



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Rhosyn Melyn



Plas Rhosnesni Nursing Home, Cefn Road, Wrexham, LL13 9NH



01978364557

The inspection visit took place on 11/03/2026

Service Information:

Operated by:	Plas Rhosnesni Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	66
Main language(s):	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

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Rhosyn Melyn is a nursing home providing care to people with dementia.

Wellbeing is excellent because people have genuine choice and control over daily life. Staff actively support positive risk taking so individuals can live as independently as possible, and a diverse programme of meaningful, well planned activities helps keep people stimulated and engaged.

Care and support is good, reflected in warm compassionate interactions where people are treated with kindness, empathy, and respect. Staff consistently uphold privacy and dignity and make every effort to understand and act upon people's wishes and preferences.

The environment is good, offering a homely, comfortable setting that is personalised. People have access to varied communal spaces, and bedrooms that reflect their interests, memories and things that matter to them.

Leadership and management is good because staff describe the manager as approachable, supportive and responsive. Effective checks, audits and oversight arrangements ensure te service

is safe and well organised. The provider knows what is working well and identifies any improvements to be made.

Findings:



Well-being

Excellent

People have real choice and control over their lives. Staff consistently and proactively seek people's views on all aspects of daily life, with meeting minutes showing that preferences about menus, activities and the environment are routinely acted upon. People told us they feel free to do what they want, and we saw excellent examples of positive risk-taking that enables independence while keeping people safe. Activities such as smoking, drinking, gambling, going out and having a key to their own rooms are all appropriately and individually risk assessed.

Independence is exceptionally well promoted because care plans are strengths-based and focused on people's abilities. Staff shared examples that illustrated their genuine commitment to helping people achieve their goals, while encouraging them to use their skills. A health professional praised the manager for promptly confirming that a person no longer required one-to-one support, demonstrating a strong commitment to maximising independence and avoiding unnecessary or restrictive support.

The service excels in delivering meaningful, stimulating activities, and this was universally praised by people, families and professionals. Two dedicated activity facilitators are present all day, every weekday, ensuring activities are central to the service rather than an add-on. The programme is creative, personalised and varied. Examples include mother and toddler groups for individuals who enjoy caring for baby dolls, hands-on workshop sessions reminiscing with hardware such as locks, chains, nuts and bolts. There are high-quality themed events such as carnivals and Western days. Equality and diversity are celebrated to an excellent standard, including through a popular 'international day' where staff share cultural dishes and wear traditional clothing. People's community connections are also strongly supported through visits from local nursery children for crafts and picnics, and through regular outings to parks, cafés, pubs and shops.

People's privacy and dignity are consistently upheld. We observed warm, compassionate interactions throughout the visit, demonstrating skilled and sensitive care. When one person became unwell, staff discreetly supported them to an open window affording a cool, quiet space; they offered drinks and reassurance and helped them settle quickly. Dining is a dignified and positive experience with tablecloths, wine goblets and condiments available for people to choose from. Keyworkers ensure people always have sufficient toiletries and well-maintained clothing, supporting people to dress in their preferred outfits and accessories, respecting their individuality and dignity.

Relationships and friendships are actively encouraged. We observed one couple enjoying an intimate table for two, thoughtfully arranged away from the main dining area. Visitors consistently

told us they feel valued, welcomed and part of the “Rhosyn Melyn family,” reflecting the service’s exceptionally warm and inclusive culture.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Each person, their family, and other professionals involved contribute to designing the person's care to ensure plans reflect their needs and wishes. All plans are personalised and include people's well-being outcomes, and the manager confirms these are being further developed to include more self-directed outcomes where possible. A visiting health professional shared her confidence in the care provision, saying staff always follow their guidance and instructions and are prompt in alerting them if there are any issues.

The service values continuity of care because it recognises how valuable familiarity is to people with dementia. Many staff have worked at the service for years. Staff skills are used effectively, with some designated as 'champions' in specific areas such as continence, falls and oral hygiene. Plans include personalised risk assessments for a range of activities, supporting positive risk-taking and enhancing independence. Relatives shared positive feedback such as, *"They've got it right here, I'm happy,"* *"Staff are brilliant—kind; they sit and chat and stroke Mum's hair even when they don't know anyone is watching,"* and, *"The best thing is the care staff; they genuinely care—it's for real."* The service excels in the provision of activities, and people told us, *"There is always something going on."*

People are protected from harm and abuse because the service has safeguarding policies and procedures in place, and all staff receive mandatory safeguarding training. There is a whistleblowing procedure, and staff shared that they feel confident approaching the manager with any concerns. Staff spend time talking to people on a one-to-one basis, and the manager and RI also speak regularly with people using the service to check they are satisfied.

