



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Conner's Place



Colwyn Bay



07824627102

Date of inspection visits 16 June 2026

Service Information:

Operated by:	Conner's Place Ltd.
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	2
Main language(s):	English
Promotion of Welsh language and culture:	The service does not provide an 'Active offer' of the Welsh language.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Conner's Place provides residential care for adults who may have learning disabilities, autism, personality disorders, epilepsy, or mental health.

People experience positive well-being outcomes, as their individual needs are identified and supported through realistic and achievable goals. Care staff demonstrate a good understanding of people's choices encouraging participation in community activities and supporting the development of daily living skills. People are supported to build and maintain meaningful relationships within a safe and supportive environment.

People receive a satisfactory level of quality care and support, with personal plans developed collaboratively with input from care staff, family, and professional. Care staff consistently treat people with dignity and respect and show a good understanding of their assessed needs.

The home environment is of a good standard, appropriately furnished, and suited to meet the needs of people. People have access to both private spaces and communal areas to socialise. The service is clean, and regular health and safety audits are undertaken to maintain a safe

environment.

The service is rated good for well-being, care and support, environment, leadership, and management.

Findings:



Well-being

Good

People living at Conner's Place are supported to have meaningful choice and control over their day-to-day lives. Evidence demonstrate people are listened to and, wherever possible, enabled to make decisions about their care and routines. Care staff promote a culture of dignity and respect and work collaboratively with family, representatives and health and social care professionals to ensure people's views are consistently heard. This approach supports access to relevant information, enabling informed choices and promoting independence. Positive risk management processes are embedded, allowing people to safely engage in meaningful activities of their choice and progress towards achieving personal goals and outcomes.

People are supported to build and maintain safe, healthy, and valued relationships. Opportunities for social interaction are encouraged within and outside the home environment, including regular contact with family and individuals who are important to people. Care staff support people to attend healthcare appointments and take part in preferred social and recreational activities. Information relating to people's well-being, safety and progress is shared in a timely and effective manner with families and professionals. Evidence was seen of engagement and purposeful communication to ensure continuity of care. Systems are in place to support people to raise concerns and complaints, and people are assisted to access these processes where required. Independent advocacy services are also available to promote people's rights.

The service is currently developing its approach to providing an 'Active offer' of the Welsh language. At present, Welsh language provision is limited, as care staff do not speak Welsh fluently and key documents, including the Statement of Purpose (SoP) and the service user's guide to the home, are not available in Welsh. While this has not been identified as impacting people currently living at the home, further development in this area would strengthen the service's ability to meet Welsh language needs, in line with the Welsh Government's *"More Than Just Words"* framework.

The environment at Conner's Place is clean, well-maintained, and appropriately furnished to meet people's needs. People have access to private and communal spaces, supporting both independence and social interaction. The home provides suitable equipment and facilities to promote and develop independent living skills. Outdoor space, including a secure rear garden, offers a safe and quiet area, and local community amenities are accessible. Regular health and safety audits are completed to ensure the environment remains safe and fit for purpose.



Care & Support

Good

People at Conner's receive care and support that meets their assessed needs and promotes the achievement of personal outcomes. Pre-admission assessments are completed and involve key individuals, including the manager, Responsible Individual, social worker, and family. Relevant information is gathered involved in people's lives to inform decision-making and support effective placement planning.

Matching assessments identify areas of compatibility and shared needs, helping to guide decisions about placements. Ongoing risk assessments and management approaches are in place, with care staff maintaining regular oversight of people's needs and interactions updating personal plans when required. We were required to show identification and sign in the visitor's book upon entry and sign out on leaving the home. This reflects a responsive approach, with continuous review of compatibility and risk to help ensure people's safety, well-being, and stability within the home.

Care planning is strengths-based and reflects individuals' needs, including emotional health, disabilities, and Deprivation of Liberty Safeguards (DoLS). Personal plans are regularly reviewed in line with local authority timescales and updated in response to change. Care staff demonstrate an understanding of people's needs and aim to provide person-centred support. Most interactions observed were respectful.

Safeguarding arrangements are effective. Care staff have completed safeguarding training and when spoken with demonstrated an awareness of their responsibilities, including whistleblowing procedures. Safeguarding concerns are reported appropriately, and action is taken to protect people. Learning from incidents is reflected in updated risk assessments and care planning, with evidence of reflective practice and managerial oversight. Systems for recording incidents, including body maps and detailed reports, support effective monitoring and review.

