Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Abbey Dale House

Abbey Dale House, 61 Princes Drive, Colwyn Bay, LL29 8PW

07595308249

The inspection visit took place on 05/03/2026

Service Information:

Operated by:	ECH COLWYN BAY LIMITED
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	29
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Requires Improvement
Leadership & Management	Good

Summary:

Abbey Dale House nursing home is situated in a central location in Colwyn Bay and is close to local amenities, shops and transport links.

People can access activities and remain a part of the community. People can choose how to spend their day and were offered activities to stimulate their interests on the day of inspection. People spoken with are happy with the care received, their bedrooms and the meals offered to them. The rating for well-being in the home is good.

People receive support from care staff who are familiar with their needs. People's personal plans consider the needs of people as individuals and reflect people's choices and routines. People are supported to remain as healthy as possible and are referred to health care professionals in a timely manner when required. The rating for care and support is good.

People live in an environment which supports their needs and objectives. The home presented as

clean and tidy on the day of inspection. Whilst some bedrooms have been redecorated, some still await redecoration. Outside areas need work to provide people with pleasant surroundings and somewhere to sit out in good weather. The rating for the home's environment is, needs improvement, as work on the home remains in progress.

The responsible individual (RI), for the home visits regularly and produces quality reports in line with legislation. Care staff receive regular training and supervision to support them in their practice. Recruitment practices are satisfactory and there is a stable work force to provide people with continuity of care. The rating for leadership and management in the home is good.

Findings:

Well-being — Good

People experience good levels of well-being at Abbey Dale House Nursing Home. They are supported to feel safe, valued, and listened to. Care staff show a good understanding of people's histories, preferences, and day-to-day needs. Interactions observed were calm, friendly, and respectful, which helped people feel at ease. Although the home is busy, we saw people are supported in a timely way. A person told us they are happy with the care they receive, and the food is good. Another person said they are, "*fine, I can have the food I like, and I can go out if I want.*" The cooks ask people daily what meals they would like, giving more than one choice for each meal and alternatives if people do not like what is on offer. Kitchen staff receive mandatory training and can cater for special diets.

People are encouraged to make choices about their daily routines, such as when to get up, what to wear and how to spend their time. First language choices are recorded in personal plans. Where people require support with decision-making, care staff use their knowledge of the individual and information from care plans to support them. Care staff told us they are aware of local safeguarding protocols to keep people safe and guard against neglect. People can access advocates if they lack capacity to make their own decisions and have no-one to act on their behalf. Liberty safeguards are in place for people who cannot leave the building without assistance. Policies and procedures are regularly reviewed and are available for care staff to reference, to support good practice and keep people safe.

Relatives spoke positively of the service in the quality report feedback. They have access to their relatives and feel well informed of their daily needs and any changes. We saw people can receive visitors freely in the day and can access a quiet lounge for privacy. Families can spend time with their relatives on special days such as birthdays and are welcomed to engage in festivities. The home gives families updates regarding their relative's health and if there are any changes.

People's emotional well-being is enhanced by consistent staffing and familiar routines. Care staff are attentive to changes in mood or behaviour and take appropriate action, sharing information with colleagues and health professionals where necessary. We saw from personal plans that people access health care advice in a timely way and any instructions or changes in treatment are carefully documented. We saw care staff offer activities such as films, quizzes and manicures to people. The provider is trying to recruit an activities person for the home to expand the activities menu available.

Care and support at Abbey Dale House Nursing Home are largely effective in meeting people's assessed needs and are of good standard. Personal plans provide relevant information about people's health, personal care needs and preferences, and staff demonstrated that they understand and follow this guidance in practice. Personal plans are frequently reviewed to ensure they remain appropriate for people's care needs. A pen picture of the person and their personal history is included in the personal plans to ensure they are person centred and care staff know people as individuals.

People receive support in a timely and respectful way. Personal care is delivered discreetly, maintaining dignity and privacy. Infection prevention and control practices are followed, helping to protect people's health and well-being. Regular training and supervision support care staff to have good practice. Care staff told us the home is busy, but they can give people the required care. We observed care staff communicating well with each other to delegate tasks, ensuring people receive the required care in a timely way.

Care staff work well with external professionals, such as GPs and specialist nurses, to ensure people receive appropriate healthcare. Records show that advice is acted upon and reviewed when people's needs change. Senior staff notify Care Inspectorate Wales (CIW), and local authorities of any incidents and anything which affects the smooth running of the service appropriately and in a timely manner. Care staff have safeguarding training to keep people safe and guard against harm and neglect.

