



Walls Residential Care Home Ltd



Walls Residential Care Home Ltd, 30 Vaughan Street, Llandudno, LL30 1AB



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wallsresidentialcarehome.co.uk

The inspection visit took place on 30/04/2026

Service Information:

Operated by:	Walls Residential Care Home Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	10
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Walls Residential Care Home Ltd is registered to provide support to a maximum of ten adults with enduring mental health conditions. It is located in the centre of the coastal town of Llandudno and people can easily access local amenities.

Well-being is good because people are supported to maintain their independence, make choices about their lives and achieve outcomes that matter to them. Care and support is good because support is well organised and responsive so people to achieve positive outcomes.

The environment is good as it is suitably maintained, with systems in place to promote safety and ongoing improvement. Leadership and management is good because systems for monitoring and governance are established and the manager and Responsible Individual (RI) have good oversight of the service.

Findings:



Well-being

Good

People living at the service experience good levels of well-being and express satisfaction with their lives. Individuals told us they are “*very happy*” and feel they have a “*lovely life*” at the home. Another person said they like living there because it is “*calm and the staff are supportive*”. We observed people moving freely around the home and going out into the community, showing they have choice and control over their daily lives. Staff speak with people about how they want to spend their day and about their medication, demonstrating involvement in decisions that affect them. Interactions between people and staff are relaxed and friendly, with people seen laughing, talking and going for walks together. People told us they feel comfortable and supported in the home.

People are supported to maintain and improve their physical and emotional health. Staff encourage individuals to attend appointments and take an active role in managing their health needs. We saw evidence within care records of staff working with community mental health teams and following up where appointments or reviews had not been arranged, particularly where a person's mental health had deteriorated. The service promotes physical activity and time outdoors, for example encouraging people to go out, mobilise and spend time in fresh air to support their mental health. The home has achieved a food hygiene rating of five, which is the highest rating attainable. Preferences around food are documented and they can choose what they eat.

People experience positive emotional well-being and feel safe within the service. Staff understand safeguarding procedures and can respond appropriately, and people told us they can speak openly with the manager about any concerns. Systems for recording and analysing incidents and accidents are in place and used to support learning. People are supported to maintain relationships with family where appropriate, and contact is encouraged. The service respects people's preferences, including when they choose not to participate in activities. For example, one person told us they enjoy having their own space and use a quiet communal area to relax. People feel secure, respected and able to live in a way that suits them.

People are supported to remain part of their community and to manage aspects of their daily lives as independently as possible. Staff encourage people to go out into the community and maintain links with others, while recognising when individuals prefer not to engage. The service also supports people to manage their finances safely, using systems such as individual money pots and recording arrangements involving two staff and the person to ensure transparency and security. The environment supports well-being, offering communal areas for social interaction as well as spaces for privacy and dignity. Bedrooms that have been refurbished are bright, comfortable and personalised, helping people feel at home.



Care & Support

Good

People receive care and support that reflects their individual needs and is based on a clear understanding of their circumstances. Pre-admission information and ongoing review processes are used to build a picture of each person, including background, health needs and risks. Care records we reviewed were detailed and person-centred. Personal plans consider history of self-neglect and identify clear priorities such as improving living conditions, maintaining personal hygiene and ensuring people maintain their dignity through being prompted to wear clean clothing. Plans include practical guidance for staff, such as providing information in small amounts to prevent overwhelm and monitoring changes in health or behaviour. We observed staff delivering consistent care that is tailored to each person.

Care provided meets people's needs and responds to changes in their circumstances. Staff provide support that reflects individuals' mental and physical health needs, including encouraging people to attend health appointments and supporting access to services such as opticians and GP services. Records show clear follow-up with professionals, including communication with social workers and health services to address issues such as accessing identification documents or arranging appointments. Daily records show staff monitoring people's well-being, including what they eat and drink, how they spend their time and any changes in presentation. The service also uses additional recording systems to monitor specific health-related issues, such as patterns in alcohol use, to inform multi-disciplinary discussions and support planning.

