



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Dyserth Care



The Old Manor, Waterfall Road Dyserth, Rhyl, LL18 6DB



01745570286



www.dyserthcare.com

The inspection visit took place on 22/06/2026

Service Information:

Operated by:	Mair Goddard
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	26
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Dyserth Care is a residential care home for people over the age of 18 who have varying degrees of personal care needs. It is in Dyserth, Denbighshire and is close to local amenities. The service can accommodate up to a maximum of 26 people.

Well-being is good because the culture and interactions between people and staff contribute positively to people's overall well-being. Care and support is good because people receive care and support that is planned around their individual needs, preferences and risks.

Environment is good because people benefit from a comfortable, safe and well-maintained environment that supports their well-being. Leadership and management is good because arrangements in place support the delivery of good-quality care through visible management, effective oversight and a workforce that is committed to supporting people well.

Findings:



Well-being

Good

People have good control over their daily lives and are supported to make choices that reflect their preferences, wishes and individual routines. People told us staff respect their decisions and give them space when needed. Staff consistently refer to the service as people's home and explain how individuals decide when to get up, how to spend their day and the routines they wish to follow. Staff encourage people to make their own decisions and respect their right to take risks and make unwise choices. Privacy and dignity are promoted through respectful interactions, including staff knocking and waiting before entering bedrooms. People are supported to communicate in ways that suit them, including the use of written notes where verbal communication is difficult.

People told us they feel safe and know who to approach if they have concerns. During our visit, people spoke positively about the support they receive and said staff listen to them. We observed warm, trusting relationships between people and staff, and staff demonstrate a good understanding of safeguarding procedures. Staff are confident about raising and escalating concerns when necessary. We observed the manager responding promptly to a safeguarding concern, working collaboratively with relevant professionals and advocating strongly on behalf of the individual. Records show incidents, accidents and safeguarding concerns are appropriately documented and matched notifications made to CIW. Staff provide reassurance when people are anxious and offered sensitive support when discussing issues affecting their well-being. Risk assessments identify potential risks and contain clear guidance for staff on how to support people safely.

People are supported to maintain important relationships and take part in activities that are meaningful to them. Staff describe an open-door approach and confirm visitors are welcomed. Records and discussions show people are supported to maintain contact with family and friends through visits and telephone calls. A range of activities are available both within the home, the local community and further afield, including trips to Blackpool and Beaumaris, visits to cafés and pubs, gardening, music sessions, bingo, painting and beauty activities. We observed positive relationships between people living in the home, with individuals chatting, laughing and enjoying each other's company. Staff adapt activities to match individual interests and preferences.

People live in a clean, comfortable and personalised environment that supports their well-being, independence and privacy. People speak positively about recent improvements, including a refurbished lounge. Bedrooms reflect individual tastes and communal areas display residents' artwork. Recent redecoration and new carpets have enhanced the environment, and people are supported to spend time independently or access communal areas as they wish.



Care & Support

Good

People receive care and support that is tailored to their individual needs, preferences and risks. Comprehensive pre-admission assessments are completed before people move into the service and cover areas such as physical and mental health, medication, mobility, nutrition, sleep, personal care and communication. Personal plans contain detailed personal information, including life histories, family relationships and preferred routines, helping staff provide person-centred support. Personal plans are reviewed regularly and updated whenever needs change. Risk assessments are detailed and provide clear guidance for staff on managing identified risks. Staff told us they have enough time to get to know people and develop positive relationships. One staff member said, *“Yes definitely – we’ve got a good bond with each of them.”* People also spoke positively about the support they received, commenting, *“The staff are great,”* and *“They care about me and listen to me.”*

People are protected from abuse and neglect because staff understand their safeguarding responsibilities and act appropriately when concerns arise. Staff demonstrate good knowledge of safeguarding procedures and know how to report concerns both internally and externally. We observed a professional and proactive response to safeguarding concerns. Records of incidents and safeguarding concerns were consistent with notifications submitted to CIW. Staff described a culture where concerns were taken seriously and acted upon promptly.

Medicines are managed safely. Staff responsible for administering medication have completed training and competency assessments, and ongoing support is provided until they feel confident in their role. Medication administration records and audits show effective systems are in place. The provider plans to purchase an air conditioning unit to ensure medicines continue to be stored at safe temperatures during periods of hot weather.

