



Sandford



50 Gronant Road, Prestatyn, LL19 9ND



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Date(s) of inspection visit(s): The inspection visit took place on 21/09/2025

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 service anticipates, identifies, and meets the Welsh language and cultural needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Sandford is registered to provide a residential service for up to 40 people. The home is situated close to the centre of Prestatyn. The home constitutes two units, the Tudor Residential Unit and the Sandford Dementia Unit.

People's well-being is good as they are supported to lead an independent lifestyle where they can pursue their interests, build and maintain social connections. People experience good health outcomes because they are supported to access the right treatment at the right time.

Care and support are good as people feel a sense of belonging and have good relationships with staff who are friendly and familiar to them. Personal plans are regularly reviewed and accurately reflect people's needs.

People live in a good environment which is warm, welcoming and calm. The service is clean and tidy. A home improvement plan is in place and fresh decoration is being completed throughout.

Leadership and management of the service is good as the provider and management are

motivated and enthusiastic about providing a service which maximises outcomes for people.

Findings:



Well-being

Good

People's rights are upheld, and they have choice and control over their daily lives. The provider promotes independence, autonomy, and emotional well-being for each person. People are encouraged to maintain their preferred routines and to actively participate in decision-making about their care and the home environment. People receive support which enhances their physical and mental well-being. Discussions with staff confirm they know the needs of the people they support. Some of the staff members have worked at the service for many years and we saw good relationships have developed between care staff and people. There is warmth between staff and people using the service. A relative told us that their loved one is always clean and tidy and their bedroom is always neat and presentable. People's dignity is respected by staff who are helpful and communicate in a pleasant tone and manner.

People receive a consistently good standard of care and support. Staff were observed to be attentive and focused on ensuring people's needs were being met. The service makes a concerted effort to cater for people's dietary needs and preferences and is always looking to improve the menu on offer. People choose where they want to sit at mealtimes, and we heard people chatting and saying how they were enjoying their food.

People have choices and independence. People have opportunities to reach their potential and engage in meaningful activities. We saw people were involved in painting the woodwork and walls in their communal area with the support of the maintenance officer. We saw photographs of people supervised to tidy the large patio area, removing growth from the between the paving stones and weeding the raised beds.

People's cultural needs are considered. They are committed to working towards the Welsh language "Active Offer". Staff told us they are offered the opportunity to learn Welsh or improve their skills via lessons in the community. We saw bilingual signage and information around the premises in communal areas. We heard a small number of Welsh speaking staff converse naturally with people and their colleagues in Welsh. The manager told us the service is continually working with Welsh for Business, to become bilingual. Personal plans are available in people's preferred language. When this is Welsh, staff are informed and all relevant paperwork is translated, with basic Welsh sayings included in personal plans.

People are supported to develop and sustain positive relationships within their community and with the people they live with. We saw people go out with relatives for lunch and appointments in the community. Relatives stressed staff cannot be faulted, and management is excellent. One relative

told us "*Everything is perfect.*"



Care & Support

Good

People receive care and support which meets their identified needs. Information held in care files is person centred, well organised and detailed. Information is presented in an easy- to- understand way. Daily notes reflect the care being delivered which aligns to the information within personal plans. Risk assessments and personal plans are thorough and provide a clear picture of who the person is and how they want to be assisted with their care and support. Information is held on an electronic care system. Staff are issued with digital handsets in which they keep them up to date e.g. when a person has been repositioned to prevent pressure damage.

People are protected from abuse and neglect. Staff receive safeguarding training and have access to the safeguarding policy. They know what to do if they have a safeguarding concern. We saw the Herbert Protocol applied appropriately and effectively. This is designed to assist in locating individuals who are vulnerable and who go missing. People's liberty is protected in line with legislation. People who live at Sandford told us they were happy and content and feel safe. There is an open and transparent culture which encourages people to raise any safeguarding concerns if they have any.

Improvements have been made to the management of medication within the service. New medication trolleys have been delivered, and the manager has implemented systems for the safe administration and storage of medication. Regular audits, spot checks and discussions with staff mean medication is safely managed at the service. We were told the provider is moving to an electronic management system soon which will provide further safeguards to the medication process.

Care staff ensure people receive input from relevant medical and specialist services and regular visits from a GP and district nurses. A chiropodist visits the home when requested. A resident hairdresser sees people in a dedicated salon.



Environment

Good

People enjoy a homely environment that has a good range of facilities to promote independence. All areas are clean, spacious and nicely furnished. A new innovative sensory lounge within the dementia unit is nearly complete. People's bedrooms are spacious, personalised and newly decorated to a high standard. People told us they chose their own wallpaper. We saw a bedroom with its own realistic fireplace giving a private space a homely, familiar feel, for family or alone time. The dining room in the dementia unit has a purple theme with matching curtains, tablecloths and fabric chairs, providing a restaurant experience. A lot of thought has gone into the décor in the corridor area in the dementia unit with a lifelike post office and post box, silk flowers along the walls which people like to touch as they pass by.

The outside area is a safe and secure place for people to sit and enjoy the sunshine and is ideal for communal barbeques. We identified some improvements are required in the outside area. The management also agreed that it would benefit from some investment to help make it more attractive for people living at the home and their visitors.

The provider demonstrates a strong commitment to health and safety through thorough risk assessments, including personal emergency evacuation plans. Accidents and incidents are rare and monitored to identify patterns and mitigate future risks. Routine safety checks cover fire safety, water temperatures, electrical systems, boiler and lift maintenance. Staff are trained in fire safety and participate in regular drills. A structured maintenance schedule ensures repairs are dealt with swiftly. The home is well maintained and reflects a proactive approach by the management. There is evidence of investment in the service with numerous environmental upgrades and further improvements planned.



Leadership & Management

Good

Sandford benefits from good leadership with effective governance and management of the service. People are supported to thrive because the service provider monitors the quality of care using a diverse approach. Innovative care planning systems provide leaders with vigorous oversight which provides the best service for individuals. Managers conduct regular internal audits to monitor the service performance. These demonstrate a good level of compliance. People's views are sought, by the Responsible Individual who carries out formal assessments on a three-monthly basis which inform six-monthly quality care reviews. The leadership team respond to emerging themes and acts to continuously improve the service.

Staff morale is good which creates an atmosphere that is positive. Staff and people know how to raise concerns if they have any. Internal feedback and feedback at inspection is positive. Staff have told us how they "*love working at Sandford*".

The provider has robust selection and vetting processes in place to ensure all staff are qualified and trustworthy including bank staff. Staff are subject to pre-employment checks, including a Disclosure and Barring Service check. We reviewed staff files and found they are in good order with all the required documents in place.

There is a learning culture in place amongst the leadership team. Training for all staff is a priority and there is a rigorous programme offering a wide range of topics. New staff are supported via an effective induction programme with ongoing training for long staff and leaders. The training provided and staff attendance is good. Training is delivered online as well as face to face. Staff feel the training they receive is informative and of good quality.

Staff supervision takes place quarterly and on a one-to-one basis, with annual reviews providing feedback and identifying training needs. Supervision allows for meaningful discussions about overall performance, personal well-being, learning and development. The service does not depend on agency staff and provides good continuity of care from familiar staff who know the people they care for. Staff recruitment is good, with some staff having been at Sandford for many years.

Staff told us that managers are accessible, they invite people, visitors and staff to talk to them about concerns, share compliments or any suggestions they have. Staff meetings take place on a regular basis and staff feel comfortable to speak at these meetings.

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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