



## White House Residential Home



The White House Residential Home For The Elderly, 5-7, Grove Road,  
Wrexham, LL11 1DY



01978358925

Date(s) of inspection visit(s): 01/07/2025

### Service Information:

Operated by:	Chestnut House Healthcare Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	37
Main language(s):	English
Promotion of Welsh language and culture:	The service 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

**Good**

## Summary:

The White House residential home provides care and support for thirty-seven people. It is located close to Wrexham city centre and there is a strong focus on Wrexham running throughout the home's décor and activities.

People benefit from high-quality, person-centred care and support provided by a dedicated and knowledgeable staff team who know them really well. Relative's comments include "*The care home truly puts the residents first*". People and relatives told us the White house is friendly, welcoming and homely. They said, "*It is brilliant*", "*Quite content*" and "*Very happy and would not want to be anywhere else*". People are involved in making choices and decisions about their lives with many opportunities to participate in creative and meaningful activities and events both at home and in the community.

Staff are dedicated, work well as a team and feel very supported. They receive training and have

opportunities to develop further in their roles. Staff commented on *“Excellent staff. Dedicated to their job”* and *“Staff are passionate about service users and their welfare”*. People also commented on lovely staff and complimented the manager on how well they had chosen staff members.

Systems and processes in place provide effective oversight of the service. The responsible individual (RI) visits the home every three months and a six-month quality of care review is also completed, identifying any areas for further improvement.

## Findings:



### Well-being

**Excellent**

People have strong control over their lives. They are involved in what happens on a daily basis, empowering them to make choices and have things to look forward to. They spend time with people who are important to them. They can choose to socialise with others or if they prefer to spend time on their own this is also respected. Plans contain information including choice making, capacity and end of life wishes.

Peoples physical, mental health and emotional wellbeing is excellent because all their needs are very effectively met by kind and caring staff. Health needs are recorded and there are positive working arrangements in place with other professionals. Professional's comments include *"My feedback is that they go the extra mile to work with the residents, families and social workers"*. They told us *"The staff are extremely knowledgeable about their residents!"*. We heard examples of the manager and deputy manager supporting people in crisis situations outside of their normal working hours.

Plans record peoples emotional, spiritual and psychological wellbeing and how best to support this. The manager and staff really get to know each person and what they like and have built positive and trusting relationships with people and their families. We heard examples of how people are encouraged to remember the important jobs and roles they held previously. The manager and staff are proactive, ensuring they continue to find every available opportunity for them to be involved in events, including being honorary guests and have people with shared interests coming in to see them. We saw photos and videos from the Victory in Europe day celebrations involving staff getting dressed up in clothes from that time with games and singing. The Wrexham theme runs throughout the home with links to the local football club including some people being season ticket holders. The manager also arranges for ashes to be scattered in memorable places in line with peoples wishes. There are strong links with the local community. Once a week local parents and toddlers come into the home to spend time with people. All residents had a free ice cream from the local ice cream van who stopped and offered this.

People are protected from harm. Relatives told us they can approach the manager with any issues which are sorted out straight away. Relative's comments include *"I know she's safe that's the most important, well cared for"*.



Personal plans are extremely person centred, containing very detailed information about peoples care and support needs. Plans are updated and reviewed to ensure they are all kept up to date with input from families and others involved in their care.

People are provided with high quality care and support through a service which actively involves them, considers their personal wishes, and any risks. Each person is treated with the utmost respect and dignity by all staff working there. Relatives mostly told us the care and support is "Excellent", comments include "Consistent and excellent care", "Care here is excellent" and "Think they are wonderful to be honest, couldn't manage otherwise". Staff also said the care and support is "Excellent" and "Staff, residents and family are excellent". The manager spoke about working in partnership with other professionals sharing information and resources. The manager has devised a chart which helps to reduce unnecessary hospital admissions and they are also involved in a pilot regarding hospital discharges.

Themed meals are provided each month making mealtimes more interesting, fun and appetising. On the day we visited it was a 70's theme with people enjoying Scampi in a basket with mushy peas, chips and a slice of bread and butter as a side dish. Lifestyle and mealtime audits are completed to improve people's mealtime experiences. People and relatives commented "Meals are very good", "Meals are substantial and healthy" and "Kitchen staff are very pleasant".

