



Phoenix House



Phoenix House, Phoenix Street Sandycroft, Deeside, CH5 2PD



01244535333

Date(s) of inspection visit(s): 09/07/2025, 11/07/2025, 11/07/2025

Service Information:

Operated by:	KM KAYANI LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	23
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:

Phoenix House is a care home for adults. It is located in a residential area in Sandycroft, a short distance from Hawarden and Queensferry. The home has been under new ownership since July 2024.

People experience good well-being outcomes and are treated with dignity and respect, being involved in activities which are provided for those who wish to be involved. People are supported to stay as healthy as possible, with systems in place to protect people in an environment that meets their needs.

Care and support are good, with people's experiences, and their relatives', being positive. Care documentation is in place to support people's needs. The service has good systems in place to safeguard people, which includes managing their medication.

The environment is good, and enables people to meet their needs and outcomes, enhance their

well-being, and is safe. However, some works are required and are planned to improve the interior of the home, for example to decoration and flooring.

The leadership and management of Phoenix House is also good; there are consistent and dependable managers in place. They ensure the required staff recruitment, training, and support is undertaken and any improvements to the service are being implemented. The Responsible Individual (RI) visits the service regularly, has a good working relationship with the manager, and has effective oversight of service provision.

Findings:



Well-being

Good

People have a voice and are consulted about the service. They are encouraged to make everyday choices which includes a range of meals which looked and smelled delicious, people clearly enjoyed the food they chose. Mealtimes were observed to be a positive experience. One person told us *“The food is good; I get plenty and I get choice.”* The weather during the inspection was hot and we saw people being offered and eating ice cream and ice lollies to help keep them cool. People can personalise their rooms, and people’s rooms reflect the individuality of the person. The doors to each person’s room had the persons photo on so they could easily identify their room and give them a sense of belonging. We saw there were a range of activities for people, with people seen clearly enjoying the activities in which they were involved. One person told us *“There is plenty going on.”* People can spend their time alone or with others, either in their rooms or different communal areas around the home, where comfortable chairs are provided. A quiet room downstairs and a hairdressing area / quiet area upstairs are also available for people to relax in during the day. There are systems in place for the RI and manager to obtain the views of people living at Phoenix House, their relatives, and staff. We saw the information from these is used to improve the service people receive.

People are treated with dignity and respect and their physical, mental health and emotional well-being needs are met. We observed good interactions between care staff and people living at Phoenix House, with care staff treating people with care and respect, undertaking care and support at the individuals own pace and not rushing them. We saw care workers are familiar with the people they support, are caring, sympathetic, and know them well. A relative told us *“I enjoy visiting the home, I love it, the staff are very good, they are patient and caring and full of laughter.”* People are consulted about how they want their care delivered prior to them coming to Phoenix House. Care documents are updated regularly, mostly reflect the needs of individuals, and enable people to be supported to meet their outcomes, which was observed on several occasions. From reviewing documentation and speaking with health care professionals, it is evident the service works collaboratively and proactively with healthcare professionals to provide a good standard of care and support. Healthcare professionals confirmed people are well-kempt when they visit, which was also confirmed by what we saw, and the comments relatives and people made.

People are protected from harm. Risk assessments are in place which ensure people are supported to stay safe, and their freedoms respected. People receive a good standard of care and support from a well-trained and supported care staff team, who are registered with Social Care Wales, the workforce regulator. Care workers receive safeguarding training with appropriate policies in place for their direction. People have positive and appropriate relationships with care staff whom they can trust. Oversight and monitoring of people’s physical health is good with

arrangements around medication being comprehensive. Staff are safely recruited and employed in appropriate numbers to meet people's outcomes.

The environment is safe, secure, and appropriately maintained, though improvements to the environment have been identified and are being actioned by the provider. Phoenix House has been under new management for a short period of time; however, the environment is used effectively to support people's well-being and help them achieve their identified outcomes. Routine health and safety monitoring ensures the safety of the environment. Dementia friendly approaches are in place which promote orientation for people with Dementia. There are some care staff who can speak Welsh and staff are trained in the Active Offer.



Care & Support

Good

People receive care and support when and how they want. Pre-admission assessments are in place, are an accurate reflection of the person, and people's personal plans reflect these documents. A care worker told us *"Pre-assessments are in place before someone comes in new, we see the paperwork and the manager goes through the care plan with staff at handover prior to support commencing."* People's personal plans are detailed, instructive and provide clear guidance for care staff about the individual, their care and support needs, and the outcomes they would like to achieve. This was confirmed by care staff we spoke with. We saw people being supported with eating at mealtimes, in different areas of the home, as well as the dining room, giving people the freedom and choice to eat where they want and the help to meet their support outcomes in regards choice.

