



Stansty House Care home



Stansty House Nursing Home, 34 Stansty Road, Wrexham, LL11 2BU



01978 290373

Date(s) of inspection visit(s): The inspection visit took place on 05/09/2025

Service Information:

Operated by:	Fairways Care Ltd
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:	73
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

The service provider delivers a safe, supportive, and empowering service that enables people to enjoy a good quality of life and well-being.

People achieve consistently good outcomes because care and support is personalised and delivered by caring and trained care staff, and the provider has established systems for risk and medication management, with a focus on dignity, independence, and ongoing improvement.

The provider ensures people consistently achieve good outcomes because the environment is thoughtfully designed, well maintained, safe, and prioritises privacy, dignity, and safety.

People experience good outcomes in the service because of the provider's strong governance, supportive staff management, and a culture focused on ongoing improvement.

Findings:



Well-being

Good

People are treated with dignity and respect, with care staff assisting them in identifying well-being outcomes and encouraging them to utilise their strengths. People maintain control over aspects of their daily lives, are informed about their rights and entitlements, and are involved in decision-making processes that concern them. We saw people choosing mealtimes and food options. Participation in activities is optional, and people's preferences are acknowledged and followed by care staff. People receive assistance in voicing concerns, with access to resources and advocacy services where necessary. The participation of family members and social workers in care planning contributes to ensuring people's views and preferences are considered in their care.

The service promotes a positive culture where people's right to make their own choices and take informed personal risks is reflected in personal plans and daily routines. People are offered choices in daily activities and have opportunities to reach their potential and engage in meaningful activities, such as community events, sponsored walks, and family days. Many people have access to the right information at the right time and in a way that meets their communication needs, supported by bilingual signage, Welsh language champions, and pictorial prompts for those with communication support needs.

People receive support for their physical, emotional, and mental well-being. We saw care staff interacting with people in a warm and respectful manner. Staff told us they feel they have a genuine connection with the residents and they "*feel like family*". Activities which promote happiness and health are encouraged, and achievements and events like birthdays are celebrated. We saw people sharing a cake a person's family had brought in for their recent birthday. The manager showed us a 'Wishing Tree' in the entrance foyer, where people hang their aspirations such as going dancing, visiting a garden centre, or attending a family wedding. The manager facilitates these wishes being realised, with photos of fulfilled wishes added to a scrapbook next to the tree for families to view. Relationships with family, friends, and the community are supported, and visitors are welcomed throughout the day, including joining people for meals.

The provider ensures people are safeguarded from abuse and neglect, providing a secure environment where effective mechanisms are in place to ensure every voice is heard and respected. Accommodation meets people's needs, with the provider prioritising well-being when evaluating whether the environment is suitable. People have access to the equipment and technology they need, and their views and needs are considered in the design and adaptation of premises.



Care & Support

Good

People consistently achieve good outcomes in the home because the provider ensures they receive the care and support they need. The manager ensures people's needs and personal outcomes are thoroughly assessed before agreeing to provide the service and a personalised care plan for their care and support is created prior to their arrival. The plans are strengths-based and outline how care staff should support people to achieve their well-being outcomes, including preferences, routines, and beliefs. We saw communication and emotional support are prioritised, with plans reflecting language preferences, triggers for agitation, and strategies for reassurance. People's care plans are regularly reviewed by nurses and key workers, who include families and relevant professionals in the process. We saw changes in people's needs are reflected in updated care plans. This ensures people receive good quality care and good outcomes living in the home.

The manager ensures good numbers of care staff support people in a way that promotes independence and dignity. Records of care and support demonstrate care staff follow people's plans and understand what they can do for themselves, and where to offer support. Care staff we spoke to clearly explained people's individual needs and preferences and knew them well. We saw care staff support people in a kind and respectful manner and have a good rapport with them. The manager has designated individual care staff as leads for specific areas of care and support, such as oral care, pressure area care, and nutrition and hydration. This approach enhances staff skills and knowledge in these areas, with information shared among all care staff to maintain consistently good standards of care and support.

