



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Rhiwlas Care Home



Rhiwlas Care Home, Northop Road, Flint, CH6 5LH



01352 733687



www.lovettcare.co.uk

The inspection visit took place on 22/04/2026

Service Information:

Operated by:	Rhiwlas Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	66
Main language(s):	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:

People experience positive well-being outcomes and receive good-quality care and support within the home. This is because care staff know people well and consistently deliver a kind, compassionate and person-centred service. Support is provided in a positive and respectful way, promoting people's health, independence and emotional well-being.

Care and support is good because people are actively supported to identify and achieve their well-being outcomes. A committed and motivated staff team now works positively to enrich people's lives, helping them to feel happy, settled and content in their home. Personal plans provide a clear and meaningful understanding of who people are, what matters to them and how they can be supported. Medication practices have improved.

People live in a clean, safe and well-maintained environment that promotes their comfort, dignity

and well-being. The home has suitable equipment, aids and resources in place to meet people's assessed needs and to support them to live safely and comfortably.

The leadership and management has significantly improved. The new interim manager leads by example, working in partnership with people, staff and professionals to provide a safe, reliable service that enhances people's lives. Staff now work well as a team and receive a good level of support from management, who motivate them to continually learn and develop in their roles. There are robust systems of audit to help the Responsible Individual (RI) monitor the quality of the service and drive improvement.

Findings:



Well-being

Good

People are recognised and respected for who they are. The provider, interim manager and staff are passionate about helping people experience fulfilment in their daily lives, which positively influences staff practice. Care staff know what is important to people and are supportive of their routines and requests. Personal plans reflect people's care preferences and people are involved in the care planning and review process. The RI seeks people's views about the service to ensure it is meeting their needs and expectations. A 'You said, we did' board has been implemented.

People experience a sense of belonging in their home and are comfortable in the company of others. They have warm interactions with care staff who now have a good understanding of the importance of respecting people's privacy and dignity, and it is clear this culture is being embedded across the service. We observed many positive interactions showing respect for people's privacy, and dignity is at the heart of the services values. Various individual and group activities help keep people occupied and stimulated. The Wellbeing Co-ordinator is focussing on a more organised approach to community-based activities and outings.

People get the right level of care and support. Care staff support people in line with their personal plans and act on any concerns regarding people's health and welfare. People receive appropriate support with their medication and enjoy a varied diet. People are cared for by a respected staff team that has the required skills and values. The interim manager supports staff to carry out their roles effectively. The service has clear policies and procedures to guide safe practice. The RI completes thorough assessments of the service to help identify and drive forward improvements. People can have a bath or shower when they like.

The home is clean and hygienic, which minimises infection risks. People are satisfied with their individual rooms and have access to pleasant outdoor space. Significant investment is being made in upgrading and refurbishing the home. The environment is homely, welcoming, clean and the atmosphere within the service is calm and relaxed.

People are safe and protected from harm. Staff receive training in safeguarding and have access to the safeguarding policy. Management encourage an open and transparent culture which encourages people to raise any safeguarding concerns if they had any, but all staff said they did not. People who have been assessed as vulnerable have restrictions placed on them for their protection and in their best interest.



Care & Support

Good

People's needs and choices are thoroughly assessed prior to admission to the service. Assessments are detailed and person-centred, ensuring the process is seamless from initial enquiry through to admission and ongoing support. Person-centred personal plans are now developed in partnership with people and, where appropriate, their relatives and representatives. Plans are reviewed regularly to ensure they remain current, accurate and reflective of people's changing needs, preferences and outcomes. Risks to individuals are routinely assessed and reviewed, with detailed risk management plans in place to minimise identified risks while promoting independence. These include risks associated with mobility, falls, nutrition and hydration, skin integrity, and the management of specific health conditions. Risk assessments are proactive and balanced, ensuring people receive safe, effective and responsive care.

People live a fulfilled life because the new enthusiastic wellbeing coordinator, management and staff work particularly hard to get to know people. They have brought new positive energy into the home. A variety of planned activities take into consideration people's needs which ensure people do things that matter to them, whether planned or spontaneous. A 'Well-Being programme' is on display around the home. Attention is paid to include every person in activities. A small example includes: - mindful art, book club, morning meditation, flexibility and dance, music, movie afternoons, craft club. The gentleman's club recently enjoyed a day out. Members of the Flint Heritage Society visited the home, where a series of slide shows transported residents back in time. Their nature club recently released butterflies. People enjoy the regular visit from the therapy dog and look forward to the tricks it performs. A staff member brought in their pet tortoise, prompting many to reminisce about their childhood.

