



Apple Residential Care



Apple Residential Care Home, 12 Rivières Avenue, Colwyn Bay, LL29 7DP



01492530939



nowebsite.co.uk

Date(s) of inspection visit(s):

26/06/2025

Service Information:

Operated by:	APPLE BEST CARE LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for mental health
Registered places:	16
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

Apple residential care supports adults over the age of 18 with functional mental health conditions, such as schizophrenia, personality disorder, bi-polar, anxiety, and depression. The home is situated in Colwyn Bay, a short walk from local amenities such as local shops, GP surgery, library and the beach. People are supported to stabilise their mental health and wellbeing, and several people have lived there many years. People have a say in how the service is run and their views are considered and implemented when possible. People can enjoy trips out in the local community, and this is a valued part of the service.

The leadership team, comprising of the responsible individual (RI), manager and deputy manager, are committed to providing people with a stable, welcoming environment and good quality support to meet their well-being outcomes. They advocate for people to ensure they have access to the services they need. Support staff enjoy their roles, and support people with compassion, dignity and respect.

Findings:



Well-being

Good

People have control over their day to day lives, and are involved in decisions which affect them, ensuring their voices are consistently heard and respected. Regular house meetings are organised in which people are asked for their views. Alterations to the menu and suggested changes to activities have been made because of this feedback. People had also suggested the service has an employee of the month scheme to recognise the good work of their support staff, and this has been put in place. People are supported to participate in a range of activities of their choice. Activities such as bingo and quizzes are organised within the home, and people are supported to access activities in their local community. There is an activities coordinator who attends the service twice a week, and a vehicle to take people out in the local community. This is very popular, people enjoy attending activities such as horse riding, bowling and golf. Support staff also assist people to access activities in the local community when possible, such as local exercise classes. People are assisted to access work and volunteering activities if they wish, and people we spoke with were proud to tell us about their voluntary work.

People are supported to maintain and sustain relationships with important people in their life. Visitors are welcome at any time, and relatives told us they are kept informed of any updates or issues. Several people have lived at this service for many years, maintaining stability in their mental health and well-being. One person told us the service is "*Absolutely brilliant.*" A relative told us they are very happy with the service and support staff "*Will do anything X needs.*" People can communicate in Welsh if they wish, the manager and a member of support staff speak Welsh. People are asked as part of their pre assessment if they would like to receive their personal plan in Welsh or English.

People are safeguarded from abuse and neglect. The manager and deputy manager have an open-door policy meaning people and staff can approach them at any time, if they have a concern or for some informal support. People are listened to, and their voices are heard. Support staff have a clear understanding of mental capacity and assist people to make their own decisions wherever possible. When people lack capacity to make important decisions support staff consult with health and social care professionals to ensure people's rights are upheld and any decisions are made in their best interests.



Care & Support

Good

People receive consistently good quality outcomes because the provider thoroughly assesses their needs and personal outcomes, before agreeing to provide the service. Information provided by professionals as well as the person and any family or friends is considered as part of the pre-admission process. People's personal plans are strengths based and outline how staff should support them to achieve their well-being outcomes. They are clear about how people want to be supported and contain plenty of person-centred detail about people's backgrounds and their interests. Support staff have a good relationship with health and social care professionals and make timely referrals when needed. The manager and deputy manager are proactive in advocating for people with external services to ensure their needs are met. They also ensure people have access to an advocate to ensure their voice is heard when needed. Personal plans are reviewed regularly, and we saw they are updated in response to changes.

People are kept safe from harm and abuse. Support staff ensure risks affecting people are assessed, managed, and reviewed regularly. Personal plans contain clear person-centred information about signs to recognise when an individual's mental health is in decline. Relevant referrals are made to ensure timely access to professional support from community mental health teams. There is a clear process in place to manage incidents, reducing the risk of any recurrence. People and staff know how to report concerns and told us they are confident any issues would be addressed.

People receive their medication as prescribed, and medication is stored safely and accurately recorded. Medication administration records contain all the relevant information required and are clearly completed. There is a system to monitor the use of any 'as required' medication to ensure it is effective and monitor for any side effects. Medication reviews of anti-psychotic medications take place within appropriate timescales, and people told us staff advocate for them to have reviews if this is needed sooner than anticipated. The service ensures there are sufficient and correct amounts of medication available.



Environment

Good

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. The building is homely and comfortable, there are two communal lounges, which are pleasantly decorated. One person described the smaller lounge as “*Marvellous*”. The dining room is laid out with tablecloths ready for mealtimes, and with space to sit and socialise. There is a garden with seating areas and a smoking shelter which we saw people make use of during our visit. People can personalise their rooms, and one person told us how they are planning on redecorating and had chosen colours they want to use. There is an ongoing maintenance plan for redecoration and improvements, with prioritisation given to the most important issues. Bedrooms are being scheduled for redecoration as they become vacant, so they are refreshed for the next person to move in. There is an Infection Prevention champion on the staff team, ensuring the premises are hygienically clean and good hygiene practices are followed. The home was clean and tidy throughout on the day of our inspection. People have access to grab rails in bathrooms and there is a disabled toilet. Any specialist equipment is well maintained, and support staff are trained on how to use it.

The service provider ensures the premises comply with current legislation and national guidance in relation to health and safety. We saw evidence of regular fire and water safety checks, and gas and electrical safety certification. Chemicals and detergents are safely and securely stored. The service has regular infection control and fire safety inspections from external agencies, and any recommendations are being actioned.



Leadership & Management

Good

The service provider's oversight and governance arrangements foster a positive and compassionate culture in the service. The manager, deputy manager and support staff all told us they feel well supported in their roles. Audits are completed for areas such as medication and infection control to ensure good practice is maintained. The RI regularly visits the service; we were told they sometimes stay all day speaking with people and staff. One person commented about the RI, "Aren't they lovely?". The RI keeps a three-monthly record of their visits in line with regulations. They consider a selection of records and provide oversight of any complaints. A six-monthly quality of care report is also completed, which is based upon the responses from quality assurance questionnaires. The report places people at the heart of the service, considering any improvements which can be made. The service provider values their staff team, and in addition to the employee of the month scheme, operates an appraisal bonus scheme. This gives staff the opportunity to earn a financial bonus as part of their annual appraisal.

The service provider makes sure there are enough suitably qualified and trained staff to meet people's needs and support them to achieve their personal outcomes. We saw plenty of staff were available on the day of our inspection, and this was also evident from the rota. New staff undergo thorough recruitment checks; and we saw evidence of disclosure and barring service and reference checks. They also undertake an induction, and all staff receive regular ongoing training. Core training is up-to-date and since the last inspection support staff have received additional specialist training to support them in their roles. Most staff have received Welsh language training. Support staff receive regular supervision and an annual appraisal to consider any learning and development needs. There are regular staff meetings, giving staff the opportunity to discuss any issues concerning them. There are some long serving staff in the service, providing consistency to the people they support. Support staff told us they enjoy their roles; one member of staff told us "*It is like a family.*"

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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