Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Sandford

50 Gronant Road, Prestatyn, LL19 9ND

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www.pearlcare.co.uk

The inspection visits for this service took place between 19/05/2026 and 21/05/2026

Service Information:

Operated by:	Pearlcare(Sandford)Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	40
Main language(s):	Welsh and 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 experience good well-being outcomes; they are treated with dignity and respect and have activities available to them. People are supported to stay as healthy as possible, with systems in place to protect people in an environment that meets their needs. People are treated as individuals and can live their lives how they wish.

Care and support are good. Detailed care documentation is in place to support people's needs. The service has good systems to safeguard people, and good systems to reduce the risk of the spread of infection. Care staff treat people with kindness and compassion. Personal plans are an accurate reflection of the individual and people receive appropriate care and support.

The environment is good and meets people's needs and outcomes, enhances their well-being, and is safe. Sandford is well decorated throughout and has enough communal space. People's rooms, as well as communal areas, are kept clean and free from hazards. People can personalise their

rooms if they wish. Significant investment in the environment is evident.

The leadership and management of Sandford is good. There is a management team in place who have good oversight of the service. They ensure the required staff recruitment, training, and support is undertaken and enable good-quality support and facilities to be provided. Care staff told us they are happy working at the service.

Findings:

Well-being — Good

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. The provider undertakes detailed pre-admission assessments and receives information from health care professionals prior to people moving into the home. People's personal plans focus on their likes and dislikes and are goals and outcomes focused. We saw people have a positive experience at mealtimes, their dignity is respected, and alternative meal options and meal sizes are offered. At breakfast we saw people having several different options of their choice. A relative told us *"The food is exceptional…they have roast dinners. My relative has two breakfasts*." People confirmed they or their relative receive good support which enhances their experiences throughout the day, which we witnessed. One relative told us "*Staff are really good, some are amazing. We were looking for a home for our relative closer to us however we don't want to move them as they are happy and settled."* Another told us, "*My relatives health has improved significantly since being here."* Whilst a relative said *"Nowhere is perfect but this is as perfect as it can get."* People's independence is encouraged as they are offered choice wherever possible. People have their own personal routines and engage in activities organised by both the activities co-ordinator and managers. External entertainers also visit the home on a regular basis. People told us they enjoy the activities, which was confirmed by what we observed. One relative told us, *"There is enough going on, there are always activities going on, they are always varied and have themed days."*

People are protected from harm and neglect. Care workers receive training in safeguarding, to protect vulnerable adults and appropriate training to support people effectively. 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. Personal plans and risk assessments are in place and reviewed regularly. People told us that they are happy and feel safe in their home. One person said, *"They look after me really well. If I'm not happy, I will speak to the manager. Staff here are marvellous…I am very happy here."* The manager is visible during the day, is aware of people's requirements and speaks with them regularly. 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. We saw friendships formed with people enjoying time in the lounges and dining area. People told us, managers, including the deputy manager and manager are *"Approachable"* and *"Very supportive."* Individual personal plans are in place which reflect their choices and how to maintain their safety.

Care & Support — Good

People are protected from abuse and harm. People are supported to be safe and have risk assessments in place where needed. People we spoke with confirmed they feel safe at Sandford. A professional told us, *"I have no safeguarding concerns or issues to raise. It is busy here and people are not sat around in a circle after breakfast which is a good sign."* Whilst a relative said *"I give this place 10/10. They are fabulous and take good care of my relative…If I had a problem I could go to the manager, he is very approachable."* The provider understands the legal requirements of caring for vulnerable people and makes referrals to the local authority safeguarding team when required.

People experience good care and support which ensures they meet their well-being outcomes. Care is outcomes focused and delivered in a way which promotes the development of routine and structures in line with people's preferences. Personal plans are goals and outcomes based, give a clear picture of the person, and are reviewed regularly. 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.

Throughout the inspection, people's requests for support were met promptly with good quality care being delivered throughout the day and care staff responded to call bells in a timely way. We observed positive interactions between people and care staff, who clearly know the people they support, this was confirmed by those we spoke with. People are well kempt and treated with dignity and respect. This was also confirmed by what we saw and what people told us.

People are referred for appropriate appointments at the right time and recommendations for care and treatment by other professionals are conducted as directed. This was confirmed by people we spoke with as well as records we viewed. 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. People's medication is safely managed, administered as prescribed and stored securely. Only appropriately trained care staff can administer medication.

The provider is working towards the Active offer of the Welsh Language. Personal plans, and other documentation can be translated into Welsh upon request. People's language preferences are discussed prior to moving into the home and some Welsh speaking care staff are employed.

Environment

Good

Sandford is situated on the outskirts of Prestatyn town centre, in a residential area. The home is set over two floors with two lifts provided. Sandford is clean, comfortable and provides an environment where people's well-being and outcomes are met. The decoration and flooring in both people's rooms and communal areas are of a high standard. Improvements to the service have been made and include parts of the communal areas which have recently been re-decorated and re-equipped, some bedrooms have been improved, and the dining room has been renovated. There are 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 privacy. People have their own rooms and can personalise their room to their preference with their own belongings, which helps people to feel at home. Communal areas, bathrooms, and toilet facilities are kept clean. Externally there is a courtyard which has been improved which people can use. It is secure and is a positive environment which people can enjoy.

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, such as checks of electrics, gas and water are undertaken to ensure the safety and well-being of people using the service. Care staff are trained in fire safety, and regular fire checks are undertaken, to keep people as safe as possible. We also saw a schedule of planned works for the home and saw evidence that works had and were to be conducted and that significant investment has been made to the home. Investment and improvement is ongoing.

Sandford has been awarded a score of five by the Food Standards Agency, the highest score available which 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 observed 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 we spoke with told us both clothes and rooms are kept clean.

Leadership & Management — Good

People live at a service which is well organised and has good leadership oversight. The provider has established a stable team of care staff who have daily support from a manager, deputy manager and Responsible Individual (RI). A regional manager also visits the service regularly. One member of staff told us the staff team is really good. Another carer told us *"I have worked here for several years, and I love it very much….it is a great team, and we always help each other out. Morale is good and the manager is amazing; he encourages us to speak to him."* There are regular meetings between the manager and the staff team to keep them informed. Care staff and people at the service gave positive feedback about the manager, saying they are "*Supportive and approachable.*" Another member of the care staff team told us the manager was *"Really good,"* and the deputy manager was *"Fantastic."* These positive sentiments about managers at Sandford was also reflected in conversations had with relatives.

There are effective systems in place to monitor quality. This is conducted through managers comprehensive audits of different areas of the service undertaken regularly, visits by the RI, and Regional Manager, and gaining feedback from people and their representatives through the service's own quality assurance questionnaire. The RI creates reports following visits to evidence what areas they have looked at and what actions are needed. There are policies and procedures in place to guide staff in how to support people effectively and safely, and these are reviewed and updated as required. People and staff can be assured they have access to relevant information.

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 several areas including dementia awareness, moving and handling, positive behaviour support, safeguarding, 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. Care staff confirm training they receive is appropriate for the people they support. Care 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.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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