



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Maesglas Care Home



Manor Park Residential Home, Green Street Holt, Wrexham, LL13 9JF



01829 270318



www.accurocare.co.uk

The inspection visits for this service took place between 14/04/2026 and 23/04/2026

Service Information:

Operated by:	Accurocare Wrexham Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	28
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:

Maesglas Care Home provides residential care for up to 28 adults. The service supports people to live well in a safe, caring and homely environment. During this inspection, we found people experience good outcomes across all inspection themes.

Care staff treat people with dignity and kindness and support them to make everyday choices about their lives. Care staff know people well and provide care that reflects individual needs, preferences and life histories. People feel safe and protected, and staff understand their safeguarding responsibilities.

Care and support is delivered consistently and in line with people's assessed needs. Personal plans are person-centred, reviewed regularly and inform daily practice. Medication is managed safely, and infection prevention and control arrangements are effective.

The environment is clean, well maintained and supports people's comfort, safety and independence. Bedrooms and shared spaces feel homely and reflect people's preferences.

Leadership and management in the service provide effective oversight. Quality assurance systems are in place and used to monitor care, manage risks and support improvement. Staff are supported through supervision, training and clear leadership.

Findings:



Well-being

Good

People live healthily and safely and have control over their day-to-day lives. Care staff treat people with dignity and respect. We saw friendly, relaxed, and comfortable exchanges both among people and with the care staff. Care staff used people's preferred names, gave them enough time to reply to questions, and responded compassionately to people. People are supported to make everyday choices, including where they spend time, what they eat and how they structure their day. We saw people moving about the home freely, socialising together and spending time alone in their rooms. The provider ensures information about the service and how it is run is available to people in Welsh and English, allowing people to make informed choices in the language they feel most comfortable with. Feedback from professionals describes staff as caring and passionate in their commitment to advocating for people in the home to ensure their wishes and needs are met.

Positive risk management supports people's independence while keeping them safe. Care staff assist people with mobility, nutrition and daily activities at their own pace and without unnecessary restriction. Care staff help support individuals' wellbeing by responding promptly to their needs. Records indicate that suitable referrals are made and professional expertise is sought whenever necessary. People feel safe. Care staff can clearly describe how they would raise safeguarding concerns, and information on how to report concerns is visible in the service to staff, relatives and people living there. Records show safeguarding incidents are recognised, reported appropriately and followed by actions to reduce the risk of recurrence.

People are supported to maintain relationships and feel valued in their community. Feedback from people and relatives describes staff as caring and attentive. People spoke positively about living at the home. Activities are well facilitated by staff and include group sessions and supporting individual interests such as music, games, jigsaws and reading. People's important life events and special occasions, such as birthdays and anniversaries, are celebrated and recognised to support inclusion and people's sense of community. We saw staff and residents singing happy birthday to a resident in Welsh, English and Ukrainian during our visit; this reflected the different cultures of both the staff and residents present that day.

People live in accommodation that supports their wellbeing. Bedrooms are personalised, clean and comfortable. People can lock their rooms if they wish, which supports privacy and autonomy. Bilingual and pictorial signs in the home support people to orientate themselves, whilst meeting their communication needs and preferences.



Care & Support

Good

People consistently receive high-quality care and support that enables them to achieve their personal outcomes. The service employs a person-centred, strengths-based approach to both assessments and personal planning. This approach is inclusive, drawing on input from people themselves, their families, and a range of professionals, including GPs, nurses, dietitians, and dementia specialists. Care plans are subject to regular review and are carefully tailored to incorporate each person's background, preferences, identified health and well-being risks, as well as daily routines. They offer clear guidance for care staff, ensuring they are well equipped to support people and maintain their safety.

During our visit, we saw care staff providing effective support, including to individuals with complex needs. Care staff we spoke with demonstrate a comprehensive understanding of how best to respond to signs of distress or changes in a person's presentation, ensuring that support remains empathetic, responsive and appropriate. Care and support within the home is fully personalised, ensuring people's voices are heard and valued throughout all decisions concerning their care and improved outcomes for individuals. People we spoke with during our visit were positive about impact of this approach, confirming they feel well supported, listened to, and involved in decisions about their care.