People's medication is safely managed as all staff are trained and their competency checked. Medication management is audited regularly, including checks of balances, records and storage. We observed medication storage to be safe and checked the accuracy of controlled drug records against the actual balance.

People's risk of infection is minimised by the service promoting good hygiene practices and ensuring sufficient supplies are available to meet people's needs. Monthly infection control audits are completed. We observed PPE, such as aprons and gloves, being used appropriately, and hand-washing facilities and instructions displayed around the home. Two staff, including the manager, are designated infection control 'champions', ensuring information is shared effectively with other staff and proper procedures are followed.



Environment

Good

People live in an environment that meets their needs. The service provides suitable communal and personal spaces, giving people choice about where they want to spend their time. We saw that communal rooms are well maintained and decorated in a homely style. Large windows provide views of the garden and courtyard and illuminate the rooms with natural daylight. People's bedrooms are personalised with items that matter to them, including reminders of past achievements and photographs of family and places visited. Orientation aids outside bedrooms help people find their own rooms, and bilingual (Welsh and English) signage supports people to navigate the home.

The dining experience is enhanced with dressed tables and soft music. The home has CCTV in communal spaces, and we saw personal plans that verified consent or best-interest decisions had been made regarding its use. The home is clean and tidy throughout, and the FSA (Food Standards Agency) has awarded the kitchen the highest score of level 5. Investment in the home is evident, with new windows fitted and rooms redecorated. The 'central action plan' shows ongoing plans to renew radiators, replace curtains in bedrooms, tend to the garden, and complete general decoration around the home.

The safety of lifting equipment, fire safety systems, and electrical, gas and water supplies is routinely checked and maintained. A weekly facilities management report ensures repairs, renewals and maintenance continue as needed. Risks to health and safety are identified and mitigated.

We visited in early Spring and saw how Winter had affected the garden. Fences need repainting, and garden beds require weeding and replanting. Courtyard patios need cleaning to restore them to how they looked in Summer. We saw photographs of people involved in gardening last year, watering the plants and enjoying the colourful outdoor space, including raised flower beds, a wooden bar and shelter, and tables and chairs for outdoor drinks and picnics. The home has previously won a prize for the best-kept garden, and it is clear the motivation is there to repeat this.



The service provider has effective organisational arrangements, governance and oversight to help ensure the home runs smoothly. There are robust quality checks and assurance processes in place to confirm the home is compliant and that people are happy with the service. We saw an audit schedule that includes weekly and monthly checks of records, procedures and health and safety arrangements. Associated reports are candid about any improvements identified. Surveys are distributed to families and health professionals, and people's views are sought during residents' meetings and one-to-one discussions. The service is exploring ways to better gather the views of people living with dementia and is keen to strengthen its quality assurance processes. There is a suggestion box in the foyer so people can anonymously make suggestions or raise concerns, and the manager's office is accessible to visitors. The RI (Responsible Individual for the service) visits every three months, reviews completed audits and undertakes some themselves. They also produce a biannual quality-of-care review report that identifies what is working well and where improvements might be made. The manager shares their expertise with health professionals to support effective hospital discharge into residential care.

Staff supporting people are properly vetted to ensure their suitability for the role. Records show checks are completed to ensure there are no criminal convictions and that references are obtained. The manager keeps an up-to-date record of staff training and knows when refreshers are due. Mandatory training is provided before staff can practise, and ongoing competency in key areas is monitored. Senior staff are designated experts in specific areas of care to keep colleagues informed of developments. All staff have completed, or are in the process of completing, NVQs in social care, and all are registered with Social Care Wales, meaning they understand what is expected of them and that they must work to set standards and codes of practice.

Staff shared that they feel supported both personally and professionally. They describe the manager as approachable and feel they can raise any issues with confidence, knowing they will be listened to. They receive one-to-one supervision every two months, where they can discuss their practice and be observed while they work. Some staff described how helpful the manager had been in their personal lives and how this made them feel valued. The service has an 'employee of the month' initiative to recognise staff who go above and beyond. Staff told us they *"enjoy working for this home"* and *"we call it our Rhosyn Melyn family."* Another said, *"I love my job; management appreciate me. They supported me through illness—it was genuine care."* The provider knows the value of good continuity of care for the people who live here and makes an effort to show staff how they are appreciated.

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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