



## The Conifers Care Home



9 Church Road, Rhos On Sea, Colwyn Bay, LL28 4DJ



01492545073



<https://inspiredhomesnetwork.co.uk/>

The inspection visit took place on 19/09/2025

### Service Information:

Operated by:	Inspired Homes Network Ltd.
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	5
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

## Ratings:



Well-being

Good



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

## Summary:

The Conifers is a small care home which provides accommodation for up to five people with learning disabilities and/or autism, mental health issues, acquired brain injury or physical disabilities. It is located in the seaside town of Rhos on Sea and is close to local amenities. The care provided is exceptionally person-centred, with people's physical, emotional and mental health needs prioritised by care staff and management. People are involved in identifying outcomes that are important to them and create their own solutions to any problems they face. People are involved in making choices and decisions about what they want to do and how they spend their time. The service has its own transport which is accessible for people who use a wheelchair.

We found people's care and support is excellent, because of the very strong and person-centred care and support people receive. The environment is good because it is personalised, meets people's needs and is well-maintained. Leadership and management of the service is also good because there is effective oversight of the service.

## Findings:



### Well-being

Good

People live healthily and safely with control over their lives at The Conifers, and they are treated with dignity and respect. They have a choice of activities to take part in, ensuring they spend time doing things that matter to them. People are encouraged to choose and plan holidays they would like to go on. People identify their own well-being outcomes, recorded in their own words in their personal plans and regularly reviewed. People like living at The Conifers, telling us *“They are so good with me here, it feels more like a home compared to where I’ve lived before”*. There is a menu provided for people to choose from, but if people feel like eating something different they can. People told us they can have a takeaway once a week if they wish, with fish and chips for tea planned on the day of inspection. People value the support they receive from care staff and say they have been helped to build friendships with other people living at the service. Relatives told us care staff know people well and provide flexible support. One person told us the management team and care staff are supporting them to re-establish relationships with relatives that had been lost previously, something they were very pleased about. People are part of a strong, supportive culture where they can be open without judgement. People’s emotional and psychological well-being is actively supported, enhanced and prioritised. Support staff are proactive in responding to people’s mental health and adjust their approaches accordingly.

People are safeguarded from abuse and neglect and supported to be involved in safeguarding processes. The service fully understands risks for people and supports people to develop an understanding risks and consequences. They encourage positive risk taking and have a strong understanding of mental capacity and best interest principles and codes of practice. There are strong support systems in place to ensure any risks are promptly identified and addressed. Risk assessments are updated in a timely way and steps taken to reduce risks are agreed together with people where possible. The provider learns from incidents and accidents, changing their processes and protocols when needed. People are well supported to manage their finances effectively.



## Care & Support

Excellent

People receive highly effective care and support to achieve their well-being outcomes. The manager thoroughly assesses people's needs and personal outcomes before support starts. This includes an in-depth pre-assessment process involving a number of visits taking place before moving. We saw evidence of the service provider and manager not rushing to fill a vacant room but being careful to find the right person for the home, who would match well with residents already living there. They gather the relevant information from professionals already involved in people's lives. Support is provided by a stable, dedicated and experienced staff team who have a highly effective understanding of people's needs. Care staff understand how best to communicate with people and how to support people to de-escalate when they are emotionally or mentally heightened. The management team and staff team have the knowledge and skills required to anticipate people's needs and to identify when their mood or mental health is changing. People are supported to attend appointments without delay. The management team and care staff work in an exemplary way with professionals to support people through times of poor mental health or changes in complex medication regimes. Examples were provided of how the management team and care staff went above and beyond to provide care and support for people in different environments contributing to successful recovery, for example during periods of admission to hospital. Another person told us since moving to the service they have been able to save money and are supported to look after their finances more effectively. *"My life has completely changed since moving here, I feel loved and supported and like I have always lived here"*. We observed a truly person-centred culture at the service.

Personal plans are completed to a high standard, with people's voices heard throughout. They are detailed, robust, strengths based and easy for people and care staff to understand. Risk assessments are updated as people's needs change, there are processes in place to ensure personal plans are up to date to ensure they are in line with risk assessments. People contribute towards their risk assessments and suggest things they could do to reduce risk, encouraging responsibility over their own lives. People are at the centre of care planning and are involved in their reviews, their family or representatives are also encouraged to engage where appropriate. People have positive relationships with care staff, we observed people laughing and smiling with care staff. One person told us, *"I love the banter I have with them, they make me laugh."*

Medication processes are safe and robust. Regular medication audits are completed by the management team to ensure valuable oversight and any actions identified are addressed in a timely way. The medication administration record charts we viewed contained the required information and had been signed correctly.



## Environment

Good

People live in a home which meets their needs. People's rooms are personalised reflecting any passions and interests. They choose the colour of the paint in their rooms and have matching bedding and curtains of their choice. There are lots of personal belongings in people's clean and tidy rooms. The service provider invests in the decoration and maintenance of the home to ensure it meets people's needs and all rooms and communal areas are well maintained. There is a communal kitchen for people to use as well as a shared lounge/diner. People can choose where they eat their meals and can socialise in the communal spaces if they wish or have privacy in their own rooms. We found the home to be clean and tidy in all areas. The service provider has infection prevention and control policies, with good measures in place. Moving and handling equipment is stored accessibly for those that need it, but safely out of the way to prevent trips and falls. People say they love their rooms, and they feel comfortable in the home, saying "*It feels like home to me, I like it here.*" The front entrance to the property is neat and tidy and the gardens to the rear are secure and well-maintained. People access the home through a securely locked door, and visitors are required to sign in and provide identification on arrival.

People can be confident the service provider identifies and mitigates risks to health and safety. If issues in the environment are identified, maintenance staff are available to address them. We saw maintenance staff on the day of our visit; they were completing jobs around the home that staff and management had identified. The home has the highest food rating attainable. Routine health and safety checks for fire safety, water safety and equipment are completed, and records show required maintenance, safety and servicing checks for the gas and electrical systems are up to date.



## Leadership & Management

Good

The service provider has effective arrangements, governance and oversight to ensure the smooth operation of the service and good quality outcomes for people. The manager is experienced, and the RI visits the service in line with the regulatory requirements. A report is written following each visit which evidences conversations with people and/or their relatives and care staff, as well as reviewing a selection of records. There are governance arrangements in place, and we saw evidence of actions from audits being completed resulting in improvements to people's well-being outcomes. There are policies and procedures which contribute to the successful running of the service and also inform care staff of what is expected of them. The manager has valuable knowledge of the needs of each person living at the service and places them at the centre of service delivery.

People are supported by care staff who are safely recruited, feel well supported and receive training to carry out their roles effectively. There are strict selection and vetting processes in place, so people know care staff are qualified and trustworthy. Care staff told us they like working at The Conifers and feel well supported. One staff member told us, *"I feel well supported and enjoy the work that I do. We make sure it feels like home for people, and we all get on well together"*. Care staff have formal supervision and annual appraisals in line with regulatory requirements and feel able to approach the manager with any issues they may have. The provider ensures care staff receive training appropriate to the needs of people. Training records are reviewed and updated by the management team to ensure training compliance. Care staff have either registered with Social Care Wales, the workforce regulator, or are in the process of doing so. Care staff team meetings are held several times throughout the year, and discussions take place about how the quality of care can be improved.

## 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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