



## Ashleigh Court



Ashleigh Court, Chester Road Gresford, Wrexham, LL12 8PP



01978856999

Date(s) of inspection visit(s): The inspection visit took place on 28/08/2025

### 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:	50
Main language(s):	Welsh and 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

Good



Leadership & Management

Good

## Summary:

Ashleigh Court is a care home, located in Gresford, on the outskirts of Wrexham.

People receive good care and support from a care staff team who understand their needs and treat them with dignity and respect. People's personal care plans contain detailed, personalised information which is reviewed regularly. Medication processes within the service are undertaken well and people attend appointments with health professionals as required. People achieve good well-being outcomes because they are treated as individuals and are supported to live their lives in their preferred way.

People live in an environment that is good. Ashleigh Court is decorated throughout, has ample communal space. The outside areas are well laid out, safe and suitable. People have their own bedrooms which they have furnished to their personal preference, which offer privacy and personal space when required.

Leadership and management of Ashleigh Court is good. The Responsible Individual (RI) and

manager have good oversight of the service and quality assurance monitoring takes place regularly. Care staff are recruited safely, well supported and receive appropriate training to meet the needs of the people they support. Staff are happy working at the service. Safeguarding referrals are made to the local authority when required and monitored closely.

## Findings:



### Well-being

Good

People live healthily and safely with control over their lives. The provider undertakes detailed pre-admission assessments and receives information from health care professionals prior to people moving into the home. This ensures that the service can meet their needs. People's personal plans focus on their likes and dislikes, the support the individual needs, and the person's outcomes and goals. This information guides care staff on how to meet needs. Where appropriate, people or their representatives have input into the review of their personal plans and how it is delivered, ensuring care is appropriate and relevant to the individual. People's independence is encouraged as they are offered choice wherever possible. We saw and were told people are offered choice in regard to activities, bedtime routines, where to spend time, and eating and drinking. People are treated with dignity and respect. Care staff are kind and patient with people, and we observed many warm interactions.

People are safe and protected from abuse and neglect. They told us they feel safe in the environment they live. The manager has an open-door policy, and we saw people approach the manager throughout the day for advice and support. People told us they feel confident to raise any concerns with the manager. The RI also visits the service regularly and spends time chatting to them, offering the opportunity to give any feedback they have. Care workers have undertaken training to meet the needs of the people they support, including safeguarding training, ensuring vulnerable people are protected. People have risk assessments in place to help reduce risks and to ensure they are kept safe. We saw that complaints to the service are managed effectively. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team where required to ensure the safeguarding of people who lack mental capacity in regard to care and accommodation needs.

People are supported to develop and sustain positive relationships within their community and with the people they live with. People have formed friendships with each other and enjoy the company of other residents and staff. The manager holds events with other services run by the provider, allowing people to meet and engage in sociable activities together, such as a cheese and wine event. People's language preferences are checked as part of their initial assessment. We saw people have visits from family and friends during the day which people clearly enjoy.



## Care & Support

Good

People experience high-quality care and support. Care is outcome focused and delivered in a way which promotes the development of routine and structures in line with people's preferences. Personal plans are strengths and outcomes based and give a clear picture of the person. Care staff follow these to ensure good quality person-centred care and support is delivered. People's outcomes are clear, and they are supported by care staff to ensure their outcomes and goals are met. One person told us they received regular showers and staff help them to remain independent by encouraging them to help wash themselves. Throughout the day, people's requests for support were met promptly and care staff responded to call bells appropriately. We saw good quality care being delivered throughout the day and saw excellent interactions between people and care staff, who clearly knew the people they support. People living at Ashleigh Court are well kempt. We spoke with people who told us there were no issues with the laundry and they got their clothes cleaned quickly. People, their relatives and visiting professionals confirmed that people were supported and spoken to appropriately and treated with dignity and respect. One person we spoke with told us staff are "*Excellent.*" Another resident, when asked what it was like to live at Ashleigh Court, described it as a "*Garden of Eden, an excellent place*". The person described the staff as "*They are not staff, they are angels.*"

