



Meifod & Vicarage Court



Gardden Road, Wrexham, LL14 2EN



01978447580

The inspection visit took place on 19/12/2025

Service Information:

Operated by:	Llewelyn Healthcare Group 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:	46
Main language(s):	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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Excellent

Summary:

Meifod and Vicarage Court provides care and support without nursing to adults.

Wellbeing is good because people experience good quality care; they have choice and control about their meals and what activities they partake in and enjoy engaging with people from the community both inside and outside the home. Thorough risk assessments, well planned care and the presence of safety enhancing equipment help to keep people safe.

Care and support is good because it is provided in a way that respects people's individual preferences and interests. Care is designed in consultation with people using the service and others that know them well.

The environment is good because the provider has invested heavily in repairs, refurbishments and decoration. Health and safety checks are routinely carried out, and monthly audits help ensure the home remains well maintained.

Leadership and management is excellent. There is a strong management team led by an experienced manager and the frequently present RI (responsible individual) for the service. A comprehensive range of audits and other checks and measures ensure the RI has excellent oversight of the service. Thorough vetting processes and an extensive mandatory training programme ensure staff are suitable and highly knowledgeable in their role.

Findings:



Well-being

Good

People have choice and control about how they live their lives in the home. There are opportunities to express personal views in admission assessments and reviews of care; we saw records of people's preferences in relation to routines, names and how they want to be supported. Frequent surveys to residents, relatives and professionals provides feedback about what people think of the service. Minutes of resident's meetings show people are asked their views of various aspects of the service. People are asked about the range of activities they want to have available, menu options, personalising their rooms and the décor of the home in general. A WhatsApp group created for family, provides assurance to relatives of how people are situated and entertained.

People are safe and protected from harm. People living in the home and care staff confirm they feel comfortable raising any concerns with the management team. They know how to complain and whistle blow if they are not happy with care practices. We saw an example of safeguarding processes being implemented appropriately and correctly and evidence staff are fully trained in this area. Activities of daily living are risk assessed so people can enjoy living in the home safely; we saw numerous health and safety risk assessments as well as risk assessments regarding individuals. There are sensor mats at the side of beds and additional movement sensors used at night following best interest decisions and consent being given; incidents of falls have significantly reduced.

The service promotes people's relationships. Relatives can visit at any time and people from the community visit to entertain residents, provide companionship, pray, and facilitate fun exercise sessions. People living in the service are supported to go out to local cafes and clubs or pubs. Families enjoy receiving regular updates on the WhatsApp group including photographs of their relatives engaging in activities. They are also kept informed via quarterly newsletters and telephone calls. People told us how much they enjoy each other's company and that of the care staff. Some described staff as like family to them.

People find the accommodation supports their well-being. We saw the service has referred people to relevant agencies for mobility aids and physiotherapy. Health and safety audits are carried out monthly to ensure the home is kept safe. Wardrobes securely fastened to walls and window restrictors are in place. There are rooms for different purposes such as large lounges where activities and social events take place and small lounges for more peaceful activities and meeting with visitors.



Care & Support

Good

People receive good quality care and support that helps them achieve their outcomes. All care is designed in consultation with people and their family, including personal wishes and preferences. Planned outcomes are agreed, recorded and reviewed. Specialist needs are detailed along with direction for care staff on how these are to be met. There is good continuity of care as many staff have worked in the home for years. Where the employment of agency staff is required, the same agency and same staff are requested to ensure continued familiarity for all involved. The service does cater for people who speak Welsh; signage is bilingual, staff are taught to and reminded to use Welsh phrases and words. The statement of purpose states *'although few staff are fluent in speaking Welsh, most of the staff team have some knowledge of the Welsh language and can communicate basic conversations verbally'*.