People are protected through clear risk management and safe working practices. Risk assessments are detailed, regularly reviewed and identify both the risks and the measures in place to reduce these. The service adopts a proportionate approach to risk, supporting people to take positive risks, such as making personal choices about lifestyle, while ensuring staff are aware of how to minimise harm. Medication is managed safely, with regular audits, clear records and staff competency assessments in place. External audit feedback confirmed good standards of medication management. Infection prevention measures are in place, including appropriate equipment to respond to incidents.

The service works effectively with others and maintains clear records to support continuity of care. We saw evidence of regular involvement from professionals such as social workers, with visits and outcomes clearly recorded in care files. Handovers and communication systems support staff to remain aware of people's needs, including the use of daily notes, general notes and handover records. Care records include a range of supporting documents, such as medical history, professional reports and personal preferences, providing a comprehensive overview of each person. Reviews take place regularly, with updates reflecting changes in people's needs and progress, such as improvements in well-being or reduced risks.



Environment

Good

People live in an environment that is clean, comfortable and supports their day-to-day needs. During the inspection, all areas of the home we saw appeared clean and well maintained, and there were no concerns regarding hygiene standards. Staff complete regular cleaning tasks, supported by a structured daily and weekly schedule which has been recently updated to improve consistency across the team. Bedding items, such as duvets, are cleaned regularly, contributing to a clean and pleasant living environment. The home has achieved a food hygiene rating of five, demonstrating good standards in food preparation and kitchen hygiene. The environment includes a range of communal spaces where people can spend time together, as well as quieter areas where individuals can have privacy and personal space. Some areas of the home have been refurbished, and we saw bedrooms were light, airy and well maintained. The provider continues to make improvements to the environment, including upgrading the kitchen and working through a programme of bedroom refurbishment. The provider is also going through refurbishment of the entrance and hallway, which has taken longer than expected due to the availability of contractors. Management are aware of the need to balance the required environmental improvements with the needs and preferences of people living at the service.

The service has appropriate systems in place to maintain a safe environment for people living there. Records showed that essential safety checks are completed regularly, including gas safety, boiler servicing, electrical safety and fire equipment testing. Fire safety arrangements are well established, with regular fire drills and testing carried out, and detailed personal emergency evacuation plans available for each person. Health and safety audits are undertaken routinely, supporting oversight of the environment and identifying any issues requiring attention. Visitor arrangements are managed appropriately, with a signing-in process and identification checks in place.



Leadership & Management

Good

The service has effective leadership arrangements that support the delivery of consistent care. Management systems include regular staff meetings, with additional meetings arranged where required. Staff are encouraged to contribute to agendas, and meeting records show discussion of care tasks, safety, training and individual needs, with a focus on improving consistency and promoting people's well-being. These meetings provide a structured opportunity for reflection and shared decision-making. Policies and procedures are in place across key areas such as safeguarding, infection prevention and control, and medication, and were found to be appropriate.

The service employs a stable and suitably skilled workforce. All staff are subject to appropriate recruitment checks. Training arrangements are comprehensive, covering a wide range of topics relevant to the needs of people living at the service, such as mental health, safeguarding, medication and behaviours that challenge. Staff are up to date with their training and supported through regular supervision and annual appraisal processes. Social Care Wales registrations are current and monitored. We saw a clear focus on ensuring staff are competent and supported to carry out their roles effectively. Rotas are planned in advance and align with the statement of purpose, supporting continuity of care.

The provider has systems in place to monitor quality and support improvement. Auditing systems are in place to ensure relevant audits are completed at the required frequencies. Audit records include identified actions and confirmation of completion. The Responsible Individual (RI) completes quarterly reports which review key areas such as staffing, care records, incidents, safeguarding and the environment, and include action plans with identified works and timescales. They also consider actions from audits completed. These reports highlight areas such as stable staffing, consistent rotas and person-centred care. The RI plans to ensure consistent engagement with people, relatives and staff is formally recorded during the RI visits going forward. Quality of care reviews completed include feedback from residents and staff, with high satisfaction scores across key areas of the service.

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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