Medication processes at the services are safe and robust. People receive their medication as prescribed, in accordance with national guidelines and the service provider's medication policy. Medication is ordered, stored, and administered safely, as prescribed, and robust records are kept for the administration of medication. We found medication counts to be correct. People are referred for appropriate appointments at the right time and recommendations for care and treatment by other professionals are conducted as directed. We spoke with a healthcare professional who told us the service have good communication with them. They told us that the home is open to managing people with complex needs and that due to the pro-activeness of managers and staff, placements to Ashleigh Court succeed. We saw personal plans are updated with any changes in health conditions and there are clear protocols to follow to maintain people's health and wellbeing. Health monitoring, such as food and fluid charts, are completed in line with personal plans. A health care professional told us there are "*No issues with people's weights, staff are proactive in referring people to O.T.'s and dieticians.*"



## Environment

**Good**

People live in a service which is suitable and meets their needs. Ashleigh Court is set over two floors, with a lift and stairlift provided. The home is warm, welcoming and decorated nicely throughout and benefits from extensive communal space that people can access as they wish. There is enough space for people to spend time alone, with others or with visitors. There are ample bathrooms and toilets throughout the service which are clean and in good working order and are equipped with specialist equipment for those who may need to use it. Externally the grounds are spacious, safe, and secure, providing pathways, patio chairs and umbrellas, as well as an array of plants and hanging baskets. There are grassed areas which people can also enjoy.

People have their own bedrooms which are clean, bright and benefit from en-suite facilities. People are encouraged to personalise their rooms to make them as homely and comfortable as possible. We saw that bedrooms have appropriate seating and a table for comfort, along with a call bell in case they need help.

Ashleigh Court provides a safe environment in which people can live. Managers undertake regular environmental and Health and Safety audits of the environment to ensure all areas are hazard free and to identify works which may be required. As part of their quarterly visit, the RI looks at the environment to ensure any works required is undertaken promptly. Appropriate servicing and testing of systems such as gas, electrics, fire safety and water are undertaken regularly. Investment to both the interior and exterior of Ashleigh Court is ongoing with a new pathway having been recently laid. People have access to equipment which supports their wellbeing and promotes independence. All equipment is clean and regularly serviced to make sure it is safe to use.

Ashleigh Court is kept clean throughout, both the communal areas and people's rooms. Infection prevention and control procedures are conducted well. The Food Standards Agency have awarded the service a level 5 rating, which is very good and the highest rating achievable. The People's rooms are en-suite and rooms and communal spaces are decorated to a high standard.



## Leadership & Management

Good

People live at a service which is well organised and has good leadership oversight. The manager has established a stable team of care staff who have daily support from a manager, and team leader. One member of staff told us that staff work well as a team. Other staff and people living at the service and visiting gave positive feedback about the manager, saying they are “*supportive and approachable*.” There are effective systems in place to monitor quality. This is conducted through audits of different areas of the service, visits by the RI and gaining feedback from people and their representatives and relevant stakeholders. Managers have a comprehensive suite of audits which are completed on a regular basis, and we were able to evidence actions are identified and addressed in a timely way. The manager also undertakes an audit of the home at night to ensure the performance of the home at night as well as during the day is to an acceptable standard. The RI creates a detailed report following visits to evidence what areas they have looked at and what actions are needed. The quality-of-care report summarises all the information gathered and shows performance of the service in the past and improvements to the service for the future. People and staff can be assured they have access to relevant information regarding Ashleigh Court.

Asleigh Court is working towards providing a service in Welsh, with signage in place, care plans being available in Welsh upon request, and a limited number of Welsh speaking staff are available to support people in Welsh.

People are supported by care staff who are safely recruited, well trained and professionally registered. Pre employment checks are conducted before a person begins working at the service, which includes a disclosure and barring service (DBS) check and obtaining appropriate references. This is to ensure people are safe and appropriate to work with adults at risk. Staff complete an induction, and all staff are registered with Social Care Wales, the workforce regulator. We reviewed training records and found staff complete mandatory training in a number of areas including Dementia care, moving and handling and medication. All staff receive regular one to one supervision and appraisals. This helps identify any training needs, performance and concerns to support ongoing development and ensure people receive the support they require. Staff are employed in appropriate numbers; this was confirmed by records we saw, staffing numbers on the day of inspection, and what stakeholders told us. Regular meetings are held with staff, residents and their families which ensures the service is aware of the views of stakeholders in regards the running of the home.

## 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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