



Inspection Report on

Dol Awel Residential Home

**Dol Awel Residential Home
Y Ddol
Abergele
LL22 9AW**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

06/01/2025

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About Dol Awel Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	ARA CARE SERVICE LTD
Registered places	12
Language of the service	Both
Previous Care Inspectorate Wales inspection	22 May 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

Dol Awel has a homely atmosphere that is valued by residents and staff. People have control over their daily lives and enjoy a range of stimulating activities. Care staff provide a good standard of care and support. Risk assessments and personal plans provide detailed information about people's care needs and preferences. Care staff actively promote people's health and well-being.

The responsible individual (RI) oversees the running of the home effectively and visits the home daily. Changes in the service are influenced by people's views and experiences. Staff take pride in their work and are committed to providing the best possible care. They are rigorously recruited and provided with a good level of training and support.

The home is clean, well-maintained and homely. People are able to move around safely and have access to the specialist equipment they need. Environmental standards are monitored during quality assurance processes. Staff promote a good overall standard of hygiene and infection control.

Well-being

People have influence over how they are cared for. People are offered daily choices, such as where they would like to spend their time and what they would like to eat and drink. Resident profiles have been completed and these provide an overview of what is most important to people. People's preferred routines and interests are identified within personal plans. Where possible, care staff accommodate people's particular requests. Records show staff are respectful of people's decisions regarding their care routines and daily activity. We saw care staff supporting people to do things they enjoy. Monthly residents' meetings ensure people can contribute to the running of their home.

People are protected from abuse and neglect. Risk assessments and personal plans identify where people need specialist equipment to help keep them safe, and we saw this being used. There are good staffing levels to ensure people receive timely care. Records show management carry out regular safety checks, in line with people's personal plans. Incidents are clearly documented and reviewed as part of the home's auditing process. Staff are recruited appropriately and receive an induction and training that supports them in their roles. Care staff have attended safeguarding training, and the safeguarding policy is currently being updated.

The accommodation is suitable for meeting people's individual needs. We saw people moving around the home safely. Communal and private rooms are well decorated and furnished according to residents' needs and wishes. People have access to the specialist equipment they need, which is regularly checked and serviced. There are suitable arrangements in place to make sure the home is well-maintained. We saw general repairs being carried out promptly.

People receive timely support and care in a way that promotes dignity. We found care staff to be motivated as they talked with pride about their work. People have bonded with the care staff and they each share a mutual fondness for one another. The RI and area manager visit the home daily and speak with people, they know people and their needs very well. We heard staff using respectful tone of voice when talking with people and saw them using gentle touch when assisting people. People are dressed in freshly laundered clothes with attention paid to personal appearance, such as hairstyle and nail care. We observed care staff being attentive to people and responding promptly to requests for assistance.

Care and Support

The service considers a range of information to determine whether it is suitable for meeting people's needs. Care records contain a range of risk assessments and personal plans relevant to people's individual needs. Personal plans acknowledge people's individualities by identifying their preferred routines, social interests, care preferences and meal preferences. They also promote independence by highlighting what people could do for themselves. Personal plans are generally well detailed. Person centred information was also available at a glance, such as people's likes and dislikes, important relationships, what makes them happy and unhappy, their personal histories and tips for interacting with them.

The service promotes people's health and well-being. Medical and specialist services are involved in people's care and staff make prompt and appropriate referrals when necessary. Guidance from professionals is incorporated into personal plans and kept within care records. People receive their prescribed medicines at the appropriate time. Medicines are stored securely and managed electronically. Staff know how to report concerns about people's welfare and are confident dealing with accidents and incidents. These are logged electronically so managers can view and monitor actions.

The home has a warm, friendly atmosphere that gives people a strong sense of belonging. Staff are passionate about their jobs and proud of the home's family feel. There is a good activities programme, each activity is enjoyed, documented and there are many photos of people engaging in activity sessions. Arts and crafts people have made are displayed on the walls for month then taken down and placed in memory book. This is brought out as part of the conversations and reminiscence therapy. People enjoyed the festive activities where there was a buffet, warm mince pie, crafts, the mayor visited, and people thoroughly enjoyed and engaged in the 'Wizard of Oz' visiting pantomime. Other activities include chair yoga, karaoke, bingo and baking, which are just a few activities on offer.

People are offered a choice of nutritious healthy meals that are tailored to the likes, dislikes, and preferences of people at the home to encourage nutrition. The three-week rolling menu provides people with a choice of nutritious homemade meals and an alternative available if requested. Peoples weight is monitored, and advice is sought from the dietitian when needed. We observed the lunch time meal experience for people. We saw a choice of meals available and observed the dining room to be pleasant and calm. People also told us the meals are nice, and they are consulted regarding the menu choice.

Environment

The home is warm, clean and tidy and supports their personal outcomes. People can personalise their rooms with photographs, memorabilia and small items of furniture which helps to give people a sense of home. Housekeeping staff follow a general and deep cleaning rota to ensure rooms are regularly and thoroughly cleaned. Staff complete mandatory and refresher training in relation to infection control. They have access to personal protective equipment, which they use correctly to minimise infection risks. The manager observes environmental conditions during daily walkarounds. Likewise, the RI monitors standards during their daily and formal visits, ensuring equipment is clean and appropriately stored. The home has a current food hygiene rating of 5 (very good).

The home and its facilities are well maintained. A maintenance officer carries out routine health and safety checks, which the manager oversees. Staff told us they can request repairs easily and these are dealt with quickly. The home's fire risk assessment is kept under review and staff receive mandatory fire safety training and fire drills. People's emergency evacuation plans are reviewed every month. Fire safety equipment has been serviced within the last year. Care staff ensure people have access to the safety equipment they need. There is an ongoing refurbishment programme in place and the home has had a new kitchen installed.

Leadership and Management

The home's governance arrangements support in the delivery of a good quality, reliable service. The service benefits from an enthusiastic and committed team of management and ongoing support is provided by an area manager and RI. Management carries out monthly quality assurance audits; these covered areas such as health and safety, care documentation, infection control, medication and falls. Daily handovers records are shared with the area manager and the RI, so they have oversight of the care being provided and peoples' wellbeing. The RI visits the service daily which is above and beyond what is expected of their duties. He speaks with staff and residents; a detailed report of their visit is produced every three months and gathered feedback from the manager, residents and staff. The RI completes six-monthly quality of care reviews that consider feedback from people living in and linked to the home plus an analysis of key data. Actions are set to address areas requiring improvement.

People experience good continuity of care from motivated and appropriately trained care staff. There is a strong sense of teamwork amongst staff, and all stated they are one big happy family, feel very well supported and appreciated. Records show staff are recruited and vetted appropriately. The home has a comprehensive staff training programme, as outlined in its statement of purpose; a key document that explains what the home sets out to provide and how. Staff told us they receive good quality training and frequent reminders to refresh their training. They can reflect on their performance and personal development through formal supervision and annual appraisals. Records show recruitment checks, such as disclosure and barring service checks are carried out before new staff are employed. Monthly staff meetings take place and there are very good communications systems in place.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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