



The Cottage Nursing Home



54 Hendy Road, Mold, CH7 1QS



01352 250228

The inspection visits for this service took place between 22/04/2026 and 28/04/2026

Service Information:

Operated by:	Willowtree Healthcare limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with personal care
Registered places:	47
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:

The Cottage Nursing Home is in a quiet residential area of Mold. There is clear evidence of improvement in the quality of the service delivered since the previous inspection.

People experience respectful, person-centred care and feel safe living at the service. The management team has improved oversight and responsiveness, which has led to real improvements in the quality of care, infection control practices, the environment, and staff capability. People told us they feel safe, well cared for and listened to.

Care and support people receive is consistent with personal plans, and care staff and the management team have a good understanding of people's needs, preferences and risks. Record-keeping has improved and supports continuity of care, and the quality of care and record keeping has improved through supervision and quality monitoring.

The environment is welcoming, clean and well maintained, and supports people's well-being outcomes.

Leadership and management in the home is good and demonstrates clearer, stable and effective, governance, and improved staffing arrangements and quality assurance processes. Learning from incidents is evident in how the home is run, and feedback from professionals, people and relatives is positive.

Findings:



Well-being

Good

People experience positive well-being outcomes and feel safe, respected and supported to live their day-to-day lives. People describe care staff as kind, responsive and respectful. They told us care staff are prompt when they need help and involve them in decisions about their care. During our visit we saw people are well presented, appropriately dressed and supported in a way that maintains their dignity and privacy. Bedrooms seen are clean, highly personalised, and support people to feel comfortable in their home. People's personal belongings and personal spaces are well respected by staff.

People are empowered to make decisions about their daily routines, meals and activities. They have the flexibility to rise and enjoy their breakfast at their preferred time, reflecting an approach that values independence and personal choice. Records show recent activities have included quizzes, chair exercises, and arts and crafts. We saw minutes of recent resident meetings where people told staff what activities and events they would like in the future. The activities coordinator is new to their role and, along with the manager, they are using this feedback to improve the range of activities available to people. They are making links with local schools, entertainers, and organisations to facilitate this. This helps people feel valued, heard, and included as members of both their home and the wider community.

People feel safe in the home and are supported to access specialist and healthcare advice and support as needed. People's relationships with family and friends are encouraged and promoted. Visitors are welcomed throughout the day, and relatives we spoke with said they are confident in the care provided and that people are safe in the home. Professionals who visit the service regularly told us the manager is proactive in seeking advice and makes appropriate and timely referrals on people's behalf.

People's preference and needs for communication in the Welsh language are considered in their personal plans and assessments. The service uses bilingual signage, and people who wish to receive care in Welsh are supported to do so.



Care & Support

Good

People living in the service receive care and support that meets their identified needs and well-being outcomes. This marks a considerable improvement since the previous inspection, reflecting a renewed focus on delivering positive outcomes for each person. Reviewed care plans are thorough, strengths-based and highly personalised. They contain clear instructions for care staff about people's preferred daily care routines, as well as their nutrition, hydration, skin integrity, mobility, emotional support and risk management needs. Care staff demonstrate a strong understanding of these plans and their practical application. Records in the home show if someone refuses help at first, staff try again later in the day providing reliable, good quality care while letting people make their own decisions. We saw care staff deliver consistently good quality care. They respond promptly to call bells and regularly check in with people to ensure they receive support as planned. This creates a caring environment where each person's dignity and wishes are respected.

People are supported to remain safe from harm and abuse by staff trained in safeguarding matters. Care staff are proactive and confident in raising potential concerns with the manager. People and their relatives told us they found the manager supportive and responsive. Risks to health and well-being are systematically identified and assessed, with each risk assessment directly incorporated into the relevant care plans. These plans offer comprehensive guidance for care staff about how to maintain people's safety while also encouraging their independence. For example, where people may occasionally experience anxiety or distress, care plans provide clear and practical instructions for care staff to recognise possible triggers and respond in a calm and supportive manner.

We saw care staff supporting people with medication administration and during mealtimes were consistently respectful in their interactions with them. Medication rounds are well organised, with care staff explaining medicines clearly and completing accurate documentation. Records show care staff have training and competency checks in medication management and administration, and there is regular monitoring of medication practices and prompt corrective action when issues arise.