People are achieving their goals and continue to pursue their passions with lots of arrangements being made to keep them involved. For example, going to social clubs, meeting friends and attending and watching parades and events. A new activities person is highly creative and enthusiastic about finding new things for people to do. Activities include exercises, quizzes, horse racing, bingo and parachute games. People also enjoy having manicures and their hair done by the hairdresser. Parties and celebrations are held and singers come in to entertain people. Information about each person and the activities they have participated in are captured with photographs, videos and shared on social media with their relatives. Relatives commented "Activities/entertainment have significantly improved". The activities person is looking at different ways for relatives to spend quality time with their loved ones away from the home to make happy memories. Suggestions include walks in the local parks, feeding the ducks, visiting local cafes and having afternoon tea. Activities coordinators from different homes are meeting up to share ideas and good practice. Professionals told us "The activities co-ordinator is a real asset with his overall bright demeanour and presence in and around the home".

The service promotes hygienic practices and manages risk of infection. Staff complete infection control training with a policy in place for them to follow. Audits are also completed to address and improve any areas. Personal protective equipment is available for staff to use. Relatives commented on the cleanliness of the home.



## Environment

Good

People live in a home which meets their needs. Their rooms have been personalised to reflect their passions, interests and colour preferences. People's rooms have signs on the door with photos of them and the things they connect with most including favourite pastimes which are easily recognisable and relatable. Each corridor is named after a road in Wrexham and there are pictures of local places with a strong focus on the city. A large lounge has been divided into different areas to make it cosier, more homely and appeals to people's preferences. For example, people who enjoy peace and quiet, socialising or like to engage in activities. A sports bar area is also being developed with football club photos and other sports regalia. The dining area has a variety of shops painted on the walls including a bakery, sweet shop, flower shop and other murals painted by the manager. There is a post office mural and an old-style phone by the homes entrance which is well used as people stand and have conversations as they wait there. Professionals commented "*The physical environment allows space for residents to walk around and offers choice of where to sit etc*". Staff said, "*The home is always very neat and tidy*". The manager spoke about adjustments made to accommodate peoples changing needs including moving rooms to ensure people feel included. First impressions audits are carried out to ensure visitors have a positive view of the service.

The outside area provides a large space which people enjoy spending time in. The manager has painted familiar shops and a café on the walls. There is a herb and vegetable garden which people help to grow and the chef uses these in their cooking. People and maintenance have built planters which are the right height for those who use a wheelchair. The maintenance person has also made a squirrel activity box. A summer house has been turned into The Turf bar with drinks and activities on offer. Areas have also been sensitively preserved in memory of people who lived there. The activities person spoke about making the garden area more sensory. The quality-of-care review completed by the RI identifies work to be done to further enhance the garden.

The service provider identifies and mitigates risks to health and safety. A wide range of audits are completed. Training is provided for staff who also have policies to follow to keep everyone safe. Maintenance work is carried out when needed with records kept of completion. Relative's comments include "*The general safety is good*" and staff told us "*It's a safe, clean environment*".



## Leadership & Management

Good

Staff are trained and supported to carry out their roles effectively. Recruitment checks are completed and staff files contain the necessary information. Training is provided and staff told us about their opportunities for learning and development which is mostly excellent. Staff commented, *“There’s good communication, proper training, and the chance to grow professionally”* with *“Career development”*.

Staff feel very well supported and their wellbeing is also taken into consideration. The manager has provided information and resources on a training board regarding mental health awareness and other health related checks. There is a mental health wellbeing plan for staff and a what’s app group set up for staff welfare. Staff commented *“As a carer I feel well supported by my team members and management, there’s always an open door”*, *“Happy and good team to work with, makes every day easy and enjoyable”* and *“The staff are so fun and we always have a great time”*.

Relatives are highly complementary about all staff. They told us about *“Lovely staff, cleaners, cook, knows all residents, make a fuss of everybody”*. Professionals also commented on staff, *“I have found that they are equally caring, attentive and friendly and the kitchen staff are similarly attentive in their interactions with residents and visitors”*. They also said the administrator brings value in the way they interact with residents and the observations they offer.

Staff are positive about the management of the service. Comments include *“My manager is very supportive and motivating regarding the work”*, *“The best manager”* and *“Excellent management always happy to listen”*. Relatives told us *“The Management team are committed. Keep on doing what you're doing, excellent”*.

Governance arrangements in place are robust. The manager feels well supported in their role by the RI, area manager and deputy manager. The RI visits three monthly and a six-monthly quality of care review report is completed to continually improve the service. The home has received a high rating as a top care home in Wales by an external source. Relatives told us *“The management, staff and environment are second to none”*. Comments include *“My mum continues to thrive having now been at The White House. She tells me how happy she is every time I visit and how special the staff and residents are, I can ask for nothing more”*. Staff commented on *“The dedicated care, the service provides a warm welcome to all families residents and staff every day”* and *“The White house is an excellent care home, and I enjoy working there”*. Professional’s comments include *“It’s been a pleasure working with them over the past few years”*.

## 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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