



Estuary Gardens



Estuary Gardens, Welsh Road, Deeside, CH5 2TG



01512942618

The inspection visit took place on 31/03/2026

Service Information:

Operated by:	Crystal Care Homes Deeside Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	66
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Estuary Gardens is new purpose-built home which provides residential care. This is the first inspection of the service.

The home's warm and welcoming atmosphere puts people and visitors at ease. People are very happy at the home and enjoy doing things that improve their well-being. They receive a consistently good standard of care and support from a friendly and attentive staff team.

Care and support is good as people are supported by a team of friendly and professional care staff who provide a consistently good standard of care. Personal plans accurately reflect people's needs and are kept under review. People take great comfort from their warm interactions with staff. They enjoy the companionship of others and the home's varied programme of activities.

The accommodation is homely and has a good range of facilities to support people's needs. People

feel safe in their environment, which is clean and properly maintained. Regular oversight via audits keeps the home fresh and inviting.

The Responsible Individual (RI) closely monitors and drives up standards. The interim manager leads the home effectively with the support of a deputy manager. Staff morale is good, which impacts positively on the culture within the service. Staff are appropriately recruited, trained and supported.

Findings:



Well-being

Good

People's physical and emotional well-being is supported well. We saw good written personal plans and risk assessments, supporting people to be as independent as possible in their lives and in the local community. People told us they like living in the service. We saw different activities are planned by people with support of staff. Documents and daily recordings support this. Records also show people are being supported to access healthcare professionals. Documents are updated and reviewed where necessary.

The service upholds people's rights. People's voices are consistently heard and respected as care staff promote choice in all aspects of daily living. People share their views and ideas about home life during resident meetings, and the RI consults them when carrying out quality checks. Managers follow correct procedures to ensure people are not unlawfully deprived of their liberty. A social committee meeting has recently been held, and a record is available along with the actions taken. This is available in various formats such as large print audio or pictorial. Forthcoming meetings are displayed in the home.

The service protects people from abuse and neglect. The service's safeguarding policy reflects Wales Safeguarding Procedures. Staff complete regular safeguarding training and feel confident managers would deal with concerns appropriately. Incidents are clearly documented and reviewed as part of the home's auditing process. Staff are recruited appropriately and receive an induction and training that supports them in their roles.

People feel happy and content in their surroundings. The accommodation is homely and suits people's needs. Indoor and outdoor areas are very well presented and maintained, with people benefitting from regular upgrades. Private and communal areas are thoughtfully laid out and have facilities to support daily routines. The home's pleasant garden offers people safety when spending time outdoors.

People are supported to stay healthy. Care staff are attentive to people's physical and emotional needs. They make prompt referrals to medical and specialist services when needed, and ensure people receive the right medication at the right time. Infection risks are also reduced as staff work diligently to keep the home clean and hygienic. People maintain a varied, nutritious diet and are offered regular drinks and snacks. Mealtimes are relaxed, sociable occasions as there is an organised system for serving meals and conversation flows naturally.



Care & Support

Good

People have detailed and up to date personal plans to maintain their ongoing health and well-being. Pre-admission assessments of needs and preferences have recently improved, and a detailed assessment is undertaken prior to offering a place at the service. One person told us they had an opportunity to visit the service daily before moving in so they could get to know the staff. The said *"I don't want to go anywhere now"*. Their relative said *"It's amazing - we've got X back and they've put weight on"*.

People or their representatives are involved in developing their personal plans which are regularly reviewed and updated. Plans include detail regarding people's care preferences, views and goals. Each person has been involved in completing their 'My life story'. The management team regularly audit care records, and daily care recordings provide meaningful insight into how people are and what care they have received. The service follows Deprivation of Liberty Safeguards procedures to ensure any restrictions people face are lawful.

People are very happy with the quality of food and drink they receive. The chef prepares homemade meals and people's preferences are catered for as there are various options for people to choose from. Menus provide various options and at least three courses. Staff show people plated food and puddings on offer so they can make a choice. Different meals are available if people don't want what is on the menu. People enjoy a relaxed dining experience and have a choice of refreshment or a glass of wine they wish. People said the food is excellent and like a hotel. Care staff monitor people's weight closely and ensure they receive their prescribed nutritional supplements. Management audits the dining experience to ensure the best possible experience is had by all. A professional said *"As soon as you enter you can see how cared for the residents are. It is such a friendly and fun place to be. The staff are amazing; the food is restaurant standard and varied"*.

