Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Options Phoenix House

Holywell

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www.achievetogether.co.uk

Date Inspection Visits 21.08.2026

Service Information:

Operated by:	OA2 ADULTS LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
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:

People living at Phoenix House benefit from an excellent quality service where they feel safe, respected, and valued. People are encouraged to share their feelings and wishes, make choices and take an active role in decisions about their lives. Positive relationships with care staff help people feel secure and supported, and they have access to healthcare, community activities and opportunities that reflect their interests and personal goals. This helps people develop confidence, maintain their independence, and achieve positive outcomes.

People receive excellent care and support from a skilled care staff team who know them well and understand their individual needs. Assessment and admission processes help ensure the service can meet people's needs, and care staff provide consistent support that promotes their safety, health, and well-being. Safeguarding arrangements are robust, and care planning focuses on supporting people to achieve their goals and live meaningful lives.

People live in a good quality environment that is clean, safe, and well maintained. Individual flats are personalised to reflect people's individual needs and support their independence, helping them feel comfortable in their home. The service provides suitable communal and private spaces where people can relax, socialise and take part in activities they enjoy. Regular maintenance and health and safety checks help ensure the environment remains welcoming, safe, and appropriate to people's needs.

The service benefits from excellent leadership and management. Extremely effective governance, monitoring, and quality assurance arrangements provide robust oversight of the service and support continuous improvement. Managers are committed to achieving the best possible outcomes for people and promote a positive, person-centred culture throughout the service. Robust recruitment processes, alongside regular training, supervision and support, ensure care staff have the skills, knowledge, and confidence to meet people’s needs effectively. The Responsible Individual (RI)and management team maintain comprehensive oversight of the service, helping to ensure people consistently receive an extremely high standard of care and support.

Findings:

Well-being — Excellent

People experience excellent well-being outcomes because they are at the heart of the service and are supported to live fulfilling and meaningful lives. Care staff know people well and build caring, trusting relationships with them. People appear happy, settled, and comfortable in their home. Care staff take time to understand each person's individual needs, feelings and wishes and ensure their views, are listened to and acted upon. People are encouraged to make choices about their care and are supported to have as much control and independence as possible. The service actively promotes people's rights and advocates on their behalf when needed, helping to ensure their voices are heard and respected. The provider is also working towards delivering the Welsh Active Offer by promoting Welsh language and culture and employing Welsh-speaking care staff.

People are supported to take part in a wide range of activities that reflect their interests and improve their quality of life. Care staff and managers work resourcefully to provide meaningful opportunities both within the home and in the community. People enjoy activities such as cooking, baking, arts and crafts, games, swimming, shopping, and community outings. Some people attend local gyms and hydrotherapy sessions to support their health and well-being. Care staff respond positively to people's aspirations and support them to achieve personal goals. These opportunities help people develop confidence, maintain independence, and enjoy experiences that are important to them.

Feedback from relatives demonstrates the positive impact the service has on people's lives. Family members described the quality of care as excellent and praised the way the service adapts support to meet individual needs. Feedback reports care staff are skilled, knowledgeable and communicate well with families about people's health and well-being. Relatives expressed high levels of satisfaction with the service and valued the opportunities provided to their family member.

People benefit from a service that promotes their safety while supporting their independence. Clear risk assessments and detailed risk management plans help care staff balance positive risk-taking with keeping people safe. Care staff understand their safeguarding responsibilities and are confident in reporting concerns, both within the organisation and to external agencies when necessary. This helps to ensure people are protected from harm and receive support that promotes their well-being, choice, and independence.

Care & Support — Excellent

People receive excellent care and support that is tailored to their individual needs, strengths, and aspirations. Their health and well-being are a clear priority, and care staff ensure referrals and appointments with health and social care professionals are arranged promptly. Care staff closely monitor people's physical and emotional well-being and work proactively to identify changes in need. The service works in partnership with a range of professionals to ensure support is consistent, coordinated and informed by specialist advice. Care staff receive training that reflects the complex needs of people living at the service, including those with learning disabilities and autism. In addition, clinical specialists employed by the provider meet regularly to review people's progress, offer professional guidance, and help ensure people receive the right support at the right time.

People benefit from comprehensive personal plans that clearly describe how they wish to be supported and the outcomes they want to achieve. Detailed risk assessments and support plans provide care staff with a thorough understanding of people's needs, preferences, and individual communication styles. Records are regularly reviewed and updated following discussions with relatives and professionals, ensuring support remains responsive to changing needs. Effective management oversight provides assurance that documentation is accurate, up to date and supports the delivery of high-quality care.

