



Walshaw House



2 Churton Road, Rhyl, LL18 3NB



01745853347



walshaw lodge

The inspection visit took place on 03/02/2026

Service Information:

Operated by:	Walshaw Care Homes
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	18
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 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. Walshaw House 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 Walshaw House 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 people's likes and dislikes and are strengths and outcomes focused. We saw people have a positive experience during lunch, their dignity is respected, and alternative meal options and meal sizes are offered. People confirmed they receive good support which enhances their experiences throughout the day, which we witnessed. People's independence is encouraged as they are offered choice wherever possible. People can get up and go to bed whenever they wish, get choice in regards their meals and where and how they wish to spend their time. People have their own personal routines and engage in activities. External entertainers also visit the home on a regular basis. People told us they enjoy the activities, which was confirmed by what we observed.

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. A health care professional also confirmed this. 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, "*It's fantastic here, they have made me better...I feel 18 years of age again.*" The manager is visible during the day, is aware of people's requirements and speaks with them regularly. Personal plans and risk assessments are in place to help reduce risks, regularly reviewed, and keep people safe. 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 lounge and dining area. People told us, "*Staff are marvellous, fantastic, they are always there for you,*" and "*Staff treat me with respect, they know how to support me.*" 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 Walshaw House. A healthcare professional told us, *“Staff are great, nothing is too much bother...People are well nourished and staff are good with the residents.”* The provider understands the legal requirements of caring for vulnerable people and makes referrals to the local authority safeguarding team when required. Managers monitor safeguarding referrals. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team and are renewed appropriately. This ensures that placements are lawful where people lack the mental capacity to make decisions around their care and accommodation needs.

People experience good care and support which ensures they meet their well-being outcomes. Care is outcome and strength focused and delivered in a way which promotes the development of routine and structures in line with people’s preferences. Personal plans are strengths 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. A health care professional told us that people’s *“Complex needs are met...and staff have a good understanding of people and their needs.”* 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. This was also confirmed by two healthcare professionals during the inspection. We spoke with people who told us their clothes are cleaned quickly. People confirmed they were supported and spoken to appropriately and treated with dignity and respect.

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.



Environment

Good

Walshaw House is situated on the outskirts of Rhyl town centre, a short walk from the promenade. The home is set over two floors with a lift provided. Walshaw House 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 have recently been re-decorated, new flooring laid, newly refurbished communal wet rooms have been installed and new toilets and sinks fitted in some people's rooms. 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 the back garden is laid to grass, with trees, and has flagstones. 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.

Walshaw House 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 living at the home told us both their 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 and RI. One member of staff told us that staff work well as a team. There are regular meetings between the manager and the staff team to keep them informed. Care staff and people living at the service gave positive feedback about the manager, saying they are “*Supportive and approachable,*” and that managers “*Want to know what is going on.*” There are effective systems in place to monitor quality. This is conducted through audits of different areas of the service, visits by the RI, and gaining feedback from people and their representatives. Managers have a comprehensive suite of audits which are completed on a regular basis, and we were able to evidence actions are identified and addressed in a timely way. 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 a number of 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 confirmed training they received was appropriate for the people they supported. 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.

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