



Arden Towers Care Home



53-55, Greenfield Road, Colwyn Bay, LL29 8EW



01492533552



nowebsite.co.uk

The inspection visit took place on 03/03/2026

Service Information:

Operated by:	APPLE BEST CARE LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for mental health
Registered places:	23
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Arden Towers Care Home is a residential home in walking distance of the centre of Colwyn Bay, and it provides support to adults with or without mental health needs.

At this inspection we found that people living at Arden Towers Care Home experience good well-being outcomes. People are supported through personalised care planning, positive risk management and a stable, skilled staff team. Evidence from care records, observations and governance systems shows that people are supported to live safely, exercise choice and engage in day-to-day activities that are important to them and give them a sense of purpose and feel valued.

Care planning is person-centred and reviewed regularly, with people's involvement and consent. Risks associated with people's mental, physical and emotional health and well-being needs are identified and managed proportionately, including through appropriate Deprivation of Liberty Safeguards (DoLS) authorisations and multi-agency involvement. The environment is clean, well maintained and the provider ensures ongoing refurbishment, supported by robust health and safety

arrangements.

Leadership and management arrangements provide effective oversight through audits, Responsible Individual (RI) visits and wider quality of care reviews. Staff recruitment, training and supervision systems largely meet regulatory requirements and support positive outcomes for people.

Findings:



Well-being

Good

People are supported to live healthily and safely through individualised care planning that reflects their mental health needs, risks and personal outcomes. Care files we reviewed demonstrate that people are actively supported to develop and maintain their independence, including in preparation for moving on to supported living, managing bills, daily living skills and community access. People told us staff are good at helping them to develop and maintain skills and we saw staff praise people for the progress they were making and the commitment they have made. Risk management is proportionate and personalised, balancing safety with choice, for example through monitored freedom of movement and use of assistive alarms where required.

Where people lack the capacity to make decisions about their care needs for themselves, DoLS authorisations are clearly evidenced, including renewals, monitoring and liaison with local authorities. Care plans reflect DoLS conditions and are reviewed regularly to ensure continued appropriateness. Safeguarding systems are effective and keep people safe as far as possible. Records show that concerns are appropriately identified, recorded and reported, with follow-up actions and risk mitigation clearly documented. People report feeling safe and able to raise concerns with staff and managers.

People are supported to develop and maintain relationships and engage with their community. Activity records, resident meeting minutes, quality of care reviews and RI visit reports show people's views about social opportunities and activities are actively sought and acted upon. People are supported to engage in meaningful activities both within the home and in the wider community. We saw individual and group activity timetables. These, together with records from resident meetings and reports from quality of care reviews, show the preferences and interests of people regarding activities and hobbies are actively sought. Staff take care to ensure these preferences are acted upon, promoting participation in activities that are meaningful to each person. People have collaborated with residents at the service provider's other home in Colwyn Bay to raise funds for cancer charities. The manager also shared that residents contribute to the neonatal unit at the local hospital by knitting hats and blankets for newborns. People are supported to maintain relationships with family members, friends outside of the home, advocates and professionals, with involvement clearly documented in care plans and reviews.

The accommodation supports people's wellbeing outcomes including their dignity, comfort and independence. People are encouraged to personalise their rooms and make choices about their living environment. Bilingual signage, information displays and Welsh language promotion support people to feel included and promotes and values their cultural identity.



Care & Support

Good

Care plans are detailed, person-centred and reviewed regularly. They cover all relevant areas including mental health, medication, physical health, nutrition, mobility, personal care and activities, and preferences for end-of-life care. Records clearly demonstrate people's involvement in care planning, with consent and capacity considerations documented, and regular evaluations. Monthly and ad hoc reviews record changes in needs, outcomes and risk levels.

Daily notes provide consistent evidence of continuity of care, monitoring of mood, physical health and engagement, and show that staff respond appropriately to changes in people's health, mood and presentation. During our visit to the home, we saw staff supporting people in a respectful, warm, calm and professional manner, demonstrating good knowledge of people and their preferences.

