



Queens Court



487-489 Abergele Road, Colwyn Bay, LL29 9AE



01492516732



www.potens-uk.com

The inspection visit took place on 30/09/2025

Service Information:

Operated by:	Potensial Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	39
Main language(s):	English
Promotion of Welsh language and culture:	The 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:

People living at Queens Court achieve good well-being outcomes, but improvements to care staff levels are required. People are treated by staff with dignity and respect. People choose how they spend their time and are encouraged to get involved in meaningful and aspirational activities. The service provider is actively working towards meeting the Welsh language and cultural needs of people and staff.

People receive good care and support and are involved in the care planning process. Care planning is done with the person. Personal care files are well maintained, contain relevant and up-to-date information and have regard for wellbeing, safety and managing risk. Community involvement, positive risk taking and maintaining existing relationships are promoted whenever possible. People feel secure and safe from harm and their liberty is protected in accordance with legislation. Medication is managed safely in line with national guidance.

People live in a good environment. Decoration, maintenance and repair of the premises are

completed. The premises are safe and compliant with legislation and national guidance. People have warm, clean bedrooms which provide personal space and privacy.

Leadership and management are good. Care staff are recruited safely and receive appropriate training and support that deems them competent to do their jobs. The Responsible Individual (RI) visits the service regularly and quality assurance monitoring takes place. There are policies and procedures in place for the running of the service.

Findings:



Well-being

Good

People live healthily and safely with control over their lives. Pre-assessments and care plans are detailed, person centred and tailored to the individual. People are as independent as they can be, choosing their own routines and whether they want to go out or stay in. Positive risk management and community involvement is encouraged as far as possible which helps to boost self-confidence and independence. We saw people walking into town and others catching a bus. We were told by one person how their life was turned around, and how they have gone from strength to strength. The person said, *“It’s wonderful. I am so thrilled with the trust they put in me.”*

People have choice regarding daily activities. People use the local swimming baths, and some engage in voluntary work. There is a well-equipped recovery hub and wellbeing room, where a skilled coordinator inspires and supports people to try new hobbies and engage in fun and sociable activities. One person is making a shirt, and another is learning about bee keeping. There is a weekly creative workshop where people can meet for a coffee and do art and crafts. The provider is working in collaboration with Conwy Local Authority to develop innovative therapeutic intervention which will include sharing the recovery hub with the community which will provide more opportunities and benefits for people at Queens Court. People are supported to make their own food choices and prepare and cook nutritious meals for themselves. We saw people being guided by the recovery coordinator to make lunch for themselves. White boards displayed lunch and dinner menus with homemade meals for people who prefer food made for them. People told us they take an active role, chairing their own resident’s meetings, and their contributions are taken seriously by management.

People are supported to cultivate safe and healthy relationships. People told us how they have developed lasting and fulfilling friendships with the people they live with. A ‘Come Dine With Me’ initiative encourages people to cook and eat and socialise together in the communal areas. People are encouraged and supported to maintain meaningful connections with family members and visit them regularly. People spoke positively about their key workers, and one person said, *“Staff are so kind and considerate.”*

The provider is actively working towards meeting the Welsh language and cultural needs of people and the Welsh speaking people living at the care home benefit from the commitment made by the managers and staff to learn Welsh.



Care & Support

Good

People receive quality care and support to achieve their personal outcomes. People and relevant professionals co-produce and regularly review and update their personal care plans, which are strength based and describe their preferred care, treatment, and support. We saw evidence that people attend appointments with external professionals when required and any advice or guidance is added to personal plans. Individuals risk assessments are accessible to care staff and regularly updated. Pre-admission and ongoing assessments thoroughly address personal needs and outcomes. People with complex mental health needs are cared for by staff who have specific specialist training and understand their needs. We saw care staff engaging with people positively and treating people with kindness and patience. Care staff levels are inline with the organisations statement of purpose, but we found that the levels need increasing to fully meet people's needs at all times.

People are kept safe from harm and abuse. People tell us they feel safe living at Queens Court. Care staff receive safeguarding adults at risk of abuse training and are aware of the safeguarding procedures and their role in protecting people. Referrals are made to the local authority safeguarding team appropriately and outcomes of the referrals are recorded. Safeguarding referrals are stored centrally and monitored by the RI and senior management. Policies and guidance are in place. People's liberty is protected. People who require Deprivation of Liberty Safeguards (DoLS) are supported appropriately as applications are made to the DoLS team where required. This ensures that placements at Queens Court are lawful where people lack the mental capacity to make decisions in regard to their care and accommodation needs.