People praise the quality of care and support. Feedback includes *'you can have a laugh and a joke here'*; *'the best thing is the staff'*. People also praise the quality of food and the range of activities provided. There are four activities co-ordinators employed to work on the ground and first floor, enhancing the quality of care for all. People enjoy the visitors from the community who come to provide exercise classes and entertainment. People also go out to visit local facilities and recently enjoyed Christmas dinner in the local club. One relative praised staff for being brilliant with their relative newly admitted in the home and said, *"They helped them settle in well despite initial anxiety and communicated progress regularly to them."* The delivery of care is recorded using electronic devices; this facilitates monitoring of care delivery and helps ensure nothing is missed. The comprehensive, person centred, personal plans are regularly reviewed with any changes clearly identified.

Systems, checks and measures help ensure medication is managed safely. Staff administering medication are trained and their competency checked. They record administration of medication on electronic devices as it is given, helping to minimise risk of errors. Regular audits of records, storage facilities, drug counts, and other elements of medication management ensure continued compliance and safe practice.

Good infection control measures are in place. Recently audits were positive and additional monthly inhouse audits help ensure continued good practice. We observed care staff using protective personal equipment (PPE) and adhering to infection control practices.



Environment

Good

People live in an environment that is well maintained and has the facilities and equipment they need to achieve their wellbeing outcomes. They are kept safe because a full range of risk assessments including evacuation procedures are completed and compliance checks are routinely carried out. Records show the electrical installation, gas, fire safety systems, water hygiene, lifts and equipment are all checked and serviced regularly. People have the walking aids they need to get around the home. There is a choice of communal rooms to use depending on how the person wants to spend their time and these are all nicely decorated, warm and homely. Refurbishment plans are kept in check and monthly building audits monitor progress. There is lots of evidence of investment in the home such as new windows, flat roofs, fire system and new boilers which include contingency plans should a boiler fail. We also saw new curtains, redecoration, new furniture and bathroom equipment, laundry and sluice refurbishments. People's rooms are kept fresh through regular decoration and updating of bedding and furniture. Bedrooms are personalised with sport memorabilia, hobby materials, paintings and photographs. Where people move into the home with few personal items, the provider buys pictures and offers a choice to the person. Bilingual signage helps people find their way around the home and other dementia friendly orientation aids are in use.

The home is kept clean and infection control procedures are followed. The service has a level 5 award from Food Safety Agency which is the highest score.



People are supported to achieve their outcomes by experienced, knowledgeable staff and a well-managed service. There are highly effective organisational arrangements in place that provide the RI with excellent oversight. The RI is frequently in the home; they escorted us on a tour of the home during the inspection and their in-depth knowledge of each person, their needs and interests was evident. The RI audits various aspects of the service every quarter, including checking the extensive, monthly audits that have already been completed by the management team. The RI's report lists improvements since the last visit, improvements not made since the last visit and new improvements identified. Their reports are transparent and foster continued development of the service. The many layers of checks and measures ensure the home is compliant, safe and provides quality care.

The RI has highly inclusive methods of gaining feedback about the service including surveys to people in the home, their relatives, staff, commissioners and other visiting professionals. They meet with residents as a group and on a one-to-one basis. They chair regular team meetings in which staff are asked to contribute their ideas and views. The RI analyses surveys and audits and completes a biannual quality care review report of their conclusions. It is clear they have accurate knowledge of what is working well and where improvements might be made.

Personnel files evidence care staff are thoroughly vetted, inducted and well trained. All staff are expected to complete an extensive range of relevant training with incentives for completion, and staff are aware they cannot work without this training, hence there are excellent completion rates. Staff express their confidence in the management team's assessment of staffing levels and confirm they are frequently reviewed to ensure quality care continues to be provided.

We received excellent feedback from staff who described the manager and RI as highly approachable. They feel supported and valued and are confident to express their views. Care staff praise the management approach and how this positively impacts on staff. They describe excellent staff moral and teamwork. They are happy to come to work in the '*uplifting*' environment. Staff enjoy annual bonuses and the employee of the month awards.

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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