Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Plas Eleri Nursing Home Denbigh Care Group Ltd

Plas Eleri Care Home, Rhyl Road, Denbigh, LL16 5SU

01745814613

The inspection visit took place on 18/05/2026

Service Information:

Operated by:	Denbigh Care Group Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	34
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:

Plas Eleri Nursing Home Denbigh Care Group Ltd is registered to provide support to a maximum of thirty four adults who require nursing care.

Well-being is good because people are supported to maintain their independence, make choices about their lives and achieve outcomes that matter to them.

Care and support is good as people are supported by a team of friendly and professional care staff who provide a consistently good standard of care. They enjoy the companionship of others and the home's varied programme of activities.

The environment is good as it is suitably maintained, with systems in place to promote safety and ongoing improvement.

Leadership and management is good because systems for monitoring and governance are improving and the new manager and Responsible Individual (RI) have good oversight of the service.

Findings:

Well-being — Good

People have good control over their day-to-day lives. People told us their views are listened to and their preferences are respected and accommodated. Care documentation mainly reflects how people wish to be supported, including details of their preferred daily routines, such as when they like to get up and go to bed. People are offered choice and flexibility in relation to meals, including what they eat and when they prefer their main meal to be served. Activities are personalised to reflect people's interests and life histories, which are explored as part of the admission process to ensure meaningful engagement.

There are appropriate systems in place to safeguard people living in the home. Staff receive mandatory safeguarding training and are supported by robust policies and procedures, ensuring they understand how to recognise and report concerns. The processes for monitoring incidents and accidents is improving. Records demonstrate that any restrictions on people's liberty are applied in their best interests, with appropriate consultation and agreement from individuals, their families and relevant safeguarding authorities. Risk assessments are comprehensive, individualised and regularly reviewed to ensure risks are minimised while supporting people to maintain as much independence as possible.

People's physical, mental and emotional well-being is supported by care staff, who seek professional advice and input when required. Nutritional needs are carefully monitored, with food and drink choices tailored to meet individual dietary requirements, preferences and promote overall wellbeing. People are offered opportunities to participate in activities throughout the day, and staff record levels of engagement and enjoyment to help inform future activity planning and ensure it reflects individual interests.

The accommodation provides a warm and welcoming environment, with a choice of communal lounges where people can spend their time comfortably. There is an ongoing programme of redecoration and refurbishment to ensure the home remains well maintained and fit for purpose. People's mobility needs are supported through the provision of appropriate aids, including grab rails and a passenger lift, enabling safe and independent movement around the home.

This service is working towards providing the Welsh language active offer. There is a small number of care staff who can speak Welsh with people at the service who prefer to speak in Welsh. Bilingual signage is provided within the environment, and the Welsh culture is respected as an important part of people's identity.

Care & Support — Good

People receive care and support that is person-centred and delivered in line with their individual needs and preferences. Personal plans are in place for each person and are developed and reviewed with their involvement, or their representative where appropriate. Records are updated to reflect any changes in people's needs, helping to ensure care remains responsive. Information about peoples' life histories, family relationships, and personal interests is documented, demonstrating how these aspects remain important in supporting their current wellbeing. Risk assessments are in place to promote people's safety while supporting their choice and control over daily living. However, some improvements are required to ensure that information is consistently and comprehensively documented across all personal plans.

Care and support are delivered with dignity and respect. People's needs are met in a timely manner, supported by appropriate staffing levels, which contribute to a calm and responsive environment. People benefit from positive interactions with staff, and we observed these to be kind, respectful, and empathetic. People we spoke with are complimentary about the staff, praising their hard work and expressing no concerns regarding their care. Mealtimes are well managed. The cook engages with people to ask for their preferences prior to meals, and we saw that individual choices are respected and catered for.

People are supported to access health and wellbeing services from external professionals, alongside the care provided within the home. We saw appropriate referrals are made to ensure people receive the support they need. Involvement from external professionals is clearly recorded within care records, and personal plans are updated to reflect any advice or guidance provided. Peoples weight is monitored and prompt referrals are made to the dietician when required. We saw one person had gained weight since moving into the home.

Medication is managed safely and stored securely within a designated medication room. The new manager is currently implementing a medication audit to monitor safe practice, and records demonstrate that people consistently receive their prescribed medication. The service has a clear and up-to-date medication policy to support safe administration. Staff are required to complete medication training and competency assessments before administering medicines, helping to ensure safe and effective practice.

The home demonstrates a good standard of hygiene and infection prevention and control. Private and communal areas were observed to be clean, tidy and well maintained throughout. Staff complete mandatory training in infection prevention and control, supporting safe practices within the service.

Environment

Good

People appeared relaxed and at ease in their surroundings. We observed people moving freely between private and communal areas. People told us they are able to choose where they spend their time and said they particularly enjoy accessing the outdoor space. Bedrooms can be personalised with items that are meaningful to them, supporting a sense of comfort and familiarity. Communal areas offer a variety of seating options to meet people's physical needs. Lounges are equipped with items to promote engagement, including games, puzzles and sensory objects. Therapy dolls are also available, which we saw provided comfort to some individuals. The accommodation is clean, comfortable and benefits from good quality décor and furnishings. The manager informed us there is an ongoing programme of refurbishment. Improvements completed to date include new flooring in the corridors and the relocation of the laundry to a larger, more suitable room. There are also plans in place to move the clinic room to a larger space.

The home is safe and well maintained. External contractors attend the service to carry out required checks on fire safety equipment, electrical systems and other essential equipment. Routine health and safety checks are completed, including monitoring water temperatures and fridge and freezer temperatures to ensure safe practice. Staff report maintenance issues through the organisation's maintenance system, and repairs are prioritised and completed accordingly. Certification confirmed that gas and electrical systems have been inspected and are compliant within recommended timescales. Personal Emergency Evacuation Plans (PEEPs) are readily accessible to staff in the event of an emergency. Records demonstrate that regular fire drills are carried out, and documentation confirmed that fire safety equipment has been serviced within the last year.

Leadership & Management — Good

Quality assurance processes are continuing to improve within the service. The manager is currently developing a range of audits, including care plans, falls, and medication audits, to strengthen oversight and support ongoing improvement. We observed, and people using the service confirmed, they feel very comfortable expressing their views through both informal opportunities and more structured methods. This includes options for individuals to share feedback anonymously. The RI has completed a Quality of Care Review report, demonstrating how they identify areas of good practice as well as aspects requiring further development. The RI maintains regular contact with the manager and visits the service frequently, ensuring good oversight of day-to-day operations. However, future reports would benefit from a more in-depth evaluation of the service to further strengthen governance and drive improvement.

The service maintains appropriate staffing levels to ensure people's needs are met and they are supported to achieve their personal outcomes. Care staff told us they were enough staff on duty, and they respond promptly to call bells and adopt a calm, unhurried approach to delivering care. Many members of staff have worked at the home for a considerable period, which contributes to continuity of care. Staff told us they feel valued and supported by the provider. New staff receive an induction and are supported to register with Social Care Wales, the workforce regulator. We found that staff access a wide range of training relevant to their roles, delivered through a combination of online learning, face-to-face sessions, and ongoing continuous professional development.

Staff supervision takes place regularly, and management has a plan in place to ensure their annual appraisals are completed. These provide opportunities to review performance, discuss learning needs, and support professional development. Regular staff meetings are held, ensuring the team is kept informed of important updates and provides an appropriate forum for raising any concerns and discussing practice.

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

This report is also available in Welsh

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.