People spoke very positive about the quality of the food and drink they receive. Care staff support people to eat in a sensitive and dignified manner, regularly encouraging independence where appropriate. Refreshment stations are available around the home and people's dietary and fluid intake is now monitored closely. Meals are attractively presented, homemade, and people's individual preferences are respected, with a range of options available at each mealtime. Care staff closely monitor people's weight and ensure that prescribed nutritional supplements are provided as directed. Menus are on display and available in English and Welsh. Management supervise and provide support at mealtimes to ensure the dining experience is positive.

People are supported with their physical health needs. Medication systems are now robust and are audited weekly and every month. Management have oversight of the electronic delivery system. The system automatically flags up when any errors occur and help reduce the risk of medicine errors occurring. Staff have attended medication training, and their competencies are checked. Professional involvement from the General Practitioner, District Nurses, Social Workers, and chiropodists is in place.



Environment

Good

The home is secure and well maintained. Visitors are unable to access the building without staff authorisation, and an electronic system records all visitor entry and exit. All staff complete mandatory health and safety training. A designated maintenance team undertakes routine health and safety checks alongside general repairs and planned refurbishment works. The environment and facilities are maintained to a good standard.

Significant investment is being made in the accommodation. New flooring has been installed in the lounge, and the hairdressing salon has been thoughtfully redecorated. Several bedrooms and en-suite bathrooms have been refurbished, and new kitchenettes have been installed on the Snowdon Unit and in the dining room on the Conwy Wing. Plans are also in place to refurbish the bathrooms on each floor and install a new conservatory roof. New furniture has been purchased for the dining room.

People can arrange their rooms to their liking and have personalised their rooms to varying degrees with their own pictures, ornaments and memorabilia which helps people with their sense of orientation and belonging. There is a pleasant, enclosed garden with seating people can use. Communal areas are hazard free to ensure people's safety. The Wellbeing Co-ordinator is transforming the fish pond into a remembrance garden.



Leadership & Management

Good

There is now effective and robust governance systems in place to support the provision of good-quality person-centred care. The management team are clear of their roles and responsibilities and lead the service to have a person-centred ethos which promotes positive outcomes for people.

Governance systems reflect best practice and are extremely proactive in identifying any potential shortfalls or areas of concern. The new interim manager is supported by the new deputy manager, RI, area managers and quality assurance team. An overview of care is held daily during a 11am meeting with head of departments. Management completes a monthly governance report which is then reviewed by the regional manager and quality team.

In addition to this there is a monthly governance review meeting with the team which reviews all data, trends and any lessons learnt from the month. Management carry out regular walkarounds of the home checking the welfare of the residents and completes spot checks along with monitoring the electronic care system. Discussions are held with residents and any concerns are addressed. The new interim manager and senior staff are now accessible, approachable and visible on floor. Management now completes twice daily call bell audits to ensure people receive support in a timely manner.

People are cared for by a suitably skilled and competent workforce. Management supports care staff to complete an appropriate induction programme and register with Social Care Wales. Recruitment of new staff is ongoing, and the interview process is thorough and person centred. A staff member said, *"I had a very good induction and can see myself working here in the future"*.

Staff now demonstrate a good understanding of how to report concerns relating to people's welfare and are familiar with the safeguarding and whistleblowing policy and procedures which guide their practice. Regular supervision is undertaken, providing staff with opportunities to reflect on their work, raise any concerns, and discuss their development needs and aspirations. The head of training and development person visits the service and has completed a training needs analysis and put a plan in place.

Morale amongst the staff team has improved immensely. Staff told us, *"It's very good here now, it's so much better"*, *"We are all working as a team now"* and another staff member said *"I've had excellent support and I've just fitted in "*. Another said *"Communication has much improved so much. I get the support I need to do my job. I know who to go to if I have an issue"*.

Staff attend regular team meetings where the interim manager thanks staff for their hard work and reiterates the expectations regarding their practice. There is an 'Employee of the month' and a staff

'Golden Moment' appreciation where staff are acknowledged and thanked for their work. A weekly themed 'Wellbeing Wednesday' is arranged for staff so they can take a moment to pause, recharge and enjoy a treat- such as fresh fruit, sweets cheese and biscuits, have a chat and an opportunity to slow down.

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.

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.