



Clock House Residential



Coast Road, Holywell, CH8 9DZ



07794459936

The inspection visit took place on 27/01/2026

Service Information:

Operated by:	Clock House Residential Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	17
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

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Clock House is situated on the Coast Road, Mostyn and within a short car journey, from Holywell. The service provides accommodation for people who require residential care and support.

People experience excellent well-being outcomes overall and are treated with dignity and respect. They are involved in outstanding activities which are provided for those who wish to be involved. People are supported to stay as healthy as possible, with systems in place to protect people in a stimulating environment that meets their needs.

Care and support are excellent, with people's experiences, being of a high quality. Detailed care documentation is in place to support and reflect people's needs. People's support needs are closely monitored, and they are supported to live independent lives to the full. The service has good systems to safeguard people.

The environment is good. The service consists of a main building, and several houses close by. All

the buildings are of a high quality and enable people to meet their needs and outcomes, enhance their well-being, and are safe.

The leadership and management of Clock House is also good. There is a consistent and dependable senior management team in place. They ensure the required staff recruitment, training, and support is undertaken to enable high-quality support and facilities to be provided. The Responsible Individual (RI) visits the service regularly, has a good working relationship with the manager, and has effective oversight of service provision.

Findings:



Well-being

Excellent

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. People have choice over all the meals they eat and plan meals and go shopping with care workers to purchase the ingredients they need. People have excellent support which enhances their experiences throughout the day. People have choice in all the activities they undertake, many of which are arranged and facilitated by the provider. Prior to people moving into the service, people have taster days, shadow visits with staff, and have meals with other residents to ensure they will be happy living with the other people at the service and that Clock House is the right place for them.

People have their own personal routines and engage in a wide range of activities of their choice, within the service and the community. The whole staff team, including managers arrange activities with the input of people living at the service, whether that is individual or group activities. Activities include participating as a team in the Special Olympics, participating at a local football club, swimming, going to the zoo, themed birthday parties, and staff supported holidays. The activities are not only something people clearly enjoy and are proud of undertaking, they also help in development in areas such as social interaction, resilience, and improving motor skills. People told us they enjoy the activities they take part in. Regular resident meetings take place, whereby people can have a say in the running of their home.

People are protected from harm and neglect. The provider ensures care workers receive training in safeguarding, to protect vulnerable adults. 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 about people they support. Personal plans and risk assessments are in place and reviewed at least three monthly. People told us that they are happy and feel safe in their home. 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. This ensures people's needs are met because care workers know what is important to them. Support from health and social care colleagues is sought appropriately when needed. We saw friendships formed with people enjoying time in the lounges and communal spaces. Individual personal plans are in place which reflect their choices and how to maintain their safety.



Care & Support

Excellent

People receive outstanding care and support which helps them achieve their personal outcomes. The service assesses each person's care and support needs, prior to their move to the service. These pre-admission assessments are highly effective in ensuring the provider can ensure the service can and does meet the individual's needs. Following this a detailed personal plan is developed in conjunction with people and where necessary, their representatives. Personal plans are excellent; they are personalised and accurate. They set out people's personal outcomes and the strategies in place for supporting people. People's personal plans also reflect in detail people's interests, past life, and important relationships. We saw people's plans reflect people's preferences and needs very clearly throughout these highly personalised plans. Comprehensive risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. Deprivation of Liberty Safeguards referrals are made when there is a risk that care arrangements may deprive people of their liberty. The service offers a variety of formal and informal opportunities for people to voice their opinions on the service they receive.

People make choices about their day-to-day care. People choose where and how they want to spend their day, centring around their support requirements as outlined in their personal plans and their individual wishes. We saw people are supported with dignity and respect, and we saw care workers acknowledge and engage with people in a positive and respectful ways to ensure their needs and wishes are met. People spoke positively about the support team and the support they receive. It is evident people have positive and appropriate relationships with staff who support them and are familiar with people's wishes, outcomes, and goals. We saw people achieve highly positive outcomes which are enabled by the service listening to the individuals wishes and facilitating these wishes within the parameters of their personal plans.

People are supported with their health needs and receive their medication as prescribed. There are effective medication management systems in place. There is a medication policy in place, and care workers receive medication training. Medication audits are completed to ensure practice remains safe and effective. People's health needs are detailed in their personal plans. We saw people have good access to health and social care professionals and any advice needed is sought in a timely manner.



Environment

Good

People live in a service which is suitable and meets their needs. Clock House comprises a number of houses in very close proximity to the main building. The properties are warm, welcoming, decorated nicely throughout and benefit from extensive communal space that people can access as they wish. There is enough space in both the main property and satellite houses for people to spend time alone, with others or with visitors. There are ample bathrooms and toilets throughout the service which are clean and in good working order. Externally the grounds are spacious, safe, and secure, providing pathways, and poly-tunnels for growing plants. There are grassed areas which people can also enjoy.

People have their own bedrooms which are clean, bright and benefit from en-suite facilities. People are encouraged to personalise their rooms to make them as homely and comfortable as possible. Communal areas also reflect the interests of people living at Clock House, with Star Wars figures placed on the staircase and collages of photos reflecting people's experiences on the walls.

Clock House provides a safe environment in which people can live. Managers undertake regular environmental and Health and Safety audits of the environment to ensure all areas are hazard free and to identify works which may be required. As part of their quarterly visit, the RI looks at the environment to ensure any works required is undertaken promptly. Appropriate servicing and testing of systems such as oil, electrics, fire safety, and water are undertaken regularly. Investment to both the interior and exterior of all the properties is ongoing.

The Clock House properties are kept clean throughout, both the communal areas and people's rooms. Infection prevention and control procedures are conducted well. People's rooms are en-suite and rooms and communal spaces are decorated to a high standard.



Leadership & Management

Good

The service benefits from very good leadership and management, with the oversight and governance of the service being highly effective. Staff morale is good, creating a positive atmosphere. The RI visits the service regularly and every three months, a report is written following each visit to record their findings. The provider completes six-monthly quality of care review reports, which are detailed and analytical. People know how to raise any concerns if they have any. Managers have comprehensive and detailed audits in place which are undertaken monthly, this ensures any potential issues are identified and acted upon quickly.

Clock House is working towards providing a Welsh language service provision. Care plans and other documentation are available in Welsh by request as the service has their own in-house translation service. The service employs some Welsh speaking staff who can support Welsh speaking residents in the language of their choice.

There are robust policies and procedures in place which contribute to the successful running of the service and inform care staff of what is expected of them. Care workers have access to these, and this ensures that care and support is undertaken in line with best practice and legal requirements and helps to ensure people's outcomes are met.

People can be assured care staff are safely recruited, trained, and supported. We saw a sample of staff recruitment files, and they contained all the pre-employment checks in respect of any person working in regulated services. We saw evidence that pre-employment checks including references and Disclosure and Barring Service certificates are applied for prior to employment commencing, are up to date, and care workers have registered with Social Care Wales, the workforce regulator. Care workers receive supervision and appraisals in line with regulatory requirements. Supervision and appraisals provide each staff member with opportunities to discuss their performance, development, and/or any concerns they may have. We viewed the training matrix and saw there was a large amount of training undertaken by the staff team. This was confirmed by care workers we spoke with. People receiving support also confirmed care staff knew how to support them appropriately. Care workers we spoke with told us they enjoy working at Clock House.

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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