



Carr Holm



Carr Holm, 41 Bastion Road, Prestatyn, LL19 7ND



01745 887120



<https://carrholm.co.uk>

The inspection visit took place on 08/12/2025

Service Information:

Operated by:	Moore & Moore Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	20
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Carr Holm is a residential care home providing care and support for up to 20 people. It is located in the seaside resort town of Prestatyn and is close to local amenities.

We found people's well-being and care and support is good as they have control over their lives, their needs are being effectively met, they have positive relationships with others, their faith is respected and they are protected from harm.

The environment is good because it is personalised, meets people's needs and is mostly well-maintained.

Leadership and management of the service is good because there is effective oversight of the service and care staff are safely recruited, supported and trained in their roles.

Findings:



Well-being

Good

People have control over their lives as much as possible, and they are treated with dignity and respect. Where people do not have capacity to make decisions themselves, their relatives and relevant professionals are involved in decision making. People have a choice of activities to take part in and are supported to practice their faith if they wish. Religious representatives visit the home and the RI visits to read scriptures with some residents and their relatives. People are given a choice of what to eat, and one person told us, *"They know me so well they don't even need to ask me, they know exactly what I like"*. We saw care staff and kitchen staff having person-centred and meaningful conversations with people.

The service is working towards the Welsh language Active Offer as they ensure there are a range of documents provided to people bilingually. Assessments are completed to assess the Welsh language ability of staff and specific training events are arranged to upskill staff. We saw evidence of Welsh afternoon teas, Welsh music afternoons and St David's Day crafts on offer.

People and their relatives told us they or their loved ones like living at Carr Holm. One person said, *"Staff are like family, they will do anything for you, and they are so dedicated"*, *"The manager is so supportive and dedicated"*, and *"I wouldn't think of going anywhere else"*. A relative told us, *"Staff are so caring, they go the extra mile."* Relatives and friends are invited to spend Christmas Day and have Christmas dinner in the home with their loved ones, and a carol service was organised in December with a visiting choir. Support staff are responsive in relation to people's mental and physical health needs and adjust their approaches accordingly. People looked well cared for during our inspection visit.

People are safeguarded from abuse and neglect and supported to be involved in safeguarding processes where possible. Care staff receive training in safeguarding and policies and procedures are in place and followed. Risk assessments are updated in a timely way, and steps are taken to reduce risks.



Care & Support

Good

People receive effective care and support to achieve their well-being outcomes. People are assessed before they move to the service to ensure their needs can be met. A visiting professional told us, *“They are very helpful, and they escalate issues in a timely way. They inform us of any changes and they communicate well with us”*. Support is provided by a dedicated staff team who have a good understanding of people’s needs. We saw positive and warm relationships between people and care staff. We observed kind, caring and skilled care staff providing support. We saw where people are concerned about their own physical health, the care staff and manager are quick to reassure them and contact the relevant health professionals for advice and guidance. People are supported to attend appointments without delay, and the staff make sure transport is arranged when needed. When call bells are pressed, staff attend quickly.

Personal plans are completed to a good standard. People or relatives are involved in the creation and review of personal plans. Risk assessments are updated as people’s needs change. Daily records show that care and support is being provided as stated in personal plans. Reviews take place in line with regulatory requirements. Person-centred outcomes are recorded in personal plans and people’s preferences are also documented. There is clear documentation of which professionals are visiting people, the reason and outcome of their visits. There are oral care champions in place that ensure this is being provided to people where required.

Medication is administered as prescribed and in accordance with national and local guidelines and the services medication policy. Medication audits are completed and any actions identified are addressed and staff receive training in medication administration. Those who administer medication have their competency to do so assessed. Where issues in relation to medication administration or recording are identified, they are quickly addressed to reduce the risk of any error happening again.



Environment

Good

People live in a home which meets their needs. People's rooms are spacious, personalised and they can choose the colour of the paint in their rooms if they wish. We saw personal belongings in rooms which are mostly clean, tidy and homely. The service provider invests in the decoration and maintenance of the home to ensure it meets people's needs. People can choose where they eat their meals and can socialise in the communal spaces if they wish or have privacy in their own rooms. We saw people freely moving throughout the home. Moving and handling equipment is stored accessibly for those that need it, but safely out of the way to prevent trips and falls. The front entrance to the property is securely locked and visitors are required to sign in and provide identification on arrival.

People can be confident the service provider identifies and mitigates risks to health and safety and there are plans in place for environmental and health and safety audits to be more robust going forward. We saw a maintenance log in place which documents environmental issues identified by staff, these are dealt with in a timely way. The home has the highest food hygiene rating attainable. Routine health and safety checks for fire safety, water safety and equipment are completed, and records show required maintenance, safety and servicing checks for the gas and electrical systems are up to date.



Leadership & Management

Good

The service provider has effective arrangements, governance and oversight to ensure the smooth operation of the service and good quality outcomes for people. Audits are completed of the care and support provided and visits to the service are completed by the Responsible Individual (RI) in line with the regulatory requirements. We saw evidence of actions from audits being completed, resulting in improvements to people's well-being outcomes. There are plans in place to revisit the audits currently in place and assess what can be done to strengthen them and ensure any issues are identified in a proactive way. There are policies and procedures which contribute to the successful running of the service and inform care staff of what is expected of them. Policies and procedures are based on local policy and guidance and are underpinned by Welsh legislation and guidance. Quality of care reviews are completed every six months and people, relatives and staff are invited to provide feedback as part of this.

People are supported by care staff who are safely recruited and receive support and training to carry out their roles effectively. The management have plans in place to strengthen their oversight of Disclosure and Barring Service expiry dates going forward. Turnover of staff is low as staff are happy working at the service. Care staff told us, *"I can talk to the manager or senior staff about anything"*, *"We work really well as a team, and we know the people living here really well"* and *"This is my first job in care and it is a great place to work"*. Care staff have formal supervision and annual appraisals in line with regulatory requirements and feel able to approach the manager with any issues they may have. Important issues like safeguarding, medication, health and safety are discussed in supervisions to ensure staff have an up-to-date understanding. Training records are reviewed and updated by the management team. The current training record makes it difficult for the manager to have oversight of individual training compliance, so they are planning to improve this.

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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