Nutrition and hydration needs are mostly well supported. People are offered choices and staff aid where required. Care planning includes information on dietary needs and risks, such as choking or weight loss. Dietician referrals are made for people who need help with their nutrition needs and monthly weights are recorded for people to keep them healthy.

Medicine storage and administration are good in the home. The medicine trolley is locked and tethered for safety and medicines are given one by one to people as per their prescriptions. Senior staff regularly audit medicine administration practices in the home to ensure good standards. Care staff receive medicines training and competency testing to support them in their practice. People can access their prescribed medications and care staff ensure plenty of supplies are in stock to enable this. Storage of medicines and audits of medicines coming in and out of the home are satisfactory.

Environment — Requires Improvement

The environment at Abbey Dale House Nursing Home is a work in progress. While some improvements have been made, the physical setting does not yet consistently support people's comfort, independence and well-being. Some people's bedrooms have been refurbished to a good standard, whilst others still require attention to bring them to the required standard. The provider gave assurances that the refurbishment is continuing, there are some difficulties in vacating occupied rooms for redecoration at present. Areas of the home vary in condition, and further work is required to ensure the environment fully meets regulatory expectations.

Some communal and private areas are welcoming and appropriately furnished. However, other parts of the home would benefit from refurbishment or reconfiguration to better meet people's needs, including accessibility and dementia-friendly design. Outside areas need attention to enable people's enjoyment and the ability to sit out in good weather. There are parking areas for visitors and accessibility to the home for the ambulance service.

People spoken with are happy with their rooms and can personalise them if wished. Some families expressed the view that further bedrooms now need to be updated and refreshed for people's comfort and dignity. The provider is aware of these issues and has plans in place, but progress is not yet fully realised. We will review this again in the next inspection.

Safety checks and maintenance systems are in place, but these need to continue to be monitored closely while improvements are ongoing, to ensure risks are minimized. Fire safety checks are consistent. We saw up to date certificates for utilities testing, lift servicing, and equipment servicing to ensure they are safe to use. People can access equipment needed for their care which is maintained to ensure it is safe to use.

Doors were safely locked on the day of inspection. People are required to sign in and out of the building to comply with fire safety legislation. Some people's mail was out on view in the reception area; this was addressed on the day of inspection, and a mailbox is now in use to safeguard people's privacy and to safeguard personal information.

Leadership & Management — Good

Leadership and management at Abbey Dale House Nursing Home are good and support positive outcomes for people. Managers provide clear directions and are visible within the service. Care staff told us they feel supported and know who to approach if they have concerns. "*The managers listen and try to sort things out*, "one member of staff said. Care staff told us they feel heard and would be able to advocate for people's care. They have staff meetings and have opportunity to air any concerns and are informed of any changes in the service.

Quality assurance systems are in place, including audits and reviews, which help identify areas for improvement. Where issues are identified, action plans are developed and monitored. This demonstrates a commitment to continuous improvement. The RI visits the home regularly to provide support for staff and senior staff and documents their findings and resulting actions and outcomes. The RI provides quality reports about the service in line with legislation and considers the views of care staff, people, families and health care professionals.

Staff recruitment, induction and training processes help ensure staff are suitable and competent for their roles. Ongoing supervision and support contribute to consistent care delivery. Supervision records for care staff demonstrate consistent, timely supervision to support them in their practice. Care staff training is in date to ensure they have updated knowledge to inform their daily work. Care staff told us that senior staff are supportive and that regular training and supervision help them with their role.

The provider engages with people and relatives, seeking feedback and responding to concerns. Information is shared appropriately, and policies are generally up to date and aligned with regulatory requirements. The Statement of Purpose and information guide for the service are regularly reviewed for accuracy and are available for people to make an informed decision regarding their care.

The provider is investing in the service to provide good standards for people. Care staff are recruited appropriately with pre-employment checks completed prior to employment commencing. The environment is a work in progress with plans in place to provide refreshed surroundings for people's dignity and enjoyment. A full complement of care staff is now in place to offer people continuity in care. Furniture and soft furnishings are replaced as necessary. There are sufficient food stocks in place to offer people meal choices to support their nutrition.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People cannot be assured of an appropriate, safe and clean environment.	10/07/24

CIW has not issued any Priority action notices following this inspection.

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