We saw people's personal plans are reviewed regularly which was also confirmed by care staff we spoke with. We saw many encouraging and friendly interactions between people and care workers, and saw people are content and comforted.

People are supported to be healthy and stay safe. Risk assessments support individuals to remain safe. Arrangements are in place to monitor and evaluate accidents and incidents. The relevant applications are made to safeguard people's best interests. Care staff are trained to safeguard people from harm and abuse and are aware of their duty to report any concerns. We found care workers are responsive and deal with any issues as they are identified.

Medication arrangements are effective. The storage and administration of medication is monitored to ensure medical conditions are managed accordingly. However, processes around covert medication needs tightening which managers assured us would be acted upon. This helps ensure people remain healthy as their outcomes around medication are met. People can access the necessary health services to maintain their health and wellbeing. This includes access to GP services. We saw individuals have been referred to other healthcare professionals as and when needed. People's health requirements are monitored regularly, and any changes are acted upon quickly, ensuring peoples well-being and outcomes around their health are met. This was confirmed by a health care professional we spoke with who told us they were happy with the home, that they were doing a good job and they had a good relationship with the staff team. Another health care professional commented *"There are no issues here...staff do things straight away; they are very attentive and raise issues appropriately, they take note of any instructions given."*



Environment

Good

Phoenix House is welcoming, comfortable, clean, and well-maintained. People can choose where they would like to spend their time, between different lounges and communal areas to chat and engage in activities with other residents, in quiet lounges or in their own rooms. People have the choice of being able to eat their meals wherever they choose, in the dining room, in a lounge or in their own room. There is a hairdressing area available so people can enjoy having their hair “done” in a relaxing environment. The garden area offers residents access to outdoor spaces. Bedrooms reflect people’s individuality. Bedroom doors have the photo of the person on them; this ensures that the person can identify their own room easily and helps improve their sense of belonging. People’s rooms are cleaned regularly, and they can bring their own belongings and decorations, so they are able to personalise their room to their own preferences. The service adopts dementia friendly approaches to support people with their independence. Corridors are clear of clutter which enables people to walk around freely. Signage is used to guide people around the service with toilets and bathrooms clearly labelled.

We found the service is clean and tidy, with the home being cleaned continually during the inspection. The home has recently been taken over by new owners who are looking to implement a wide range of improvements to the property, including decoration, flooring, and doors to people’s rooms. Phoenix House has a food hygiene rating of five, which is “very good”, and ensures people can have confidence in their well-being around food quality. The environment, for example around fire and electrical safety, is regularly checked with systems in place to monitor this and several environmental audits show routine health and safety checks take place to ensure people are safe.



Leadership & Management

Good

Effective management arrangements and oversight of the service are in place. Managers know people well and demonstrate a commitment to providing a good quality service. They ensure effective day-to-day management and oversight of the service takes place. Care staff told us managers are approachable, supportive, and always there to help or provide guidance. Staff have confidence managers will get things done, which ensures any issues raised are dealt with quickly and effectively, ensuring people's needs are met. Processes are in place for senior care staff when the manager is away.

A suite of audits is routinely completed which assess the quality of the service. Regular meetings take place between the RI and manager. The RI routinely visits the service and gains people's views and opinions of the service. Comprehensive quality of care reviews, both three and six monthly, are completed which drive forward improvements at the service. We found the measures in place to monitor the quality of the service provided are effective. This ensures the wishes of people living at Phoenix House are heard and acted upon, and people's outcomes and well-being met.

Care staff are suitably recruited, trained, and supported to perform their duties. The provider carries out pre employment checks in the form of Disclosure and Barring (DBS) and seeking former employer references. The necessary forms of identification are retained for staff. All care staff are registered with Social Care Wales, the workforce regulator. Newly appointed care staff complete an induction programme to ensure they can perform specific care tasks. Records show care workers have access to training opportunities, and they have completed an appropriate level of training to meet the needs of the people they are supporting; this was confirmed by care workers we spoke with. We observed care staff supporting people throughout the day which showed they understood and could meet the needs of the people they were supporting. Care staff are provided with support through regular supervisions, though we observed an open-door policy where care workers are encouraged to discuss people's needs swiftly, ensuring the continued provision of good-quality care. We saw documentation which showed care workers are employed in suitable numbers and in line with managers expectations. A member of the care staff team told us *"It's a brilliant staff team; everyone knows what they are doing...We get more than enough training...If we have any concerns we just go to the manager who is supportive and always available."* Another told us *"There are usually enough staff, we always cope...We get enough training, both online and face to face."* Care staff being employed in appropriate numbers ensures people's support needs are met, and care workers can react to any incidents in a timely fashion. There are detailed and comprehensive policies and procedures in place which provides up to date guidance for care staff which ensures they support people consistently.



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 2025.

*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.*