People are supported to maintain good nutrition and hydration. Meals are freshly prepared in the service and menus offer a variety of choices, with alternatives available on request. People told us they enjoy the food and are confirmed they given options. Records show that food and fluid intake is monitored, especially for those at risk of hydration issues and malnourishment. Management continue to monitor the accuracy and quality of these records, ensuring that emerging issues are addressed promptly with staff.

Infection prevention and control practices have improved significantly, with high standards of cleanliness observed and evidence of regular internal auditing, as well as prompt completion of follow-up actions from audits by external professionals. The home has a food hygiene rating of five, which is the highest level achievable. We saw good levels of personal protective equipment in the home, and staff using this appropriately.



Environment

Good

People experience good outcomes because they live in a home that is safe and well maintained and meets their needs. The home feels welcoming, with a warm, well-lit and homely atmosphere. Communal areas are bright and spacious, with plenty of seating and dining space to support socialising. There are also quieter areas where people can relax if they wish. On the ground floor for example, people can use a small conservatory at the front of the home or a library/reading area off the main lounge. These spaces give people comfortable places to spend time with others or with visitors in more private settings, without needing to go back to their bedrooms. The layout and design of the home supports both social interaction and quiet time, which helps people feel comfortable and promotes their well-being.

The provider is currently using only the ground floor while the first floor is being redecorated. The work is being completed without disrupting people living downstairs. The garden is safe and accessible and is well maintained. It includes accessible paths, a pond, and a range of low level and raised flower beds and planted borders. We saw people using the garden with their visitors during our visit.

All bedrooms have the furniture, equipment and en-suite facilities people need, with larger furniture items well secured to walls for people's safety. Communal bathrooms and wet rooms are clean, and equipment is well maintained so it remains suitable for people's needs. Call bells in bedrooms are within reach for people spoken with, and specialist equipment is in place where needed. Records show that equipment is checked, serviced and maintained regularly.

We reviewed health and safety records in the home, including fire safety, gas, electrical and water safety records. These show that management has robust systems in place to monitor risks and keep people safe. Staff receive training on health and safety matters. Individual Personal Emergency Evacuation Plans (PEEPs) are in place, are reviewed regularly, and are kept up to date to reflect people's current needs and risks. The entrances to the building are secure and there is a visitor signing in log to keep track of who is in the building and keep people and visitors safe.



Leadership & Management

Good

Leadership and management arrangements in the service support safe and effective care delivery and continuous improvement. Since the previous inspection, the service has benefited from a more stable management structure. The registered manager is visible and approachable, and professionals, staff, and relatives spoke positively about their communication and responsiveness, attending morning handovers to ensure they are aware of any emerging issues. The provider's governance arrangements are well-structured, with improved oversight by the provider and Responsible Individual (RI). Records demonstrate that learning from incidents and feedback is used to drive improvement.

The provider has robust quality assurance systems in place, which are consistently implemented by the management team. The manager ensures regular audits are completed of key areas such as care records, medicines, infection control, staffing, and health and safety. The manager monitors care staff practice during regular walk-arounds each day through both informal and planned observations. When issues are identified through audits and observations, the manager acts quickly. This may include speaking with staff directly or setting out an action plan. Actions are followed up and tracked until they are completed and the issue is resolved. The manager shares a monthly summary of their findings and actions with the provider and RI. In addition, the provider completes a more detailed audit every quarter, covering all parts of the service. The RI visits the home regularly and during these visits speaks with people and staff, reviews records of events, and checks progress against actions identified in management and quarterly audits. People and relatives are encouraged to provide feedback. Records in the home show resident meetings are held and minutes are recorded, with actions taken in response to their feedback. Together, these processes strengthen oversight and support ongoing improvement, helping to maintain consistently good standards of care for people and develop the service.

People receive a consistent and safe service because care staff are trained and well supported in the home. Records show the manager consistently maintains good staffing levels to meet the current needs of people living there, and this was observed during our visit to the service. Recruitment and staff training have improved since the last inspection. Staff files show improved recruitment checks, a detailed induction for new staff that is specific to their role in the service, and improved training provision and competency checks. Staff told us they feel supported by the manager and are confident to raise concerns with the management team. Staff's well-being and development is supported through individual supervision meetings, annual appraisals, team meetings, online and face-to-face training, and regular spot checks of day-to-day practice by the manager.

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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