People benefit from care that promotes health and well-being. The service seeks specialist advice when required and responds promptly to changing needs. We saw evidence of changes in need being referred to relevant professionals in a timely manner and professional recommendations being reflected in care arrangements as a result. The home is clean, staff have access to appropriate personal protective equipment, and infection prevention and control measures and audits are in place. Food hygiene arrangements are effective, with the service achieving a food hygiene rating of 5 in May 2026.



Environment

Good

People live in an environment that supports their well-being, comfort and independence. During our visit, we found the home to be clean, welcoming and homely. People told us, *“Things are much better with the building and maintenance now, feels nicer in here”* and *“I love the new lounge, it’s lovely to spend time in here.”* The provider has continued to invest in the environment, the lounge has been redecorated, new carpets have been installed in some areas and residents’ artwork was displayed around the home. Bedrooms reflect people’s individual preferences and contain personal possessions. People can spend time where they wish within the home and people have keys to their bedrooms, supporting privacy and choice. We observed accessible bathing facilities, communal areas that were being used by people throughout the day and a safe, accessible outdoor space. Staff support people to remain as independent as possible, including making their own drinks and moving around the home safely where able.

The service provides a safe environment with appropriate facilities and equipment to meet people’s needs. Bedrooms, communal areas and bathrooms are mostly well maintained and suitable for the people living there. Maintenance concerns are reported through a repair book and addressed promptly. One staff member said, *“Things are done quickly if it goes in the repair book,”* while another described the environment as *“much better – better managed now.”* Health and safety records show the relevant checks and maintenance are completed. Personal Emergency Evacuation Plans are available and reflect people’s needs. Visitor arrangements also support safety, with visitors asked to sign in and out on arrival and provide identification where relevant.

Management oversight of the environment has improved and helps to ensure the home remains safe and suitable. Records demonstrate ongoing refurbishment and redecoration, supported by a planned programme of works. Staff spoke positively about improvements to the upkeep of the premises, with one staff member commenting that *“the upkeep of the premises is better over recent years.”* Environmental audits and health and safety checks are completed regularly and there are no concerns identified in relation to investment in the building, maintenance, equipment availability or servicing arrangements.



There are well-established positive organisational arrangements that help ensure people receive consistent care and support. People and staff speak highly of the registered manager and described an open and approachable culture. One person told us, *“The manager is amazing, I can speak to her about anything that is bothering me.”* Throughout inspection, we saw staff liaising openly with the manager and observed a clear open-door approach. Staff consistently describe leaders as accessible and supportive. Comments included, *“The manager has been the best – she will help you, talk it through and sort any issues,”* and *“Definitely”* when asked if they could talk openly with the manager and Responsible Individual (RI). We found evidence of regular staff meetings, management audits covering medication, health and safety and environment, which monitor the quality of the service delivered, as well as ongoing review of care records. The RI maintains regular oversight of the service, completing formal visits and frequent informal visits, speaking with people, staff and families, reviewing audits, handovers and incidents, and monitoring staffing arrangements. We found governance arrangements supported day-to-day operations effectively, although some quality assurance reports would benefit from greater analysis of trends and clearer evaluation of outcomes and actions taken.

During inspection, we observed a positive culture, with warm, respectful and professional relationships between the management team, staff, and people living in the home. Staff say the manager and RI are compassionate and approachable. One staff member told us, *“It’s a home from home, we are not staff we are part of the family,”* while another said, *“Really enjoy it, I really enjoy working with the residents. Manager is great, staff are really good.”* The manager listens to people and advocates on their behalf. Records demonstrate a proactive approach to safeguarding, with incidents, concerns and notifications recorded and acted upon.

People benefit from support provided by a stable and experienced workforce. Staff told us there are enough staff on duty to meet people’s needs and we observed staff responding promptly when support was required. During the inspection, we found staffing levels to be sufficient, and no agency staff are used at the service. Staff receive supervision, annual appraisals and induction when starting their roles. Training records show staff complete a broad range of mandatory and role-specific training, including safeguarding, infection prevention and control, moving and handling, mental capacity, dysphagia, and mental health awareness. Staff spoke positively about the support they received for learning and development. One member of staff said, *“The manager encourages us to get training,”* while another explained they would be supported to access specialist training if required. There are plans in place to improve oversight of refresher training and renewal dates.

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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