



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Galltfaenan Hall



Galltfaenan Hall, Trefnant, Denbigh, LL16 5AG



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www.galltfaenanhall.co.uk

The inspection visit took place on 19/03/2026

Service Information:

Operated by:	GALLTFAENAN HALL LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	32
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Galltfaenan Hall is a residential care service near the village of Trefnant. It is set within woodland and mature parkland, which provides a peaceful environment and calm atmosphere. The service supports people with mental health needs and learning disabilities. People experience excellent wellbeing outcomes because the service prioritises people's health and wellbeing. Care staff actively support people to achieve positive outcomes.

Care and support are good because staff provide well-planned, person-centred care that meets people's needs. Personal plans clearly reflect each person's outcomes and care staff review them regularly to ensure care and support remain effective.

People live in a good environment with access to outdoor space and animals. The provider maintains the building well and ensures it complies with regulations. The home is well presented, with a high standard of cleanliness.

Good leadership and management arrangements are in place. Both the manager and Responsible Individual (RI) are approachable and friendly. They ensure they listen to people, treat them with dignity and respect, and manage the service effectively.

Findings:



Well-being

Excellent

People living at Galltfaenan Hall experience excellent wellbeing outcomes. Care staff consistently place dignity, respect, choice and emotional support at the centre of daily practice and actively protect people from harm. During the inspection, we saw care staff treating people with kindness and being responsive, providing the right level of support when needed.

People have control over decisions that affect their lives, including daily routines such as when to get up, go to bed and how they spend their time. Choices are clearly recorded in personal plans, which describe what matters to people, their routines, likes, dislikes and preferred ways of receiving support. Care staff encourage choice and independence, offering patience and reassurance when support with decision-making is required. Welsh language and cultural needs are actively promoted.

The service provides a wide and varied activities programme supporting wellbeing and engagement. Opportunities include creative activities, education, community involvement, volunteering, exercise, therapeutic groups, faith-based activities, social outings, celebrations and holidays. Two activity coordinators tailor activities to people's interests, abilities and outcomes. Evidence shows this approach helps people build confidence, reduce anxiety and maintain strong links with family, friends and the wider community.

Feedback from people who live at the home is very positive. One person told us, *"I love it here, they do their absolute best for me always,"* while another said, *"This is my home and I am very happy living here, the staff are my family."* Throughout the inspection, care staff demonstrated kindness, respect and a strong understanding of people's individual needs, working well together as a cohesive team.



Care & Support

Good

People receive good-quality, safe and person-centred care which promotes dignity, respect and independence wherever possible. Care staff develop detailed, strengths-based personal plans, co-produced with people and, where appropriate, their families. Care staff review and update these plans regularly to ensure they remain relevant, accurate and effective. Care records include clear risk assessments which identify and manage individual risks, such as falls, skin integrity and moving and handling.

Care staff take a strengths-based approach, completing thorough assessments to understand each person's needs, preferences, life history and abilities. Care plans clearly describe daily routines, communication preferences, what matters to each person and the specific support required to maintain independence. Care staff use this information effectively and deliver dignified, respectful care based on good relationships and detailed knowledge of the people they support. A stable staff team supports continuity and consistency of care, helping people feel safe and well supported.

Care staff refer people promptly to healthcare professionals and support them to attend appointments and health checks. Records show regular involvement from GPs, community nurses and other professionals, with visits arranged as required. Care staff monitor nutrition and hydration effectively through detailed daily records. People receive a nutritious, balanced diet, with menus developed in consultation with them and adapted to meet their dietary needs. Mealtimes are relaxed and supportive and offer choice. Safeguarding policies and procedures reflect the relevant legal framework. All staff receive safeguarding training and understand their responsibilities in keeping people safe

The service manages medicines safely and in line with national guidance. Care staff store, administer, record and dispose of medicines correctly, supported by clear policies, training and competency checks. Robust record-keeping, audits and incident reporting systems support learning, strengthen oversight and promote continuous improvement. Care staff follow effective infection prevention and control practices, using personal protective equipment appropriately and maintaining very clean, safe environments throughout the service.



Environment

Good

People live in a safe, comfortable and well-maintained environment. Galltfaenan Hall is a large house set within extensive grounds. The home presents as welcoming, clean and well maintained. During the inspection, we observed bedrooms and communal areas to be of a good standard. Bedrooms are tidy, personalised and furnished to promote comfort and independence, with people choosing photographs, ornaments and personal items, helping them feel settled and at home. Furniture is in good condition, and décor and soft furnishings are well presented throughout the home.

Housekeeping staff work hard and take pride in keeping the home clean and tidy. Corridors and bathrooms are well maintained. En-suite and shared bathrooms are clean, tidy and equipped with specialist items to meet individual needs. Corridors remain free from clutter, supporting safe movement and reducing the risk of falls. Communal spaces offer people choice, with lounges, games room, a spacious dining room and quieter seating areas along corridors and halls. Outdoor spaces are easily accessible and provide opportunities for fresh air, relaxation and enjoyment of the surrounding grounds.

At this inspection, the food hygiene rating was 1. We found the provider has taken comprehensive corrective action to address the issues identified. A new compliant kitchen is now in use, safer food-handling practices have been embedded, staff have completed refresher training, and robust monitoring systems are in place. Evidence reviewed confirms food safety standards have been restored and are being effectively maintained through daily checks, audits and governance oversight.

Environmental safety and maintenance arrangements are well established. The provider completes regular health and safety audits and environmental risk assessments. Repairs and improvements are addressed promptly through an active works programme. Fire safety arrangements are in place and are satisfactory, including weekly alarm testing, clear evacuation procedures and up-to-date Personal Emergency Evacuation Plans (PEEPs). An electronic sign-in system supports evacuation planning for both people using the service and visitors, providing oversight of who is in the building and enhancing safety in the event of an emergency.



Leadership & Management

Good

The service benefits from good leadership and clear management arrangements which supports safe, consistent and person-centred care. Staff describe a positive and supportive culture within the home and report feeling valued, listened to and well supported by managers. Management is visible and approachable, and staff feel confident to raise concerns, seek guidance or share ideas. This open and respectful leadership style contributes to stable staffing and strong teamwork across the service. Management review staffing regularly and provide staff flexibly in response to people's needs, activities and appointments. Staff rotas demonstrate good staffing levels across day and night shifts, ensuring people receive timely support and continuity of care. Management presence is evident on rotas, supporting oversight, leadership and visibility.

The RI provides strong and effective oversight. The RI visits the service daily, maintains close contact with staff and people living at the home, reviewing care delivery, staffing, safety and the environment. This high level of engagement supports early identification of issues, reinforces accountability and ensures governance arrangements remain robust. Recruitment and workforce governance arrangements are well established. Staff files include required pre-employment checks, including Disclosure and Barring Service (DBS) certification. Managers ensure staff complete induction, mandatory training and ongoing development appropriate to their roles. Training records are well organised and show good compliance. Staff receive supervision and appraisal, supporting reflective practice and professional development.

Managers promote an open learning culture. Staff meet regularly and have a clear voice in the service. Meetings reviewed show both celebration of good practice and transparent discussion of areas requiring development. Policies and procedures are in place to support safe practice and are clinically sound. Audit activity covers key areas, including health and safety, medication, infection prevention and control, and the environment. Management use audit findings to inform actions and improvements. Quality of care reviews include feedback from people, families, staff and professionals, supporting oversight and service development. Management have a strong focus on ongoing investment and continuous improvement to support positive outcomes.

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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