Medication is managed safely. Medicines are stored securely, including controlled drugs which are appropriately recorded and double signed. Medication Administration Records (MAR) charts were well maintained. Regular audits are undertaken, and Pro Re Nata (PRN) medication is recorded and monitored suitably. Reviews of medication are completed with relevant professionals. However, medication administration is limited to trained care staff only, reflecting a cautious approach to protect health and safety.

Infection prevention and control measures are effective, with a food hygiene rating of 5. The environment is clean and hygienic, and care staff are trained in Control of Substances Hazardous to Health (COSHH) and safe practices. People are encouraged to participate in cleaning and laundry activities, promoting independence. Systems are in place to monitor supplies and respond to emergencies, supporting a safe and well-managed environment.

Overall, people receive quality care and support that is planned, responsive and generally promotes positive outcomes. Although further consistency is required to ensure people have a consistently positive experience.



Environment

Good

People at Conner's Place experience positive outcomes as they live in an environment that meet their needs. The service provides accommodation for up to two people in a community location where access to health services, local amenities and recreational opportunities supports inclusion and independence.

The home is clean, well-presented, and suitably furnished throughout. People benefit from a comfortable and homely environment, with access to both communal and private spaces that support choice, privacy, and independence. These spaces enable people to spend time alone, socialise with others, receive visitors, and engage in activities of their choice. Shared areas, including the lounge and dining space, promote social interaction and provide opportunities for people and care staff to eat meals together in a relaxed home environment. The kitchen is appropriately equipped, supporting the development and maintenance of independent living skills.

People's bedrooms are personalised and reflect individual preferences, contributing to a sense of ownership and comfort. Facilities, including bathroom arrangements, are suitable and meet people's needs. The home layout also includes a designated space for care staff to complete administrative tasks, supporting effective service delivery.

The outdoor environment further enhances people's well-being. The front garden and parking area are well maintained, while the secure rear garden provides a safe and accessible space for relaxation and activities, including gardening and outdoor socialising. People are supported and encouraged to access the wider community, promoting participation in recreational activities and maintaining links with places of interest.

Systems are in place to ensure the environment remains safe and fit for purpose. Regular health and safety audits and visual checks are completed, and appropriate security measures are in place, including visitor identification processes are effective. The service provider responds appropriately to maintenance needs and supports ongoing improvements to decor and furnishings. Routine checks, including fire safety, electrical safety and water temperatures, are completed, ensuring compliance with safety standards. Arrangements are also in place to securely store confidential and sensitive information.



Leadership & Management

Good

Governance arrangements at Conner's Place are established and support the effective operation of the service, helping to ensure people receive appropriate care and support. A management structure is in place, with regular communication between the Responsible Individual and the manager. The RI maintains oversight through routine contact, home visits and completion of three-monthly monitoring reports, alongside six-monthly quality of care reviews. Information is shared with commissioning authorities, supporting transparency and accountability.

The provider follows safe recruitment processes, ensuring suitable and appropriately qualified care staff are employed. Pre-employment checks, including verification of references, are completed. New care staff undertake an induction programme and the All-Wales Induction Framework, before registering with Social Care Wales (SCW) following successful completion of their probation.

Care staff report feeling confident in raising concerns and are aware of whistleblowing procedures. Care staff described feeling supported in their roles. A positive and open culture is promoted by the management team, with accessible systems to respond to concerns and complaints. Supervision and annual appraisal processes are in place, and care staff team meetings are held regularly.

Medication management has improved since the previous inspection, where requirements for improvement were identified. Evidence demonstrates that medication systems are well organised, with regular audits, accurate recording, and clear oversight by management. This shows that the provider has taken appropriate action to address previous shortfalls and strengthen practice.

Care staff have access to a range of training opportunities, including mandatory and specialist training to meet people's individual needs. Care staff spoke positively about the training available and demonstrated the skills and knowledge required to support people's physical, emotional and communication needs, contributing to improved outcomes.

Overall, leadership and management at Conner's Place are good, with effective governance arrangements in place that support the provision of safe, responsive care ensuring consistency.

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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