People have opportunities to socialise and do things they find meaningful. A pop-up restaurant has taken place which was an Italian themed menu. People chose a theme for each month, and they're advertised in advanced in the home. A weekly activity planner is displayed around the home. The lifestyle team initiate activities and there are a variety of clubs such as knitting, games, book club gardening, baking and regular outings. There is evidence that these have been developed to continue residents' interests and hobbies. We were told 'A you said we did board' will be displayed soon and information is available in the home's newsletter.

The home now has robust medication systems in place. People consistently receive their prescribed medication and regular audits take place. Staff have attended medication training, and their competencies are checked. Medication storage temperatures and completion of records are

checked daily.



Environment

Good

The service is a brand-new purpose-built home which supports people's independence and individual needs. The environment is spacious, homely, and rooms are decorated in light colours giving a fresh airy appearance around the home. The impressive building has an air of grandeur making people feel they have arrived in a 5-star hotel.

On arrival people are warmly greeted by the Lifestyle Co-Ordinator and are asked to sign in on the electronic visitor's tablet. The entrance foyer has homemade cakes/biscuits and coffee making facilities for people to help themselves. There are ample comfy seating and an array of information about the home including activities on offer. There is built-in bedroom furniture, electric beds with coordinated furnishings and bedding and a fridge. Some rooms are suites with small lounge area and dining table and chairs for two. All bedrooms have an ensuite with a rainfall and handheld showers.

People can enjoy the cinema room, a hairdressing salon and a sweet shop. A garden room and quiet spaces can be used for private family gatherings or quiet reflection, including a sun lounge and a cozy library area. People and their guests can access kitchenettes in each lounge/diner area where they can make simple meals, snacks and have access to refreshments. The thoughtfully designed areas are designed to enhance people's quality of life and create a homely environment. The outside space has newly planted shrubs and flowers which will provide privacy once matured. People can relax on seating area's and lots of pathways around the outside of the home. We saw people walking around grounds during inspection. The service is working towards the Welsh Active Offer. There is a Welsh word of the day sign on the wall, daily menus and weekly activities are displayed bilingually in the home and all brochures, and company information is available in Welsh and English.

The service provider identifies and mitigates risks to health and safety. We saw risk assessments for individuals, including personal emergency evacuation plans. Falls and other accidents are recorded, monitored, and evaluated to identify themes and manage risk effectively. Records show safety checks are routinely carried out on matters such as water temperatures, fire equipment and fire safety; electrical testing and boiler safety checks are also carried out. There are regular fire drills and staff have received fire safety training.

The maintenance log shows any minor repair identified is dealt with promptly. There are policies and procedures for staff to follow to keep themselves and others safe. There is enough housekeeping staff employed, and the home is immaculately clean and tidy. An in/out flow system within the laundry room promotes separation of clean and dirty items.



Leadership & Management

Good

There are good governance and quality monitoring arrangements in place. A new manager has been appointed and will commence their new post soon. In the meantime, an experienced interim manager is supported by a team of passionate and committed senior staff who want to achieve the best care for people, which enables them to provide an exceptional level of support.

Governance arrangements are robust, which ensures care and support is provided to a good standard. The RI ensures quality assurance and auditing systems are extensive and comprehensive and look at all aspects of people's care and support. Environment, falls, infection prevention control and medication are amongst just a few of the audits completed every week, month and six monthly by the management team. An internal mock inspection is completed every six months by an independent expert, and a comprehensive action plan is produced.

Daily meetings occur with heads of department, which include oversight of people's pressure area care and diet and fluids. All heads of department visit the resident of the day, and the interim manager completes daily manager walk rounds the home. The RI, Operations Director/Quality Assurance Team provide additional support and presence in the home. Senior management have complete oversight of the care provided as they access live care and management information.

Internal monthly management meetings and other management meetings are exemplary in bringing managers within the organisation together to share important information, best practice and lessons learned to make changes. The RI collects feedback from people, staff and relatives, through conversation and questionnaires. There are policies and procedures in place to keep people and staff safe.

People are supported by a highly motivated, skilled and dedicated staff team. Records show staffing levels are high to allow effective one to one support at times throughout the day. The Lifestyle manager holds regular meetings with staff and there is a 'Thank you Thursday' where people can nominate a staff member to acknowledge their dedication. Staff know how to report concerns regarding people's welfare and are familiar with the policies and procedures which guide their practice.

People are cared for by a safe, suitably skilled workforce. Staff undergo the required recruitment checks before being employed and are vetted by the Disclosure and Barring Service. Staff complete an in-depth induction and attend a wide variety of training to effectively understand and meet people's needs. Staff are registered with Social Care Wales; the workforce regulator and new employees are matched to the organisations service needs. Staff supervision is carried out, and staff are provided with an opportunity to discuss any issues and any development aspirations.

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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