



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Merton Place



Merton Place Nursing Home, 8 Pwllcrochan Avenue, Colwyn Bay, LL29 7BU



01492 523375



www.fairways.org.uk

The inspection visits for this service took place between 20/05/2026 and 21/05/2026

Service Information:

Operated by:	Fairways Care Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	54
Main language(s):	Welsh and 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:

Merton Place Nursing Home provides care and support for up to 54 adults with nursing needs. Overall, we found people are supported to achieve positive outcomes in a service that promotes wellbeing, dignity, and safety.

People experience good levels of wellbeing. They benefit from positive and supportive relationships with staff who know them very well. Interactions observed during the inspection were warm, respectful, and person centred. People are supported to engage in improving meaningful activities that reflect their interests and preferences, contributing to their overall quality of life.

Care and support within the home are of a good standard. People's needs are appropriately assessed, and detailed care plans are in place to guide staff in delivering consistent, person-centred care. Records reviewed demonstrate care is provided in line with peoples' preferences and

assessed needs. Medication management arrangements are safe, with appropriate systems in place for the storage, administration, and recording of medicines. Infection prevention and control procedures are robust and help protect people from avoidable harm.

The environment is well maintained, clean, and homely, supporting people's comfort, privacy, and dignity. Suitable equipment is available and maintained to a good standard to meet people's needs. Health and safety systems are in place and effectively managed, contributing to a safe living environment.

Leadership and management arrangements are effective and support positive outcomes for people. There are governance systems in place, including quality assurance processes and regular oversight of the service by the responsible individual (RI). There is enough staff on duty and there is safe recruitment checks in place.

Findings:



Well-being

Good

People experience respectful and compassionate care from staff who understand their needs, preferences and routines. Relatives describe the staff as lovely and many people told us all the staff are wonderful and very caring. We observed a calm and relaxed atmosphere throughout the service, and this was echoed by feedback from people and relatives. We observed people are supported to maintain their dignity and privacy, and staff interactions are kind and attentive. People can exercise choice through choosing how they spend their time and how their care is delivered. Staff know people's preferences well but still offer choice and respect people's rights to change their preferences.

The service promotes people's rights and helps protect them from harm. The management team liaise with the Local Authority Safeguarding Team and other professionals to manage identified risks to people's safety and welfare. Staff understand their safeguarding responsibilities and have attended safeguarding training. They know how to raise any concerns confidently. People's Deprivation of Liberty Safeguards authorisations are up to date, and their personal plans clearly reflect their individual circumstances.

People are supported to take part in meaningful activities that promote their well-being. A range of activities is available, including cake making, exercise sessions, board games, quizzes, and karaoke, providing opportunities for social engagement and enjoyment. People spoke positively about regular visits from local school children, which enhance community connections and contribute to their sense of wellbeing. Information about upcoming activities is clearly displayed, helping people to make informed choices about how they spend their time. Individuals told us there are sufficient opportunities to keep them occupied and engaged. The recent appointment of an activity's coordinator will further strengthen provision, enabling activities to take place more frequently throughout the day.

The service demonstrates a commitment to listening to people and responding to their views. A 'You said, we did' board is displayed, outlining actions taken in response to feedback. In addition, a new 'One Wish' initiative enables people to request personal wishes, which staff aim to fulfil where possible. People are also encouraged to contribute to a 'Words of Wisdom' board, displayed in the main foyer, supporting inclusion and a sense of belonging within the home.

The service makes significant efforts to recognise Welsh culture and language. The home promotes and celebrates Welsh culture. There is bilingual signage around the home, a Welsh station on each floor and people's language choice is recognised by a Welsh dragon on their door.



Care & Support

Good

Care staff are consistently visible, responsive, and attentive to individuals' physical and emotional needs. They actively monitor people's health and wellbeing, promptly referring any concerns to appropriate agencies and healthcare professionals. Personal plans and risk assessments are comprehensive, regularly reviewed, and provide clear, person-centred guidance for staff. Records demonstrate staff follow these plans consistently, enabling people to achieve their personal outcomes while maintaining their health, safety, and overall wellbeing.

People are highly satisfied with the quality of care they receive, which is consistently of a very high standard. Personal care is delivered with sensitivity and respect by a well-staffed team of skilled nursing and care staff who are experienced in supporting people with complex needs. Daily records confirm care is provided in line with individual personal plans, including support with repositioning, skin care, nutrition, and hydration. People told us they feel very well looked after by kind and caring staff. We observed people to be well cared for, dressed in clean, neat clothing, and well-groomed appearance. Relatives consistently shared positive feedback, stating that this high standard of care is evident at every visit and that they are very satisfied with the service provided. People also reported that staff respond promptly when assistance is requested.

