Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Conner's Place Ltd.

Oakdene Residential Home, 47 Mostyn Avenue, Llandudno, LL30 1YY

01492460561

Date of inspection visit: 17.06.2026

Service Information:

Operated by:	Conner's Place 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:	6
Main language(s):	English
Promotion of Welsh language and culture:	The service is working towards an active offer of the Welsh Language.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Good

Summary:

People experience excellent outcomes and are supported to engage in recreational activities of their choice, while having access to community health and social care services. Care staff have a strong understanding of people's individual needs and are provided with clear guidance and strategies to provide personalised care and support. Robust pre-admission assessments ensure admissions are suitable and consider compatibility between individuals, with the information used effectively to develop provider assessments, personal plans, and risk assessments. Significant improvements have been made since the last inspection, demonstrating the service provider's commitment to continuous improvement.

The service provides an excellent environment that is clean, spacious, well-maintained, and personalised to reflect people's choices. Effective maintenance arrangements and regular health and safety checks help ensure people live in a safe and comfortable home.

Leadership and management arrangements are good. Safe recruitment practices are in place, newly appointed care staff receive a structured induction, and care staff speak positively about the support and guidance provided by the manager. Care staff benefit from regular supervision and access to relevant training opportunities. The Responsible Individual (RI) maintains good oversight

through regular visits and quality assurance activities. Notable improvements have been made in the accurate recording of controlled drugs and in the RI's robust monitoring and auditing processes, strengthening governance, and supporting positive outcomes for people.

The home is rated excellent for well-being, care and support, environment and good for leadership and management.

Findings:

Well-being — Excellent

People experience excellent well-being outcomes because they are listened to, valued and supported to have meaningful control over their day-to-day lives. A well-established keyworker system and personalised communication approaches, including verbal, unaided and aided communication methods, help ensure people can express their views, wishes and preferences. We observed consistently warm, respectful, and compassionate interactions between care staff and people. Care staff actively promote choice, independence, and inclusion, supporting people to make informed decisions about their routines, activities, and future aspirations. People can access advice, support and advocacy when making decisions or raising concerns, ensuring their rights and voices are upheld.

People benefit from strong emotional, physical, and social well-being support. They have timely access to health and social care services and receive prompt medical attention when required. Care staff understand people's individual needs and ensure their physical health, emotional well-being, emotional health, and behavioural support needs are met through person-centred approaches. Feedback by people and their representatives and observations of interactions demonstrated the positive impact of support provided. As a result, people make progress in developing confidence, independence, and life skills.

There is a strong emphasis on helping people achieve positive outcomes and live fulfilling lives. People are encouraged to pursue their interests, participate in recreational and community activities, develop healthy lifestyles, and increase their independence. Opportunities to attend college, work placements and contribute to small daily household tasks support people build confidence, gain new experiences, and maximise their potential.

People's safety and well-being are further promoted through robust safeguarding arrangements. The service provider has appropriate safeguarding policies and procedures, for example, they undertake enhanced recruitment checks and ensure care staff receive safeguarding training. Care staff demonstrate a good understanding of safeguarding and whistleblowing procedures and are confident people are safe and protected from harm.

People live in an excellent environment that enhances their well-being, comfort, and independence. The home is clean, spacious, well maintained and personalised to reflect individual preferences and interests. People have access to equipment, resources and facilities that support the development of everyday living and independent skills. Effective health and safety arrangements and timely health and safety maintenance ensure people enjoy a safe, comfortable, and homely environment.

Whilst Welsh culture is promoted within the home, the service provider is not currently able to offer care and support through Welsh due to the absence of Welsh-speaking care staff. The service provider should continue to develop this area in line with the Welsh Government's *More Than Just Words* framework.

Care & Support — Excellent

People receive highly personalised care and support that is centred on their individual needs, preferences, and outcomes. Comprehensive provider assessments, personal plans, and risk assessments are informed by detailed referral information and robust pre-admission processes, ensuring placements are suitable and compatible with others living at the service. Significant improvements have been made to the provider assessment process, strengthening the service's ability to plan and provide effective, person-centred care. Personal plans provide clear guidance for care staff and focus on helping people achieve their goals, maximise their independence and experience positive outcomes.

People are supported to express their views and make choices about their care and daily lives. Care staff understand the communication needs of individuals and use a range of person-centred approaches, including Picture Exchange Communication System (PECS), Makaton, and emotion cards, to ensure people communicate their wishes and preferences. These approaches help people to participate in decisions that affect them and enable care staff to provide responsive and consistent support. Independent advocacy services are available when required, further promoting people's rights and ensuring their voices are heard.

People benefit from timely access to healthcare services and receive appropriate support to promote their physical, emotional, and emotional well-being. Care staff have a good understanding of people's health and behavioural support needs and work closely with health professionals to help people achieve positive outcomes. Improvements made to medication management systems since the last inspection demonstrate the service provider's commitment to continuous improvement and safer care practices.

