Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Redcroft Care Home

Redcroft Residential Home, 1-3, Alexandra Road, Colwyn Bay, LL29 7YB

01493532920

https://www.redcrofthome.co.uk

The inspection visit took place on 22/09/2026

Service Information:

Operated by:	ARG BUSINESS ASSOCIATES LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	14
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:

Redcroft Care Home is a small detached residential care home in Colwyn Bay, providing accommodation and care for up to 14 people. The home is located in a quiet residential area with access to local amenities.

Overall, people experience positive well-being. Staff provide person-centred support that promotes dignity, respect and choice, enabling people to maintain control over their daily lives and enjoy a good quality of life.

Care and support are effective. Personal plans and risk assessments provide clear guidance on people's needs, preferences and goals. Improvements have been made to care planning, risk management and medication storage since the last inspection.

People live in a clean, well-maintained and suitably equipped environment. Significant investment and progress has been made in addressing environmental concerns we identified at last inspection.

Leadership and management are effective. The provider has addressed the concerns identified at the previous inspection and has robust quality assurance systems in place to monitor the service, drive improvement and support positive outcomes for people.

Findings:

Well-being — Good

People are supported to make choices and decisions about their day-to-day lives, promoting their independence and well-being. Records demonstrate that people are consulted about what is important to them and how they wish to be supported to maintain and develop their independence. People are encouraged to build and maintain relationships within the home, and staff support social interaction through a range of activities and opportunities to spend time with others.

People living here experience positive well-being outcomes. There is a relaxed and friendly atmosphere within the home, with staff and people sharing laughter and engaging in good-humoured interactions that promoted positive relationships and well-being. We saw staff interacting warmly with people, engaging them in meaningful conversations and responding positively to their preferences and wishes. A range of opportunities are available to support people's social engagement and enjoyment. Activities such as arts and crafts are regularly provided, and external entertainers visit the home to enhance the programme of meaningful occupation.

There are effective arrangements in place to safeguard people living in the home. Staff receive safeguarding training and have access to policies and procedures that support them to recognise and report concerns appropriately. Incidents and accidents are monitored and reviewed to identify trends and reduce risks. Personal plans and risk assessments have improved and now provide clear, robust guidance to support people's safety and well-being. Improvements have been made to the storage of medication, and the environment has also been decluttered, contributing to a safer and more organised setting.

People can be confident the service provides a warm, welcoming and comfortable environment. Recent improvements include the refurbishment of the conservatory and lounge areas, providing pleasant communal spaces for people to relax and socialise. The provider now has an ongoing programme of redecoration and refurbishment, which supports the maintenance, safety and overall quality of the environment.

Care & Support — Good

The manager ensures that information obtained from a range of sources is carefully considered when determining whether the service can meet an individual's needs. This information, alongside comprehensive person-centred risk assessments, is used to develop detailed and personalised care plans. These plans clearly identify people's strengths, promote independence by recognising what they can do for themselves, and outline the support required from staff. People and, where appropriate, their families are actively involved in developing, reviewing and updating personal plans to ensure they remain current and responsive to changing needs. The service works collaboratively with relevant health and social care professionals to manage risks effectively, support people's safety and well-being, and ensure care is delivered in the least restrictive manner possible.

People receive the right care at the right time. Feedback from people living at the service was consistently positive, with people telling us they are very happy with the quality of care and support they receive. They said they had no concerns and no complaints were raised during our discussions. We observed staff treating people with dignity, respect, kindness and compassion. Staff demonstrated a caring and empathetic approach, taking time to provide reassurance and support where needed. People are referred promptly to relevant professionals, such as speech and language therapists, when specialist support is required. Clear guidance is in place to ensure meals are prepared and provided in accordance with professional recommendations, helping to promote people's safety and well-being.

The service now has effective systems for the safe management and storage of medication. A dedicated medication room has been developed, providing a secure and appropriate environment for the storage of medicines. We found medicines are now stored safely and temperature monitoring records demonstrated storage conditions are maintained within the required ranges. Medication administration records show people consistently receive their prescribed medicines as directed. The service ensures that staff responsible for administering medication have completed appropriate training and their competency is assessed before they undertake this responsibility independently. Regular medication stock checks are completed, enabling any discrepancies or concerns to be identified and addressed promptly.

Environment

Good

The environment supports people to achieve positive well-being outcomes. We found the provider had made considerable progress and financial investment with a programme of environmental improvements and refurbishment works since last inspection. Staff maintain a good standard of cleanliness throughout the service and follow established daily and weekly cleaning schedules.

The provider has reviewed the shared room arrangements and sought advice from the fire authority. The room is now fitted with a lockable door, promoting people's privacy and dignity. A partition wall has been installed to separate the staff sleeping area on the ground floor, enabling residents to access all areas of the home without restriction when the room is in use. The corridor area has been decluttered, hazards removed, and improvements made including new flooring, blinds, plastering and decoration, creating a fresh, clean and welcoming environment.

Further improvements have been made to the laundry room, including new flooring and redecoration of the walls. The manager's office has been relocated to a separate lockable room within the home, providing greater privacy and ensuring confidential information is stored securely.

The conservatory has undergone significant refurbishment, including a new roof, furniture and blinds. New flooring has been laid throughout the home, and sections of the flat roof have been replaced. These improvements have enhanced both the appearance and functionality of the environment for people living at the service. As a result of the progress made, the priority action notice relating to the environmental concerns have been removed.

Leadership & Management — Good

People can be confident the quality of the service is closely monitored. The service has effective audit systems in place, including audits of care plans, falls, weights, medication and infection control. Staff told us they feel well supported and spoke positively about the leadership within the home, describing the Responsible Individual (RI) and manager as friendly and approachable. The RI and area manager visit frequently and interacts with both people and staff. Monitoring visits are undertaken as required, and comprehensive quality of care reviews are now completed every six months. These reports provide a detailed analysis of service performance and incorporate the views of people living at the home, staff, relatives and commissioning professionals to support continuous improvement

People can be assured that staff are valued, supported and provided with clear leadership. Regular formal and informal meetings ensure staff are kept informed of changes and developments within the home. Staff meetings are held consistently and focus on promoting people's safety and well-being, with meeting records demonstrating that staff are encouraged to contribute their views and ideas. The service has a positive culture of continuous improvement and works collaboratively with external professionals. Feedback and recommendations are welcomed, and we observed management responding promptly to advice provided during the inspection, demonstrating a commitment to improving outcomes for people using 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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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