The service offers a varied selection of meals and snacks, with daily menu options clearly displayed for people to choose from. Meals are prepared using fresh ingredients and were observed to be appetising in aroma and attractively presented. Feedback from people was mixed; while most described the food as very good, some felt it was satisfactory. The manager has recently carried out a mealtime experience audit and is implementing actions to enhance both menu choice and the overall dining experience in response to the findings. During our observations, care staff supported people at mealtimes with patience, dignity, and respect. People were also seen to be regularly offered drinks and snacks between meals.

Care staff actively promote people's health. People consistently receive their prescribed medicines, which are managed safely. Medication records show people consistently receive their prescribed medication. Staff complete training before administering medicines and their competency is assessed. Records confirmed that care staff monitor people's weight and ensure prescribed nutritional supplements are provided where required.

The home and equipment are clean and hygienic, which helps to reduce infection risks. Care staff complete infection control training and use personal protective equipment appropriately. Infection control audits are routinely carried out by the management team. The service received a food hygiene rating of 5 (very good) in September 2025.



Environment

Good

The accommodation is bright, spacious and homely. People are comfortable relaxing in the lounges or spending time in their own rooms. The lounges provide a space to socialise, with staff based close by to offer support quickly if needed. Quieter rooms are available for those who prefer a calmer space or want privacy with visitors. There are various sized lounges and a kitchenette on each floor for people to meet and socialise. New flooring has been laid in the corridors and there is an ongoing refurbishment plan in place. People are encouraged to personalise their rooms and we saw some highly bedrooms are personalised with people's favourite football team and treasured pictures and photos.

People have access to pleasant gardens where they can relax and enjoy the outdoors. The ground floor has an enclosed wheelchair accessible garden with ample seating areas and sunshades are available when the weather is fine. Wheelchair height planting troughs are available for people to plant flowers or vegetables. On the first and second floor a small contained outside area is available. New garden furniture has been purchased and there plans to improve the garden area even further.

There are measures in place to promote safety and security. Keypads and alarms are used on exits and some internal doors, so people cannot access hazardous or unauthorised areas unsupervised. Visitors are unable to enter the home without staff approval, and a record is kept of when they arrive and leave. Private and communal areas are free from hazards. Passenger lifts, hoists and fire safety equipment are routinely serviced, and gas and electrical inspections are carried out as required. Records show that any repair work is arranged promptly. Personal emergency evacuation plans are regularly reviewed and easy to access. Staff receive fire safety training and take part in regular fire drills.



Leadership & Management

Good

The staff team has adapted well to recent changes in management. The newly appointed manager is introducing fresh ideas and demonstrates a clear commitment to visible and accountable leadership. We observed the manager addressing issues promptly and effectively, providing assurance of responsive day-to-day oversight. Staff are clear about their responsibilities in reporting incidents and concerns, with a range of accessible options available, including mechanisms to raise issues confidentially. Incident records are completed in detail and include a clear management review. These outcomes are shared with staff through meetings and shift handovers.

There are effective systems in place to monitor and improve the quality of the service. The RI undertakes regular, in-depth quality visits, producing detailed reports that provide meaningful insight into people's experiences and overall service performance. The RI identifies areas for improvement and monitors progress against set actions to ensure these are implemented in a timely way. In addition, the regional manager completes quarterly compliance audits, providing further oversight and strengthening governance arrangements.

The service has established appropriate arrangements for the recruitment, training and ongoing support of staff. Records confirm robust pre-employment checks are completed prior to staff commencing their roles. Effective systems are in place to monitor Disclosure and Barring Service clearances and registration with Social Care Wales, ensuring staff continue to be suitable to work with vulnerable people. Management ensure staff have access to a comprehensive programme of mandatory and role-specific training to support them in delivering safe and effective care. We found a positive and supportive culture within the staff team. Staff spoke highly of the management team, describing them as approachable and responsive. Several staff told us they feel confident seeking guidance or advice when needed, and all reported feeling extremely supported in their roles. Care staff are rewarded for their achievements in a 'Staff member of the month' award. Staff demonstrated a strong commitment to their work and were positive about the direction and ongoing development of the service.

The service regularly reviews and adjusts staffing levels in response to changes in the number of people using the service and their assessed care needs. Staffing rotas demonstrate appropriate numbers of nursing and care staff are deployed in line with the home's statement of purpose. A recognised dependency tool is utilised to determine safe staffing levels, and monthly dependency assessments are completed to ensure staffing remains appropriate following any changes in people's needs. We observed the manager, deputy manager and care staff were consistently visible across all areas of the home and were attentive to people's needs. Several staff also told us there are sufficient staff on duty to provide person-centred care and support. The service has also been successful in recruiting additional care staff, and reduced reliance on agency staff.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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