Robust safeguarding arrangements help ensure people receive safe care and support. Care staff complete safeguarding training, understand their responsibilities and are confident in recognising and reporting concerns. Appropriate referrals are made when required, risk assessments are regularly reviewed, and Deprivation of Liberty Safeguards (DoLS) notifications are submitted to Care Inspectorate Wales (CIW) appropriately. Significant improvements have also been made in the timely submission of notifiable events to CIW, demonstrating strengthened governance and oversight.

The service promotes people's health and well-being through effective infection prevention and control measures. Care staff have access to relevant policies, training, personal protective equipment and cleaning resources, helping to maintain a safe and hygienic environment for people living at the home.

Environment — Excellent

People live in an exceptional environment that is thoughtfully designed to promote their well-being, independence, and quality of life. The home is located within easy access of local shops, recreational facilities, and healthcare services, enabling people to remain active members of their community. The home is clean, spacious, comfortable, and well maintained. Communal areas provide welcoming spaces where people can socialise, enjoy activities together or spend time relaxing in quieter surroundings. The kitchen and utility facilities encourage people to develop and maintain valuable independent living skills, whilst the home's food hygiene rating 4 provides additional assurance regarding standards of cleanliness and food safety.

People's bedrooms are personalised to reflect their individual interests, preferences, and needs, helping them feel secure, valued and at home. Bedrooms are suitably furnished and contain personal possessions that are important to people, supporting a sense of belonging and emotional well-being.

Significant investment has been made in the outdoor environment, creating an innovative and engaging space that offers a wide range of recreational, sensory, and social opportunities. The front and rear gardens are attractive, well maintained and make excellent use of the available space. The rear garden has developed into a vibrant extension of the home, featuring themed areas designed around the interests and preferences of people. Enhancements include a sensory water wall, bubble machine and relaxing sensory spaces that provide opportunities for stimulation, relaxation, and emotional well-being.

The outdoor areas actively promote social inclusion and meaningful engagement. A bar area, regular themed evenings and celebrations of events provide opportunities for people to enjoy shared experiences with family and care staff. Families are encouraged to visit informally and without appointments, enabling them to participate in activities and maintain important relationships in a natural and welcoming environment.

The environment reflects the service provider's commitment to continuously improving people's lived experiences. Care staff describe the service provider as highly responsive to suggestions and supportive of investment in both the indoor and outdoor environment. Health and safety arrangements are robust, with regular checks, prompt maintenance, and effective oversight of electrical and fire safety systems. This ensures people benefit from an environment that is not only safe and well maintained but also enriching, stimulating and genuinely tailored to support positive outcomes and an excellent quality of life.

Leadership & Management — Good

The service provider has established governance arrangements that support the effective operation of the home. Since the last inspection, the service provider has addressed matters arising from an action plan implemented through the escalating concerns process, demonstrating a commitment to improvement. A new Responsible Individual is now in post and has developed a positive and constructive working relationship with the manager. Regular communication takes place between the RI and manager to discuss operational matters, areas for development and future objectives. Improvements in governance systems have strengthened oversight and accountability, resulting in more robust auditing, monitoring, and reporting processes.

Appropriate arrangements monitor the quality of care provided. The RI undertakes regular visits to the service and completes three-monthly monitoring reports alongside six-monthly quality of care reviews. The quality assurance processes provide oversight of the service and support ongoing improvements. Recent developments have strengthened the effectiveness of auditing and monitoring arrangements, providing greater assurance the service is identifying and responding to issues in a timely manner.

There are enough suitably qualified and experienced care staff to meet people's needs. Care staffing arrangements are stable, with the service operating close to full capacity and not having to rely on agency care staff. Care rotas demonstrate people receive support in line with their assessed needs and commissioning arrangements. Safe recruitment practices are followed, including enhanced checks and verification of employment references. Newly appointed care staff complete a structured induction programme, including the All-Wales Induction Framework for Health and Social Care where required.

Care staff are supported to develop their skills and knowledge through regular supervision and access to a broad range of training opportunities. Records evidence supervision is generally completed within required timescales and care staff confirmed they receive appropriate guidance and support from management. Care staff spoke positively about the manager, describing them as '*very good'* and '*very supportive*,' which contributes to competent care staff morale and a positive working culture. Online and face-to-face training opportunities ensure care staff are equipped to meet the complex and individual needs of people living at the service.

Leadership and management arrangements are effective and provide a stable foundation for the service. Improvements since the last inspection, particularly in governance, auditing and RI oversight, demonstrate a clear commitment to continuous improvement. Care staff feel valued and supported, and there is a strong emphasis on maintaining a skilled workforce. Whilst further opportunities remain to evidence how quality assurance processes consistently drive service development and improvement; leaders have demonstrated good oversight and are promoting

positive outcomes for people.

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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