



Arrow House



Wrexham



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The inspection visits for this service took place between 25/03/2026 and 26/03/2026

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:	3
Main language(s):	English
Promotion of Welsh language and culture:	The service does promote an active offer Welsh language.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Arrow House is a residential service providing care and support to People with identified support needs. The service offers a safe, stable, and supportive home environment where care is delivered in a person-centred way.

Support is tailored to individuals' needs, abilities, and preferences, promoting dignity, choice, independence, and positive well-being outcomes. Clear admission arrangements ensure placements are appropriate and needs of individual People can be met safely. People are encouraged to engage in meaningful activities and community access that reflect their interests.

The service works in partnership with professionals, families and others involved, with safeguarding, health and safety, and effective care staff support integral to care delivery.

The home is rated as Good for wellbeing. Good for care and support. Good for environment. Good for leadership and management.

Findings:



Well-being

Good

People living at Arrow House are well protected through robust safeguarding arrangements aligned with current legislation and regulatory requirements. Safeguarding and whistleblowing policies are up to date, accessible and embedded into daily practice. Care staff have completed mandatory safeguarding training, with new care staff receiving appropriate induction, supervision and shadowing. Safeguarding concerns are clearly identified, recorded and managed through detailed documentation, including body maps, reflections and follow up actions, with notifications made to Care Inspectorate Wales (CIW) as required. People presented as calm, relaxed and trusting of their care staff, indicating they feel safe in their environment. Positive behaviour support and physical intervention training are in place, with a transition to passport ensuring a least restrictive and person-centred approach.

People are supported to express choice and preferences through individual communication systems, including visual aids and pictures. Care staff demonstrated a strong understanding of people's non-verbal communication and body language, supporting decision making around activities, meals and daily routines. People are encouraged to participate in decisions about their daily lives wherever possible, promoting autonomy and skill development. Families act as advocates when required, ensuring people's voices are represented and respected.

People's health needs are well managed, with registration with GPs, dentists and opticians, and access to specialist services where required. Individual health care plans and behaviour support plans are in place and reviewed regularly. Care staff monitor wellbeing through daily interaction and observation, responding promptly to changes in behaviour or presentation. The warm, respectful and consistent interactions observed between care staff and people support emotional wellbeing, confidence and a sense of security.

People are supported to engage in meaningful activities that are personalised to their interests and abilities, both within the home and in the community. Participation in cooking, shared mealtimes and travel supports social inclusion and positive peer relationships. Cultural and religious needs are understood through close partnership with families, and support is provided in line with people's abilities, including during community access.

People have their own bank accounts and savings, with families holding power of attorney where appropriate. Care staff work collaboratively with families to support benefit applications and management, including PIP and Universal Credit, ensuring financial security and protection.

The home environment at Arrow House supports people's wellbeing and comfort. The service is currently undergoing updates, and people have access to all essential amenities required to meet

their needs. During the inspection, people were observed to appear settled and happy within their home. Bedrooms are personalised with individuals' own belongings, reflecting personal choice and identity. People are supported to decorate their bedroom in line with their preferences; One person has chosen a pink colour scheme, while another prefers a minimal environment and is supported to maintain this. This demonstrates respect for individual preferences and promotes a sense of ownership, independence and emotional wellbeing.



Care & Support

Good

We found that care and support at Arrow House is delivered safely, consistently and by suitably trained care staff in an environment that supports people's health and wellbeing. Care is delivered in a person-centred way, following a clear 'do with me, not for me' approach, which supports people to be as independent as possible, the information provided by families. Care staffing levels are sufficient to meet people's assessed needs, and care staff work well together to provide continuity, familiarity and reassurance. New care staff complete a structured induction, including shadow shifts, to ensure they understand individual routines, communication methods, risks and support needs before working independently. Ongoing training supports care safe and effective practice, including training linked to individual diagnoses, behaviour support and medication administration. Care staff do not administer medication until required training has been completed and competency has been assessed, supporting safe care delivery.

Medication management systems are well established and monitored. Medicines are securely stored in individual cupboards for each person, with separate locked storage for controlled medication. Appropriate temperature controls are maintained for room and refrigerator storage, with monitoring systems ensuring medicines are stored within recommended ranges. Medication administration records were reviewed and found to be accurate, with no gaps identified. Records are signed daily and medication counts are completed consistently. Where 'as required' (PRN) medicines are administered, care staff record the reason for administration and the outcome in daily records, supporting effective monitoring of people's wellbeing. Medication audits are completed weekly and three monthly by the manager, providing clear leadership oversight. Arrangements for medication re-ordering and disposal are appropriate, with unused medicines returned to the pharmacy promptly and safely.