Care records in the home show risk management practices are thorough and individualised, and people's care plans are aligned with relevant risk assessments to encourage positive risk-taking. Records indicate support systems exist to identify and address risks in a timely manner. We saw sensor mats, pressure-relieving mattresses, and regular welfare checks are in place for people who require them. Care staff told us they are confident in the manager's response to issues when they raise them, and they are typically addressed openly and directly by the provider.

Medication management is robust, with in-house audits supported by additional oversight from external professionals. Issues identified through internal audits are promptly resolved, and people receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy.



Environment

Good

People consistently experience positive outcomes because the home is designed with consideration for privacy and dignity. Communal areas provide a range of spaces to support people's independence, social interaction, and recreational activities. The kitchenette-dining areas provide family-style dining, including place settings and flowers on the table. Bathrooms throughout the home are spacious and equipped to maintain privacy for people showering or using specialist bathing equipment. Individual bedrooms in the main building feature en-suite facilities, with some rooms in the dementia unit also offering this amenity. We saw people have personalised their rooms with pictures, ornaments, posters, and soft furnishings. The provider has security measures in place to protect residents without affecting their rights, privacy, or dignity. People's personal property is protected, and access to and from the premises is managed appropriately to maintain the safety of people and staff.

The home is warm, comfortable, and tidy, with clutter-free corridors. Flooring upgrades are underway in some bedrooms, and decoration and repairs are managed effectively. The provider acts swiftly to address issues with the equipment as they arise, ensuring equipment meet people's needs and is regularly maintained, serviced, tested, and properly stored.

Outdoor spaces are safe, attractive, and accessible for people. We saw the gardens off the ground floor dining room include raised planting beds, and plenty of seating for people to enjoy meals, socialising, and activities outside. We saw people having their mid-morning refreshments and chatting with care staff in the sunshine during our inspection.

Risk management in the home is robust, with a comprehensive folder of general risk assessments covering infection prevention and control, health and safety, kitchen equipment, and more, which are reviewed annually. Care staff are familiar with and consistently apply risk management strategies, as seen in the daily cleaning and laundry routines and staff using Personal Protective Equipment (PPE) appropriately.

The provider ensures the home complies with current legislation and national guidance in relation to health and safety, fire safety, environmental health, and Food Standards Agency standards, as evidenced by the Food Hygiene Rating Level 5 issued in November 2024.



Leadership & Management

Good

People achieve good outcomes living in the home because they are well supported through effective organisation, strong governance, and a caring, positive culture maintained by the provider. There are strong quality monitoring systems in place, including regular audits of care, support, and staffing, as well as visits by leaders and the Responsible Individual to support the manager and staff. Policies and procedures are accessible to care staff, regularly reviewed, and support them to deliver quality care. People and staff are actively encouraged to provide feedback, which is acted upon to drive continuous improvement, and there is a culture of openness and support. Care staff are encouraged and supported to raise concerns, with clear whistleblowing information available in both English and Welsh. Complaints and safeguarding issues are handled effectively, with lessons learned and changes implemented to improve service delivery. This results in people having confidence in the leadership and management of the service.

Contingency planning is strong, with rotas planned well in advance and overstaffing to ensure safe cover for staff absences or emergencies. The service provider ensures there are enough suitably qualified and trained care staff to deliver quality care and support. Staffing levels and skills mix are regularly checked and adjusted to meet the changing needs of people.

Strict selection and vetting processes are in place for all staff, including agency workers, with routine checks for staffs' registration with relevant professional bodies and their ongoing fitness to practice. Staff qualifications and training are monitored by managers, and gaps are identified and addressed in a timely way. Induction and continuous training are relevant to the needs of people supported, and staff receive regular supervision and annual reviews to provide feedback and identify training needs. Staff told us they feel valued, supported, and are confident raising issues with the manager because there is always a swift, open and honest response to address issues if they are raised. We saw evidence of positive recognition of staff, such as employee of the month awards. Staff told us they enjoy working there and "*get lots of good training*".

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.

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