



Ashgrove



Ashgrove, Chester Road Gresford, Wrexham, LL12 8PP



01978856500



selecthealthcaregroup.com

Date(s) of inspection visit(s):

24/06/2025

Service Information:

Operated by:	Gresford Care Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	51
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

Excellent



Leadership & Management

Excellent

Summary:

Ashgrove is situated in Gresford, a village on the outskirts, and a short car journey, from Wrexham. The home provides accommodation for people who require residential care and support.

People experience excellent well-being outcomes overall and are treated with dignity and respect, being involved in outstanding activities which are provided for those who wish to be involved.

People are supported to stay as healthy as possible, with systems in place to protect people in a stimulating environment that meets their needs.

Care and support are excellent, with people's experiences, and their relatives', being of a high quality. Detailed care documentation is in place to support people's needs. The service has good systems to safeguard people, to manage their medication, and good systems to reduce the risk of the spread of infection.

The environment is excellent, it is of an extremely high quality and enables people to meet their

needs and outcomes, enhance their well-being, and is safe.

The leadership and management of Ashgrove is also excellent, there is a consistent and reliable senior management team in place. They ensure that the required staff recruitment, training and support is undertaken, and enable such high-quality support and facilities to be provided. The Responsible Individual (RI) visits the service regularly, has a good working relationship with the management team, and has effective oversight of service provision.

Findings:



Well-being

Excellent

People have choice and control over their daily lives. Care workers support people to make everyday decisions. They understand people's preferences and know what is important to them. We saw people have a positive experience during lunch, their dignity is respected, and alternative meal options are offered. People have excellent support which enhances their experiences throughout the day. We saw care staff helping to transfer someone from their chair, it was undertaken well, with care workers explaining the process to the person as they supported them and at the person's own pace. One relative told us *"Being here has extended my relatives life...they are more mobile than when they were at home."* Another person visiting the home for the first time said, *"It's wonderful here, it has changed my preconceptions of what a care home was or should be."*

People have their own personal routines and engage in a wide range of activities of their choice, within the service and the community. Two activities co-ordinators are employed four days a week with three employed on a Friday. Activities include fortnightly visits from a local primary school, where people and school children interact positively, trips to the seaside and local places of interest, afternoon tea parties in the homes garden, and visits by local entertainers. A birthday celebration was observed where staff, residents and relatives were involved, with birthday food and drinks provided, and karaoke singing and dancing. We saw care staff and residents participated, all having a wonderful time. Regular resident meetings take place, whereby people can have a say in the running of the home. The current activity planner reflects suggestions made by individuals living in the home. People told us *"There's plenty of activities."* Another person said, *"I can't fault the activities."*

People are protected from harm and neglect. The provider ensures care workers receive training in safeguarding, to protect vulnerable adults. There are also policies and procedures in place to support this. Care workers have a good understanding of their responsibilities and know how to report any concerns they have about people they support. Personal plans and risk assessments are in place and reviewed monthly. People told us that they are happy and feel safe in their home. Recruitment of care workers is robust.

People are supported to maintain their physical and emotional well-being. There is a positive culture amongst care staff. There is a consistent staff team which provides good continuity of support for people. This ensures people's needs are met because care workers know what is important to them. Support from health and social care colleagues is sought appropriately when needed. We saw friendships formed with people enjoying time in the lounges and communal spaces. Individual personal plans are in place which reflect their choices and how to maintain their

safety. The service offers a choice of high-quality meals, and the service has a food hygiene rating of five, which is 'very good'.



Care & Support

Excellent

People receive outstanding care and support which helps them achieve their personal outcomes. The service assesses each person's care and support needs, to ensure they can meet them, prior to their move to the home. Following this a personal plan is developed in conjunction with people and where necessary, their representatives. Personal plans are excellent, they are personalised and accurate. They set out people's personal outcomes and the strategies in place for supporting people. They are reviewed monthly to ensure information remains relevant as people's needs change. Comprehensive risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty. The service offers a variety of formal and informal opportunities for people to voice their opinions on the service they receive.

