



Inspection Report

Norcot



17 Palace Avenue, Rhyl, LL18 1HS



01745 354209

Date(s) of inspection visit(s): The inspection visit took place on 01/09/2025

Service Information:

Operated by:	Alliance Care and Support Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	8
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

Good



Care & Support

Good



Environment

Requires Improvement



Leadership & Management

Good

Summary:

Norcot is a home for up to eight adults and is situated in Rhyl, close to shops, leisure facilities and the seaside. People are happy living here and enjoy a good level of independence, going out into the community and following hobbies and interests that matter to them.

Wellbeing is rated good because people have choice and control over their daily lives, including food, activities, and their daily routines. A variety of activities, both in and outside the home provide stimulation and enjoyment.

Care and support are rated good. Personalised, regularly reviewed plans are in place for each individual and these promote safety, independence, and positive risk-taking. People expressed very positive views of the care they receive; they feel at home, safe and well cared for.

The environment requires improvement because electrical appliances are not regularly tested to ensure safety. The manager took steps to resolve this issue following the inspection. There has been redecoration and a refurbishment of the ground floor shower room, and bedrooms reflect the

interests and preferences of the people using them.

Leadership and management are rated good because there are systems in place to ensure ongoing oversight and governance, safe recruitment and a trained staff team. The manager is well regarded by staff and people who live here.

Findings:



Well-being

Good

People have choice and control over their lives and are supported through positive risk management to live as independently as they can. We saw documents detailing what people like and dislike, their preferences, hobbies and interests and what they want to achieve. It is clear what is important to them and how they want to live their lives. People visit places in the community such as 'Men's Shed' where one person uses their woodworking skills, people can visit the local pubs and cafes and take advantage of the local beach. Inside the home, people enjoy painting and gardening and generally helping out around the home. People said they are happy there is lots for them to do and they have the freedom to come and go as they please. There is lots of evidence people's health needs are closely monitored and access to health and other services is facilitated. Appointments are made and people are escorted to attend these if needed.

People are safe and protected from abuse and neglect because they know who to speak with if they are concerned. Everyone said they feel happy talking to the manager or staff about anything. Staff are trained in safeguarding, so they know what best practice is. The service has a policy on safeguarding and encourages staff to whistle blow if they are worried about any aspect of the care provided. People have access to other agencies that can advocate on their behalf if needed, such as social workers and advocacy services. People go out into the community freely and have friends and relatives they can speak with.

People are supported to cultivate safe and healthy relationships. They engage with others in their local community, visiting places where they can meet with friends and family. People work together to improve their home, and they are proud to have contributed. One person proudly told us how they used their woodworking skills in the garden and sculpted things from wood, another painted the garden furniture and fencing, another person enjoyed growing colourful plants in the garden. People are supported to manage their finances so they can buy things for themselves, and an appointee is arranged for those who need help. People said they are happy and feel staff like them and respect them. One said, '*it doesn't feel like a care home. It feels like home*'. There are no Welsh speaking people living in the home at present and no Welsh speaking staff. However, the Welsh culture is respected and special days celebrated. The manager confirmed the intention to introduce more Welsh words and phrases and bilingual signage.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes because they are involved in designing their care and their wishes and needs are fully considered. Independence is encouraged and supported by risk management strategies. People's responses and behaviours are considered and managed in a way that helps staff understand the person better. Plans are person centred so staff know what people like and dislike and how to support them according to their preferences. They know how to keep people safe. We saw lots of evidence people's wellbeing is closely monitored. The service is proactive in making referrals for health advice if needed; people are supported to make and attend appointments with health and social care agencies.

People told us *'Nothing could be done to make it better, staff are great, friendly, kind, they do anything for you'*. They said food is good and they do have a choice. People make their own snacks if they want them, lunch is usually sandwich or light meal and every dinner is a cooked one. The minutes of monthly resident's meetings show food preferences are discussed, and we saw menus reflect people's wishes. People complimented the care saying *'everyone is nice with me. They look after me well'* and *'this is my home. I don't want to be anywhere else'*. One person who had lived in another care home said, *'this doesn't feel like a care home, it feels more like home'*. People told us they come and go as they please and are happy with their lives. One visiting professional shared they always feel welcomed, and *'it is always lovely to see laughing and joking between residents and staff'*.

