustments to meet people's needs. Equipment such as wheelchairs and pressure cushions are maintained, and external contractors carry out checks. People's equipment is labelled with their names to ensure it is used correctly.

However, we saw wallpaper was peeling and temporary repairs attempted near the library. Chair feet needed cleaning, and heavy cobwebs were visible in the dining room. Management responded promptly to concerns we raised during our visit and took action to address maintenance and safety issues. The provider has informed us there is a refurbishment plan in place to address the decoration and repairs required around the home. Cleaning staff are on duty in the home daily although we saw some furniture and communal areas require a deep clean. The provider is aware of this and taking steps to address the issues.

People benefit from a warm, comfortable, welcoming, well-lit environment with plenty of fresh air. The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. Although we saw some decoration was needed in communal areas, people told us they felt safe and comfortable.

The service uses technology and equipment to meet people's care and support needs and to support their independence, in line with their best interests. Where available, outdoor spaces are safe, attractive, and accessible to all people, including those with physical, sensory, and cognitive impairments.



Leadership & Management

Good

The service provider's oversight and governance arrangements foster a positive and compassionate culture in the service. Care staff told us they feel supported and praised the acting manager for being approachable. Training records are up to date, and staff meetings occur regularly. The provider has good contingency planning in place for maintaining critical business activities in the event of disruptions.

Staff described the manager as "*always willing to help*" and "*good at listening.*" Teamwork was observed to be strong, with care staff working well together and supporting each other. All staff receive ongoing training in key areas such as safeguarding, moving and handling, and infection control. The acting manager provides additional support for staff who need help with online training.

However, the acting manager is covering two homes, which has increased their workload and made it difficult to complete all tasks, such as staff supervisions and personal plan updates. There is no administrator or activities coordinator at the service, and care staff have taken on additional responsibilities to organise activities alongside their care and support responsibilities. Recruitment for key roles has been delayed, and staff shortages have led to reliance on overtime and the need to cover shifts at short notice. However, staff described the service as a positive place to work and told us "*The staff work well as a team together – we support each other.*"

Provider and RI oversight were found to be limited including evidence of RI visits and quality assurance reports. The provider is looking at how to improve this oversight but is responsive to requests from the management in relation to supplies, equipment and facilities. The boiler room was relocated in the building, and a new boiler was fitted following feedback from management on difficulties accessing it. Staff morale remains good, and people receive consistent care thanks to the enthusiasm and passion of the acting manager and the staff team.

The provider collaborates with external professionals to aid improvements, and feedback is utilised to guide planned improvements. The service provider ensures appropriate actions are taken promptly to safeguard people and maintain service quality.

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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