People make choices about their day-to-day care. People choose where they want to spend their day, supported with good staff presence and have access to a call bell. We saw people are assisted in a timely manner with dignity and respect, and we saw care staff acknowledge and engage with people in a positive and respectful way to ensure their needs and wishes are met. People spoke positively about the care team and the support they receive, one person told us, *"Care is excellent, I can't fault it."* Another said, *"I get good support, I get the support I need, staff are great, nothing is too much trouble."*

People are supported with their health needs and receive their medication as prescribed. There are effective medication management systems in place. We saw medication is securely stored. Medication administration record (MAR) charts are filled in correctly confirming people receive their medication at the right time. There is a medication policy in place, and care staff receive medication training. Medication audits are completed to ensure practice remains safe and effective. People's health needs are detailed in their personal plans. We saw people have good access to health and social care professionals and any advice needed is sought in a timely manner.



Environment

Excellent

The environment is wonderful, it is clean, comfortable and provides an exceptional environment where people's well-being and outcomes are met. The decoration and flooring in both people's rooms and communal areas is of a high standard. A well decorated communal bathroom was viewed; we were told this was soon to be refurbished as they are proactively identifying areas of the home which the provider wishes to enhance. The interior of the home also has numerous potted plants, wall mounted shrubs, several clocks and numerous ornaments throughout. This gives a wonderfully relaxed and calming atmosphere for people to live in. There are several communal areas where people spend time in the company of others, alone, or people can remain in their own room should they wish to have some privacy. People can personalise their room to their preference with their own belongings, which helps people to feel at home. Bathrooms and toilet facilities are equipped with specialist equipment for those who require it. Externally the grounds are awash with potted plants and hanging baskets. There is a dementia friendly walk around the secure part of the garden, with seating and tables provided throughout. There is a pathway around the communal part of the garden which has recently had new slabs laid. One relative commented, *"It's like walking into a nice hotel... It's uplifting to see my relative here...its always clean and fresh."* Whilst another said, *"It's like a hotel."*

Ashgrove has been awarded a score of five by the Food Standards Agency, which is the highest possible score and suggests standards of cleanliness and hygiene in the kitchen are very good. The housekeeping team follow cleaning schedules to ensure the home is kept clean and tidy, which we found it is. Laundry facilities are suitable for the size of the home and there are systems in place to reduce the infection control risks.

People live in an environment which is safe with appropriate and well-maintained facilities and equipment. There are safe and effective systems in place to maintain and manage the accommodation to consistently meet people's needs. Regular servicing and environmental checks ensure the safety and well-being of people using the service. Care staff are trained in fire safety and participate in regular fire drills, to keep people as safe as possible. We saw investment was ongoing by the provider, with works being undertaken on the day of the inspection. We also saw a schedule of planned works for the home and saw proof that works were to be carried out and equipment and fittings were to be purchased.



The service benefits from excellent leadership and management, with the oversight and governance of the service being highly effective. Staff morale is good, creating a positive atmosphere. The RI visits the service every three months, and a report is written following each visit to record their findings. The provider completes six-monthly quality of care review reports, which are detailed and analytical. People know how to raise any concerns if they have any. The provider also has their own annual quality assurance questionnaire which is sent to stakeholders for their views of the service. A report is then sent out to stakeholders advising of their findings. Managers have comprehensive and detailed audits in place which are undertaken monthly, this ensures any potential issues are identified and acted upon quickly.

Ashgrove is working towards providing a Welsh language service provision, with signage being provided bi-lingually, care plans are available in Welsh by request, and some Welsh speaking staff can support Welsh speaking residents in the language of their choice.

There are robust policies and procedures in place which contribute to the successful running of the service and inform care staff of what is expected of them. Care workers have access to these, and this ensures that care and support is undertaken in line with best practice and legal requirements and helps to ensure people's outcomes are met.

People can be assured care staff are safely recruited, trained and supported. We looked at a sample of staff recruitment files and saw they contained all the pre-employment checks in respect of any person working in regulated services. We saw evidence that pre-employment checks including references and Disclosure and Barring Service certificates are applied for prior to employment commencing, and care staff have registered with Social Care Wales, the workforce regulator. Care workers receive supervision and appraisals in line with regulatory requirements. Supervision and appraisals provide each staff member with opportunities to discuss their performance, development, and/or any concerns they may have. We viewed the training matrix and saw there was a large amount of training undertaken by the staff team. This was confirmed by care workers we spoke with. People receiving support also confirmed care staff knew how to support them appropriately. Care staff we spoke with told us they enjoy working at the home, they feel valued and listened to. One said, *"This is the nicest home I have worked in...Managers take issues seriously and are approachable."* Another member of the care team told us *"I really enjoy working here, I am well supported, both the staff and managers are good... Managers are very helpful, nothing is too much trouble."*

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.

Welsh Government © Crown copyright 2025.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*