People are protected from harm and abuse as staff have worked at the home for a long time and know the people they support well. Staff are trained in safeguarding and follow the home's procedures. Medications are managed safely. We saw they are stored securely at the correct temperature; daily logs are kept of the temperatures. One person needs their medication refrigerated and these temperatures are also checked. Records are accurate and balances of drugs are kept and checked. Monthly audits are carried out. Staff are trained in administering medication and their competency is checked.

People's risk of infection is minimised by the service provider promoting good hygiene practices. Handwashing procedures are posted around the home and there are supplies of PPE. Infection control is one of the mandatory training areas.



Environment

Requires Improvement

People live in an environment with appropriate facilities and equipment to help them achieve their well-being outcomes, however some health and safety checks are not carried out at the required frequency. Most health and safety checks are routinely completed; we found fire safety tests are carried out weekly and monthly as required to ensure emergency lighting, fire doors and other systems are working. The condition of the electrical installation has been checked, and there is an up-to-date gas safety certificate. The home was awarded FSA level 5 in the last food safety checks. The boiler and the stair lift have been serviced.

Records show portable electrical equipment was last completed in 2023 and this was of equipment in communal areas not in bedrooms. There were no risk assessments in place to help ensure the safety of electrical equipment. Following the inspection, we received evidence the manager had contacted an electrician to complete the tests. While environmental audits are done every quarter, we highlighted a risk the manager had not identified. In one bedroom, we saw the occupant had two extension leads, potentially overloading sockets. Following the inspection, the manager was proactive in seeking advice and taking appropriate measures. They also intend to source health and safety training for managers to ensure up to date knowledge on identifying health and safety risks. The RI (responsible individual) for the service has updated the fire risk assessment. Guidance says this is appropriate if the person is competent and has completed specific training. We recommend the RI ask for and evidence confirmation from Fire Safety inspectors that the fire risk assessment is sufficient.

Bedrooms are personalised with things important to people living in them. People have televisions, radios, internet devices; there is evidence people pursue creative hobbies and use their skills to produce things such as pictures and sculptures. Each bedroom reflects the preferences of the person occupying them. We saw evidence of some investment in the home such as a fully refurbished shower room, new carpets and freshly painted décor. A maintenance person visits the home twice weekly and we saw a log of works identified and checked off to confirm they are addressed. All people said they are happy with their bedroom and did not feel there are anything more they needed. The back garden provides a pleasant, pretty outlook with flower beds, a shelter and seating.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The manager does quarterly audits of the home to check health and safety and the RI carries out checks on processes, including records and care planning, when they visit at least every three months. Twice a year, the RI gathers people's views on the service and includes their findings in a biannual quality of care review report. Staff feel well supported and said they find the manager very approachable. We saw policies on matters such as safeguarding, whistleblowing and complaints have been updated to reflect current Welsh guidance and legislation. A social care professional told us of the effective communication and prompt responsiveness to requests for information. People told us they are happy here and feel able to express their views at any time.

Records show staff are trained in key areas to help ensure provision of safe and effective support. They have received training on mental health awareness, mental capacity and DoLS (deprivation of liberty safeguards), autism and learning disability, safe administration of medication and behaviours that challenge. Regular competency checks of staff administering medications are carried out to be certain practice reflects staff knowledge. We saw training updates are scheduled to keep knowledge current. Recruitment processes ensure people are rigorously vetted prior to employment. There are sufficient staff on duty to meet people's needs and ensure their continued wellbeing and the manager is always available. New staff must complete an induction process including completion of the Social Care Wales Induction framework and all staff are registered or in the process of registering with Social Care Wales. Every staff receives one to one supervision every three months and an annual appraisal of their training and development needs. Two staff shared how they love working at the home and they feel valued. They are happy they make a difference to the people who live there.

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
People's well-being are at risk if appropriate measures are not taken to mitigate risks.	

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

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