People's well-being is central to the approaches used by care staff. Support focuses on maintaining and developing independence, promoting meaningful relationships, and helping people enjoy positive life experiences. Care staff are patient, attentive and respectful when supporting people, taking time to listen and helping them make choices and decisions about their lives. Monthly reviews involving the clinical team help ensure support strategies remain effective and reflect current needs. Care staff understand how people's physical and emotional health can affect their behaviour and are equipped with the knowledge and skills to respond appropriately and consistently. This helps people feel secure, understood, and supported.

The service has highly effective systems to review, monitor and learn from incidents. Records are analysed to identify patterns and trends and to support continuous improvement. An independent specialist team undertakes external audits of physical interventions, providing additional scrutiny and helping to ensure positive outcomes for people. The provider also recognises the importance of celebrating achievements and meaningful experiences. Positive events records and monthly newsletters highlight people's successes, interests, and activities, creating a more balanced picture of their lives and promoting a culture that focuses on strengths, progress, and well-being.

Environment

Good

People live in a good quality environment that supports their safety, comfort, and independence. Phoenix House consists of individual flats that are adapted and personalised to reflect people's preferences, interests, and support needs. The flats provide sufficient space for people to move around freely and develop independent living skills in a homely setting. The service is currently undergoing a programme of refurbishment and improvement, demonstrating the provider's commitment to maintaining and enhancing the environment for people living at the home.

The home provides a range of facilities that promote social interaction, leisure, and well-being. A large conservatory offers additional communal space for meetings, celebrations, and activities. Plans are in place to improve access to this area by introducing additional storage solutions, ensuring people can make greater use of the space. People also benefit from a well-maintained outdoor area, which includes a variety of recreational equipment and opportunities to enjoy time outside. Further additions to the home have enhanced people's experiences and provide additional opportunities for relaxation and enjoyment.

The service has effective arrangements in place to maintain a safe and suitable environment. Regular health and safety checks are completed throughout the home, and any repairs or maintenance issues are addressed promptly. Systems are in place to ensure equipment, vehicles and essential services are regularly inspected and maintained. Fire safety arrangements are robust, with routine checks, risk assessments and evacuation drills helping to keep people safe. Procedures for infection prevention and control are also well established, supporting a clean and hygienic environment for people, visitors, and care staff. The environment provides a safe, comfortable, and welcoming place for people to live while ongoing refurbishment works continue to improve the quality of the accommodation.

Leadership & Management — Excellent

The service benefits from excellent leadership and management, which creates a positive culture and helps ensure people consistently achieve positive outcomes. Robust governance and management arrangements support the safe and effective running of the service. Clear systems and routines are embedded throughout the home, including regular supervision, care staff appraisals, handovers, and team meetings, ensuring care staff are well supported, and people receive consistent care and support.

Managers demonstrate a positive commitment to supporting and developing the care staff team. Care staff told us they feel valued, respected, and well supported in their roles. Feedback highlighted high levels of satisfaction with the opportunities for learning, development, and career progression available at the service. Care staff described Phoenix House as a positive place to work where teamwork is encouraged, and managers are approachable and readily available to provide guidance and support when needed. This positive culture contributes to stability within the care staff team and helps people build meaningful relationships with those who support them.

There is a good balance of experienced and newer care staff, enabling people to benefit from continuity of care while also bringing fresh ideas and approaches to the service. We found care staff have developed warm, respectful, and trusting relationships with people. Robust recruitment processes help ensure people are supported by suitable care staff. Comprehensive pre-employment checks are conducted before care staff commence work, including references, identity verification and Disclosure and Barring Service (DBS) checks. New care staff complete a structured induction programme linked to recognised Welsh induction standards, helping them develop the skills and knowledge required to support people effectively.

The provider has excellent effective quality assurance and oversight arrangements that promote continuous improvement. Managers monitor the quality of care and support through a range of internal and external audits, visits, and reviews. Senior managers maintain a visible presence within the home and regularly engage with people and care staff. The RI undertakes regular visits and reports on their findings, while additional oversight is provided through visits from senior managers and independent external scrutiny. Detailed quality of care reviews make effective use of feedback from people, relatives and professionals, celebrate progress, and identify opportunities for further development. These comprehensive arrangements demonstrate a strong commitment to maintaining high standards and improving outcomes for people living at Phoenix House.

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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