Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Options Llys-y-Delyn

St. Asaph

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Date of inspection: 27 October 2026

Service Information:

Operated by:	OA2 ADULTS LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people who may have a learning disability, physical disability, emotional difficulties, and / or dementia
Registered places:	4
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	**Excellent**
Care & Support	**Excellent**
Environment	**Good**
Leadership & Management	**Excellent**

Summary:

Well-being is rated excellent**.** People are empowered to make choices, maintain control over their lives, and achieve outcomes that are important to them.

Care and Support is rated excellent**.** People receive consistently high-quality care from skilled and knowledgeable care staff who understand their individual needs.

Environment is rated good**.** People live in accommodation that is safe, comfortable, and suitable for their needs. Effective health and safety arrangements ensure the home is safe.

Leadership and Management is excellent**.** Strong leadership, robust governance, and effective quality assurance systems drive continuous improvement and promote high-quality care.

Findings:

Well-being — Excellent

People experience exceptionally positive outcomes because they receive highly individualised care and support that places their rights, choices, and aspirations at the centre of service delivery. Care staff know people exceptionally well and are committed to promoting their well-being, independence, and quality of life. People are supported to make meaningful choices about their daily lives and future goals and are empowered to maintain control over matters that are important to them. Information is provided in ways that meet individual communication needs, enabling people to make informed decisions and actively influence the support they receive.

A particular strength of the service is its commitment to promoting positive risk-taking. Care staff work collaboratively with people to identify opportunities that enhance independence, confidence and personal achievement whilst ensuring risks are managed proportionately. People are empowered to develop new skills, pursue interests, and achieve outcomes that are important to them without experiencing unnecessary restrictions on their freedom and autonomy. Robust safeguarding arrangements ensure people are protected from abuse, neglect, and harm. Care staff understand their responsibilities and take swift and appropriate action when concerns arise. People receive information about their rights and how to raise concerns in ways that meet their communication needs, giving them confidence that they will be listened to and supported.

People benefit from a wide range of meaningful opportunities that enrich their lives and promote social inclusion. They are encouraged and supported to participate in activities that reflect their interests, goals, and personal ambitions. People maintain important relationships, access their local communities, and are supported to engage in recreational opportunities where appropriate.

Care staff demonstrate an excellent understanding of individual communication needs and consistently adapt their approach to ensure people can express their views, wishes and feelings. People are listened to with respect and are fully involved in decisions affecting their lives. People's health, safety, and well-being are promoted through highly effective systems and practices. Health needs are identified promptly, monitored consistently, and responded to without delay.

People are accommodated in a clean, safe, and generally well-maintained environment that is furnished and adapted to meet their individual needs, preferences, risks, and behaviours. The accommodation supports people to achieve positive well-being outcomes and promotes a nurturing, homely atmosphere. While the environment is suitable for people’s needs, some areas would benefit from redecoration to further enhance the living environment.

Care & Support — Excellent

People receive exceptionally high-quality care and support that consistently promotes their safety, health, well-being, and personal outcomes. Care is provided by skilled, knowledgeable, and committed care staff who understand people's individual needs, preferences, and aspirations and who place people at the centre of all aspects of support. Care staff have positive and trusting relationships with people, ensuring support is provided with dignity, compassion, and respect.

Care and support are exceptionally well planned. Personal plans reflect people's strengths, preferences, aspirations, and desired outcomes and provide clear guidance to ensure consistency of support. Reviews are undertaken regularly, ensuring support remains responsive to changing needs and continues to promote positive well-being outcomes. People receive care that is tailored, meaningful and focused on achieving what matters most to them.

People are safeguarded through robust and highly effective arrangements that protect them from abuse, neglect, and harm. Care staff demonstrate an excellent understanding of safeguarding responsibilities and are confident in recognising, reporting, and responding to concerns. Records evidence safeguarding incidents are managed appropriately, with prompt action taken to reduce risks and promote people's well-being.