People's medication is safely managed. Medication is stored securely and administered safely in accordance with national guidance and service policy. To promote person centred care medicines are kept in locked cabinets in individual's bedrooms, when safe to do so. Care staff need to be competent before they can administer medication to people. Internal and external audits are conducted to ensure best practice. Medication Administration Record (MAR) charts are in place and record when medication has been administered. We found the charts to be completed correctly and contain the required information.



Environment

Good

People live in a suitable, well maintained, environment that meets their needs. Queens Court is a large four storey building situated beside a busy road, convenient for people to walk or take a bus to town. Some bedrooms have lofty ceilings and large windows providing lots of light and sea views where people can choose to spend time alone. Rooms are personalised, clean and tidy and decorated to a good standard. Shower rooms with toilet, attached to each bedroom are designed to provide accessibility. There are modern, well-appointed communal lounge/dining/kitchen areas providing comfortable, homely spaces for people to cook, eat, and relax together. A large, attractive garden, designed to be safe, provides interest with seating and raised beds for people to grow their own greens.

Queens Court is an old building and maintaining the roof is an ongoing challenge for the provider. The top floor ceilings and around chimney breasts and front facing windows shows sign of recent water ingress. This does not impact upon people living at the home and there is an ongoing improvement and redecoration programme in place. There are five flats at the top floor of Queens Court where people live in preparation for independent living. These flats are self-contained units and people decorate them to their own taste and are supported by their key workers to keep them clean and tidy themselves. We saw how flats were personalised outside as well as inside.

People live in a safe environment. On arrival at the home, the door was locked, and we were welcomed by a member of staff who asked us to complete the visitors book and checked our identity. During a tour of the building, we found the provider complies with current legislation and national guidance. Window restrictors are in place and Portable Appliance Testing (PAT) testing of electrical equipment is up to date. A fire risk assessment is in place with fire drills taking place regularly and fire alarms are tested weekly. The home is awarded a Food Standards Agency rating of four [Good]. The lift is in good working order and is subject to regular servicing and maintenance. We saw maintenance officers conducting repairs in the building. People can secure their valuables in locked safe boxes in their bedrooms.



Leadership & Management

Good

People are supported to achieve their outcomes because the management group implement good oversight and governance arrangements. The RI is familiar and trusted, regularly visiting the service and actively seeking the views of people and care staff. The service is monitored and audited, and reports are produced in line with the regulations to ensure continuous improvement and upholding high standards of care. We saw policies and procedures, tailored to the needs of people, are regularly reviewed and updated and effectively implemented by care staff. Staff told us they are encouraged to provide feedback via staff meetings and are confident raising issues with the leadership group. People know how to raise concerns or make complaints, and these are responded to appropriately and investigated where necessary.

People are supported by care staff with the necessary expertise, skills, and qualifications to meet their needs. There is a positive workplace culture fostering staff retention and satisfaction leading to good continuity of care. A person receiving care told us *“One of the greatest strengths of the service is the staff team.”* Care staff feel supported by managers and receive regular supervision and annual appraisal. Induction for inexperienced staff and ongoing comprehensive training is prioritised. Staff are loyal and dependable. There is a clear sense of teamwork and collaboration. Care staff show genuine commitment, compassion and professionalism which creates a positive and reassuring environment for people using the service. The leadership group at Queens Court celebrate staff achievement by putting staff members forward for accolades and sharing these on the notice board. There is a quiet, wellness room for staff to destress after coping with difficult and demanding situations.

People and staff told us that staffing levels are having an impact on people’s choices and independence and making the service vulnerable. One person told us *“I need to go out with staff due to my memory but there is only so many staff to go around. I would love to go out more, but I have to remember there are other people to take out too.”* This is an area that requires improvement, and we expect the provider to take action. The RI has given assurances that action will be taken to make the required improvement.

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
Without improvements to staffing levels there is a risk to people's social needs being unmet and impacting on their wellbeing.	30/09/25

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

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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