Risk assessments are individualised and address known risks for people. These are clearly linked to care planning and provide practical, clear guidance for staff about how to ensure people are supported safely. Staff we spoke to understand their responsibilities in relation to safeguarding people and whistleblowing. They are actively involved in multidisciplinary meetings aimed at safeguarding people at persistent risk of self-neglect. Safeguarding records in the home demonstrate appropriate, timely and transparent reporting, as well as management oversight and learning following incidents, with evidence of multi-agency involvement where required.

Staff support people to access the community safely where that level of support is required. Records show the provider works with people to ensure least restrictive practice possible to promote their independence and autonomy, whilst also keeping them safe and meeting legislative requirements. We saw good numbers of staff throughout our visit to the home, and their relaxed and friendly manner contributed to the calm and relaxed atmosphere in the home.

The provider ensures that good infection prevention and control arrangements are in place to keep people safe. We saw effective cleaning systems, good access for staff to good stocks of personal protective equipment (PPE), internal and external audits of hygiene, and well-trained staff all help to ensure good hygienic practices are followed in the home. The home has a food hygiene rating of four currently to provide assurance that risks of infection are minimised during food preparation.



Environment

Good

People live in an environment that is safe, clean and well maintained. Health and safety systems are robust and evidenced through servicing records, audits and routine checks, including fire safety, gas and electrical safety, emergency lighting and equipment servicing. Personal Emergency Evacuation Plans are in place, accessible and regularly reviewed.

Maintenance arrangements are effective and proactive. Records and observations show that repairs and improvements are promptly identified and addressed, and refurbishment of bedrooms, bathrooms and communal areas is ongoing as time and occupancy allows. People are supported to personalise their rooms and agree changes to their environment.

During our visit to the home, we saw the maintenance person actively carrying out repairs. They demonstrated a respectful approach towards people and sought permission from them before entering their rooms to undertake any maintenance work. This ensured that people's privacy and personal space were respected and valued. The maintenance process was collaborative, with the staff member working with people to complete necessary tasks in a manner that was both considerate and efficient.

In addition to routine repairs, there is a programme of refurbishment ongoing in the home with updates to decorations and bathroom facilities carefully planned and implemented. All such works have undergone appropriate risk assessments to ensure that safety remains a priority throughout the process. Efforts have been made to minimise any disruption, allowing people to continue with their daily activities with as little inconvenience as possible while improvements are carried out.

People's independence is supported through access to shared and individual spaces, including kitchens and outdoor areas, and equipment is available and maintained to meet people's needs. The home is decorated in a pleasant and homely but modern manner with comfortable seating and coordinated soft furnishings throughout.



Leadership & Management

Good

The service provider has effective governance and oversight arrangements in place that support the delivery of safe, effective care. Records show systems include regular audits, RI visits, staff and resident meetings and regular quality of care reviews involving feedback from people, relatives and professionals. Quality of care reviews have improved and demonstrate analysis of feedback, incidents and safeguarding activity, with clear action planning and monitoring. Records of staff meetings, resident meetings and local authority monitoring visits show that issues are identified, discussed and followed up. Systems are in place for complaints handling, incident reporting and learning from events.

Staff recruitment records evidence appropriate pre-employment checks, including vetting and Social Care Wales registration checks. Training records show staff have undertaken mandatory and role-specific training relevant to people's needs, and complete regular updates when the need arises. Training oversight and monitoring of compliance is good, with ongoing improvements planned by the provider.

Staff supervision and appraisal arrangements are firmly established within the service and support ongoing staff development and consistently good standards of support they provide. Regular individual supervision sessions provide staff with the opportunity to reflect on their practice, discuss any challenges, and identify areas for professional growth. Appraisal meetings are also held routinely to formally review performance and set objectives for the future. The provider has identified improvements required with appraisal records through internal audits and quality of care reviews. There are ongoing action plans in place to strengthen the consistency of these records and the RI monitors progress to completing the actions. This demonstrates the provider's commitment to continuous improvement and ensures that the appraisal process is robust and meaningful for all staff members.

Staffing levels within the service are stable, which contributes to the continuity and quality of care provided. There is no reliance on agency staff, which supports the development of a cohesive team and maintains familiarity for the people living in the home. The provider is proactive in ensuring that staff are given opportunities for development within the home. This focus on professional growth contributes positively to staff well-being and fosters a supportive and positive culture throughout the service.

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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