The service has developed an effective system for monitoring incidents and ensuring learning is embedded into practice. Incident records are maintained electronically and contain comprehensive information, enabling effective oversight and review. Actions arising from incidents are monitored and completed within expected timescales. Incidents are viewed as valuable opportunities for reflection, learning, and development. Care staff are encouraged to reflect on incidents, identify lessons learned and implement improvements to practice. The proactive and reflective culture promotes continuous improvement and ensures people consistently receive safe and effective care.

Medication management is a significant strength of the service and contributes to excellent outcomes for people. Medicines are stored, administered, recorded, and reviewed safely and in accordance with best practice guidance and individual assessed needs. Care staff demonstrate a thorough understanding of medication procedures and receive the support necessary to maintain safe practice.

Environment — Good

People live in an environment that appropriately supports their safety, well-being, and independence. The accommodation is suitable for the needs of the people living there and provides a comfortable environment in which they can achieve their personal outcomes. Facilities and equipment are maintained to a good standard and are available to support people's daily living needs, promoting independence and enabling people to participate in activities and routines that are important to them.

The service provider has arrangements in place to ensure the environment remains safe and fit for purpose. Health and safety risks are identified, assessed, and managed appropriately through regular monitoring, maintenance, and review. Required checks are completed and records demonstrate that equipment, utilities, and safety systems are monitored to protect people from avoidable harm. Where issues are identified, action is taken to address them in a timely manner.

People benefit from an environment that support their privacy, dignity, and comfort. Bedrooms and communal areas provide sufficient space for people to spend time alone or socialise with others according to their preferences. The environment enables people to exercise choice and maintain as much independence as possible in their day-to-day lives.

The service provider recognises the importance of maintaining and improving the environment to meet people's changing needs. While some areas would benefit from further enhancement and modernisation, there is evidence that the provider is aware of these opportunities and there are plans to continue improving the environment. These developments are intended to further enhance the quality of the environment and ensure it continues to meet people's needs effectively.

People have access to appropriate equipment and resources that support their health, safety, and well-being. The environment is generally clean, maintained and provides a pleasant place to live. Arrangements are in place to ensure the premises remain secure whilst allowing people to enjoy freedom of movement and independence.

The environment supports positive outcomes for people. Effective health and safety management, suitable facilities and ongoing maintenance arrangements contribute to people living in accommodation that is safe and supportive.

Leadership & Management — Excellent

People consistently achieve excellent outcomes because they benefit from a service that is exceptionally well led and managed. Strong and effective leadership creates a positive culture that is centred on promoting people's rights, well-being, and personal outcomes. Leaders demonstrate a clear commitment to providing high-quality care and support and have established robust systems that ensure people receive safe, responsive, and person-centred services. The ethos and values of the service are embedded throughout practice, resulting in consistently positive experiences and outcomes for people.

Governance and oversight arrangements are comprehensive and highly effective. Leaders have established clear systems to monitor the quality and safety of the service, evaluate performance, and identify opportunities for improvement. Information gathered through audits, monitoring activities, feedback, and service reviews is used proactively to drive continuous improvement and enhance outcomes for people. There is a strong emphasis on reflective practice, learning, and accountability, ensuring the service continually develops and responds to changing needs.

The quality of oversight is further strengthened through the Responsible Individual and compliance team who maintain effective scrutiny of service performance. Monitoring arrangements provide robust assurance that regulatory requirements are met and that people's well-being remains at the heart of service provision. Leaders are visible, approachable and have developed positive relationships with people, relatives, professionals, and care staff. This promotes a culture of openness, transparency, and continuous improvement across the service.

People are supported by a highly skilled, experienced, and competent workforce. Recruitment practices are robust and provide assurance that appropriate checks are completed before care staff commence employment. This ensures people are supported by care staff who are suitable to work within the service and who share its values and commitment to providing high-quality care and support.

Care staff are provided with extensive opportunities to develop their knowledge, skills, and professional competence. Comprehensive induction, training, supervision, and performance management arrangements support care staff to maintain high standards of practice and continually enhance their skills. Leaders actively encourage professional development and create an environment where learning is valued and promoted. Care staff demonstrate a strong understanding of people's needs and consistently apply their knowledge to achieve positive outcomes.

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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