Safeguarding systems in the home protect people from harm. Care staff are knowledgeable about consent, capacity, and legal protections that should be in place for people who lack capacity to make decisions about their care, support and accommodation. They recognise their duty to protect people by promptly reporting any concerns. DoLS authorisations and requirements are properly recorded and integrated into everyday routines. Records in the home show the manager appropriately engages with external agencies and there is learning from incidents.

Medication is managed safely. We saw medication rounds are calm, organised and uninterrupted. Care staff use an electronic system to record administration accurately. Medicines are stored securely in a temperature-controlled clinical room, with daily checks completed. Care staff manage controlled drugs safely, with clear audit trails and regular stock checks. Protocols for medication taken as needed and homely remedy arrangements are in place and followed.

Infection prevention and control arrangements are effective. The service is visibly clean, with cleaning schedules and audits in place. Personal protective equipment is readily available. We saw care staff follow good hand hygiene practice and clinical waste is disposed of safely. The service has been awarded a Food Hygiene Rating of 5, and we saw food hygiene practices are safe.



Environment

Good

People live in an environment that supports their wellbeing and fosters a sense of home. The home is consistently warm, clean and well maintained. Communal areas are inviting and comfortably furnished, providing opportunities for both social interaction and quiet reflection. The dining room is thoughtfully arranged for family-style dining, which encourages people to socialise during their meals.

Bedrooms are personalised, remaining clean and organised. They contain people's personal belongings, photographs and chosen furniture which reflects their unique tastes. Bathrooms and wet rooms are accessible and private, equipped with suitable aids such as colour contrasting fittings to support those with sensory or cognitive needs. The option for people to have a key to their room further supports their privacy.

Specialist equipment, including profiling beds, pressure-relieving mattresses, hoists, slings and mobility aids, are available to meet individual needs. All equipment is securely stored, kept clean, and subject to regular servicing and safety checks.

Health and safety risks are systematically identified and managed. Checks for gas, electrical, fire safety and water safety are up to date. Routine monitoring and recording of all health and safety aspects ensures prompt action on any emerging issues. Security measures, including controlled entry and visitor sign-in logs, protect people while respecting their rights, privacy and dignity.

Outdoor areas are secure and easily accessible, with seating and shaded spaces provided. A vibrant mural created by a local school decorates one of the garden walls, and we saw numerous planters and hanging baskets were being prepared for planting up for the summer. The provider maintains a redecoration and refurbishment plan, carrying out improvements as rooms become available. Since the previous inspection, extensive work has been completed on the first floor, enhancing staff facilities and creating pleasant bedroom and bathing spaces for people.



Leadership & Management

Good

People achieve positive outcomes because leadership, governance and staffing arrangements are effective. The service has a clear management structure in place. The registered manager and Responsible Individual are visible, knowledgeable and approachable. Staff spoke positively about leadership, communication and team culture.

Quality assurance systems are in place and used effectively. Regular audits cover care planning, medication, infection prevention and control, health and safety and nutrition. Findings are recorded and inform action plans where required, which are monitored by the manager who reports progress to the provider monthly. Notifications to CIW and other statutory bodies are completed appropriately and on time.

The service actively encourages feedback from people, relatives and professionals. Positive feedback is displayed and demonstrates confidence in the care provided. Complaints processes are accessible, and records show concerns are taken seriously and responded to appropriately.

Staffing levels are planned in line with people's dependency needs. Rotas reviewed showed appropriate cover across both days and nights. Where agency staff are used, the service relies on a consistent group who are inducted and familiar with people. Permanent staff we spoke to were highly positive about the agency staff working in the home. They described agency staff as valued members of the "*very supportive team*" in the home. Management has a clear rationale for their current agency use and is aware of recruitment challenges which they are working to address. Records show recruitment practices are robust, with appropriate vetting checks completed. Staff are appropriately registered with Social Care Wales, the workforce regulator.

Records in the home show staff receive regular supervision to support their well-being, and annual appraisals to support their professional development. Staff told us the manager is highly supportive and approachable. The provider ensures staff attend relevant training to meet people's needs and maintain their skills with regular updates. This training is a mixture of online and face to face. Specialist training supports care staff to meet more complex needs people may have. We saw free Welsh language classes being promoted in the staff room as part of the provider's ongoing commitment towards meeting the Welsh language Active Offer and providing the service in line with people's language preferences.

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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