The environment is clean, well maintained and managed to minimise risks. Cleaning routines are established, with night care staff maintaining hygiene in communal areas and living spaces. Laundry is completed as required in line with individual needs and infection prevention guidance. A sluice washing machine is used appropriately to manage laundry related to personal care. Cleaning products and equipment are stored securely, considering people's learning needs and reducing the risk of harm. Overall, effective care staffing arrangements, training, medication management and environmental systems support people to receive safe, consistent and person-centred care. These arrangements demonstrate clear leadership oversight, effective teamwork and good practice, promoting safety, dignity and positive outcomes for people living at the home.



Environment

Good

People live in a safe, comfortable, and welcoming environment that supports their health, wellbeing, and independence. The service provider ensures the premises are appropriately maintained, with effective processes in place to identify, and reduce health and safety risks. This enables people to feel secure in their home and supported to achieve positive wellbeing outcomes.

People benefit from access to a range of communal and private spaces that meet both individual and shared needs. These areas enable people to spend time alone, socialise with others, or welcome visitors. Communal spaces are used flexibly and support a variety of activities, recreation, and opportunities for confidential discussions, promoting choice, independence, and meaningful engagement for the people living at Arrow house.

The environment is warm, and welcoming, creating a pleasant and homely atmosphere. People have access to appropriate furnishings, décor, and equipment that reflect their individual needs and preferences. Where necessary, specialist equipment is provided to promote safety and wellbeing, including suitable beds, call systems, moving and handling equipment, and access to communication facilities. Bathroom, shower, and toilet facilities are arranged to uphold privacy, dignity, safety, and accessibility. Where available, outdoor areas are safe, attractive, and accessible, supporting people to enjoy fresh air and time outdoors. Care staff recognise the benefits of outdoor activity for physical and emotional wellbeing and support people to access outdoor spaces within the wider community where on-site facilities are limited. This encourages social inclusion giving people a strong sense of belonging in the community.

Appropriate security arrangements are in place to protect people and their personal property while respecting their rights, privacy, and dignity. Access to the premises is managed appropriately, and any surveillance measures are used transparently and in accordance with legal requirements. We were asked to show ID and to sign in and out of the visitor's book when arriving and leaving the home.

Overall, the environment is well managed and supports people to live safely, comfortably, and with dignity. Care staff demonstrate a clear commitment to maintaining a positive living environment and continues to identify opportunities to further enhance the quality and comfort of the environment. Planned improvements are considered with adult's individual needs and preferences in mind, supporting continuous improvement and ensuring the environment remains responsive, inclusive, and supportive for people living at Arrow House.



Leadership & Management

Good

Leadership and management at Arrow House provide a supportive and well-organised environment, delivering care that is centred on individual needs.

Governance arrangements are embedded and support effective oversight of the service. The Statement of Purpose is maintained and kept under regular review, with any revisions shared with CIW as required. A clear summary of the admissions procedure is included in the care planning supporting transparency and consistency for people and those involved in their care.

People have access to a guide to the service in an accessible format. This contains clear and helpful information about the service, including how to raise concerns or make a complaint, how to access advocacy services, and what to expect during the admission process. The guide is reviewed annually, demonstrating a commitment to ensuring information remains current, accurate, and meaningful for people living at Arrow House.

Quality of Care Reviews are completed and used constructively to inform service development and continuous improvement. Feedback has been gathered from family, staff, and other professionals and is analysed to identify key findings. Safeguarding considerations form an important part of this process, supporting learning and effective risk management. Care staff demonstrate a good understanding of people's lived experiences and use feedback to inform improvements in practice. People are supported to take part in a range of activities based on their individual interests and preferences, including outings, leisure opportunities, and food-based activities. People are settled within the home, with positive outcomes seen in behaviour, routines, and dietary choices.

A new manager has recently been appointed, providing an opportunity to further strengthen leadership arrangements and build on good practice. There is a visible leadership presence within the home, and care staff describe management as approachable and supportive. The transition has been managed in a way that promotes continuity and stability for both care staff and people. Care staff report a positive team culture, good working relationships, and open communication.

Care staff training arrangements are well developed and support safe, consistent care. Training is delivered through a combination of e-learning and face-to-face opportunities and covers mandatory and service-specific topics relevant to the people's needs. Training records are maintained, promoting effective oversight of compliance. Regular supervision records evidenced reflective practice, identifying any further training needs, and promotes continuous professional development.

Supervision and appraisal systems are implemented, with records held on a central system and subject to audit and dip sampling. Team meetings are held regularly and arranged to reflect people's routines and care staff working patterns. Care staff are appropriately registered and report

feeling confident to recognise and raise safeguarding concerns.

Overall, leadership and management at Arrow House are effective and reflective, with renewed capacity to build on strengths, support care staff development, and maintain positive outcomes for the people living in the home.

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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