



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Alexandra House Residential Denbigh



Denbigh



01745889179

Date(s) of inspection visit(s): 30/07/2025

Service Information:

Operated by:	Alexandra House Support Services Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability
Registered places:	4
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Alexandra House Residential Denbigh is a respite care service for adults. It is located in a residential area in the outskirts of Denbigh.

People experience good well-being outcomes, being involved in activities which are provided for those who wish to be involved. People are supported to stay as healthy as possible, with systems in place to protect them in an environment that meets their needs.

Care and support are good, with people's experiences being positive. Care documentation is in place to support people's needs. The service has good systems in place to safeguard people, which includes managing their medication.

The environment is good, and enables people to meet their needs and outcomes, enhance their well-being, and is safe.

The leadership and management of Alexandra House is also good; there are consistent and dependable managers in place. They ensure the required staff recruitment, training, and support is undertaken and any improvements to the service are being implemented. There are some Welsh speaking staff employed who can provide a limited service in the Welsh language. The Responsible Individual (RI), who is also the registered manager, visits the service regularly, has a good working relationship with senior and support staff, and has effective oversight of service provision.

Findings:



Well-being

Good

People have a voice and are consulted about the service. They are encouraged to make everyday choices which includes a range of meals. People make decisions about what they eat and shop for and choose the ingredients to make their meals. People can personalise their rooms if they wish, and people's rooms reflect the individuality of the person. There are a range of activities for people, which reflect the choices of the individual, which are outlined in people's personal plans and associated professionals' documentation. We spoke with someone's relative who confirmed this and told us support staff encourage their relative to be involved in activities which they enjoy. People can spend their time alone or with others, either in their rooms or in the lounge or kitchen. There are systems in place for the RI and manager to obtain the views of people living at Alexandra House, their relatives, and staff.

People are treated with dignity and respect and their physical, mental health and emotional well-being needs are met. People are consulted about how they want their care delivered prior to them coming to Alexandra House. Care documents are updated regularly, reflect the needs of individuals, and enable people to be supported to meet their outcomes. This was confirmed by a relative we spoke with. Some staff are able to speak Welsh and are therefore able to provide a limited service for people who can speak Welsh. From reviewing documentation, it is evident the service works collaboratively and proactively with healthcare professionals to provide a good standard of care and support.

People are protected from harm. Risk assessments are in place which ensure people are supported to stay safe, and their freedoms respected. People receive a good standard of care and support from a well-trained and supported care staff team, who are registered with Social Care Wales, the workforce regulator. Care workers receive safeguarding training with appropriate policies in place for their direction. People have positive and appropriate relationships with care staff whom they can trust. This was confirmed by someone's relative who told us support staff were *"Very good, our relative likes it there, they have a good relationship with staff and staff speak very highly of their relative. We ask our relative if they like it there and they do."* Oversight and monitoring of people's physical health is good with arrangements around medication being comprehensive. Staff are safely recruited and employed in appropriate numbers to meet people's outcomes.

The environment is safe, secure, and appropriately maintained. The environment is used effectively to support people's well-being and help them achieve their identified outcomes. Routine health and safety monitoring ensures the safety of the environment.



Care & Support

Good

People receive care and support when and how they want. Pre-admission assessments are in place, are an accurate reflection of the person, and people's personal plans reflect these documents. A care worker told us *"Pre-assessments are in place before someone comes in new, staff read the care plan and there is a Service Delivery Plan which people read before people start receiving support."* People's personal plans are detailed, instructive and provide clear guidance for care staff about the individual, their care and support needs, and the outcomes they would like to achieve. This was confirmed by care staff we spoke with. Both pre-admission assessments and personal plans reflect information supplied by relevant professionals about the support needs and outcomes of the person. A relative told us that their relative gets the support they need and both they and their relative, *"Are happy with the support our relative gets."*

People's personal plans are reviewed regularly which was also confirmed by support staff we spoke with.

People are supported to be healthy and stay safe. Risk assessments support individuals to remain safe. Arrangements are in place to monitor and evaluate accidents and incidents. The relevant applications are made to safeguard people's best interests. Support staff are trained to safeguard people from harm and abuse and are aware of their duty to report any concerns.

Medication arrangements are effective. The storage and administration of medication is monitored to ensure medical conditions are managed accordingly. This helps ensure people remain healthy as their outcomes around medication are met. People can access the necessary health services to maintain their health and wellbeing. This includes access to GP services. We saw individuals have been referred to other healthcare professionals as and when needed. People's health requirements are monitored regularly, and any changes are acted upon quickly, ensuring peoples well-being and outcomes around their health are met.



Environment

Good

Alexandra House is welcoming, comfortable, clean, and well-maintained. Staff told us people can choose where they would like to spend their time, between the lounge, kitchen or in their own rooms. The rear of the property offers residents access to outdoor space, where evidence of planting of tomatoes was seen. Bedrooms reflect people's individuality. People's rooms are cleaned by them regularly, as part of their support outcomes, at times with prompts and help from support workers. They can bring their own belongings and decorations, so are able to personalise their room to their own preferences, if they so wish.

The service is clean and tidy. The home is kept in an excellent state of repair. The environment, for example around fire and electrical safety, is regularly checked with systems in place to monitor this and several environmental audits show routine health and safety checks take place to ensure people are safe.



Leadership & Management

Good

Effective management arrangements and oversight of the service are in place. Managers know people well and demonstrate a commitment to providing a good quality service. They ensure effective day-to-day management and oversight of the service takes place. Care staff told us managers are approachable, supportive, and always there to help or provide guidance. Staff have confidence managers will get things done, which ensures any issues raised are dealt with quickly and effectively, ensuring people's needs are met.

A suite of audits is routinely completed which assess the quality of the service. Regular meetings take place between the RI and support staff, who confirmed they see the RI/manager almost every day. The RI routinely visits the service and gains people's views and opinions of the service. Comprehensive quality of care reviews, both three and six monthly, are completed which drive forward improvements at the service. The measures in place to monitor the quality of the service provided are effective. This ensures the wishes of people living at Alexandra House are heard and acted upon, and people's outcomes and well-being met.

Care staff are suitably recruited, trained, and supported to perform their duties. The provider carries out pre employment checks in the form of Disclosure and Barring (DBS) and seeking former employer references. The necessary forms of identification are retained for staff. All care staff are registered with Social Care Wales, the workforce regulator. Newly appointed care staff complete an induction programme to ensure they can perform specific care tasks. Records show care workers have access to training opportunities, and they have completed an appropriate level of training to meet the needs of the people they are supporting; this was confirmed by support workers and a relative we spoke with who told us staff support their relative well. However, the provider needs to keep all training up to date, which they agreed to do. Support staff are provided with support through regular supervisions, ensuring the continued provision of good-quality care. Documentation shows support workers are employed in suitable numbers and in line with managers expectations and the expectations of external funders. This was confirmed by support staff we spoke with. Support workers being employed in appropriate numbers ensures people's support needs are met, in line with the persons personal plan and associated professional documentation There are detailed and comprehensive policies and procedures in place which provides up to date guidance for care staff which ensures they support people consistently.

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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