



Plas Derwen Nursing Home



Penyffordd, Holywell, CH8 9HH



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www.plasderwennursinghome.co.uk

The inspection visit took place on 24/11/2025

Service Information:

Operated by:	Plas Derwen Nursing Home
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing
Registered places:	23
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:

Plas Derwen Nursing Home is located near Holywell in Flintshire and is situated on a hill with views of the Flintshire coastline. The home provides nursing and personal care for people over the age of 50, living with dementia. People are considered in the layout of the service, and there is a range of specialist equipment available for them. It is a comfortable home, providing a good environment which is safe and secure for people.

People are supported by kind and caring staff, who know them well and support them to achieve good wellbeing outcomes, ensuring they are supported to do as much as they can for themselves. Care and nursing staff ensure personal plans are followed, and good quality care and support is delivered. The manager and responsible individual (RI) are approachable and available to speak with staff, people, and relatives. They provide good oversight of the service, completing regular checks and visits to ensure it is running smoothly.

Findings:



Well-being

Good

People are supported to maintain their physical and mental health, and emotional wellbeing. Care and nursing staff support people to ensure all their needs are met and provide emotional support as needed. Their kind and caring approach enables people to achieve their wellbeing outcomes. People are supported to settle into the home, and have formed meaningful relationships with care staff, approaching them for reassurance and support. One member of care staff we spoke with told us how people's needs are prioritised by care and nursing staff. People are offered choices in daily activities and have opportunities to engage in meaningful activities. There is an activities coordinator, who assists people to access a good range of one to one and, where possible, group activities. We saw people engaged in brass cleaning, and bingo during our visit. Relatives told us they have access to a social media mobile app, which is updated with photos of people participating in activities. They find this helpful to know people are occupied and settled at the home. Care staff offered people a choice of genres of music during our visit, encouraging their involvement in everyday decision making.

People are supported to maintain and sustain existing relationships with family, friends, and important people in their lives. On the day of our inspection, relatives were visiting people, some bringing people's dogs to visit them. The manager ensures arrangements are made which allow family members to maintain regular visits to people. Most relatives told us they are kept informed of any changes and there is good communication with the home. In addition to the social media mobile app, relatives' meetings are held to share news and provide a space for relatives to raise any issues or concerns. One relative told us, "*Nothing is too much trouble.*" We also received feedback from a relative which stated, "*Plas Derwen feels like a family, and we are very grateful for everything they do for our loved ones.*"

The service provider is actively working towards anticipating, identifying, and meeting the Welsh language requirements of people who use, or may use the service. One member of staff speaks fluent Welsh and there are other staff who speak some Welsh. Although documents are not currently available in Welsh, they could be translated if required. There is bilingual signage throughout the building.



Care & Support

Good

People's personal plans are strengths based and outline how staff should support people to achieve their wellbeing outcomes. They state how people can be involved in day-to-day decision making and are clear about tasks they can manage independently or with prompting. This approach enables care staff to promote people's independence for as long as possible. Personal plans are person centred and identify any associated risks. Care staff can follow clear instructions with a good level of detail in the personal plans to support and encourage people with daily routines which they may find challenging or distressing. People have end of life care plans in place. We could see relatives have been appropriately consulted to develop these plans, and there are clear wishes detailed in these. Personal plans and risk assessments are reviewed regularly and in line with regulations.

Many people experience care and support which is dignified and respectful. Care staff are available to check on people, and chat to them to ensure they are content, and their needs are met. For people who cannot express their needs, they anticipate when people need care or support and respond promptly to address any issues. Care staff ensure good quality care and support is delivered in line with personal plans, and health monitoring checks are completed appropriately. People are supported to maintain appointments with health and social care professionals. They also receive regular medication reviews to ensure their medication continues to meet their needs.

People are kept safe from harm and abuse, ensuring all legal requirements are met. Care and nursing staff are trained in safeguarding and are confident to report any issues or concerns. The manager and deputy manager have an open-door policy and are available to support staff. They provide cover if there are any gaps in staffing, or care staff need some additional support. Incidents and safeguarding issues are taken seriously and are fully investigated if they arise.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. There is a good supply of personal protective equipment, and clinical waste bins which are used appropriately by staff. The service was clean and tidy on the day of our inspection and has a food hygiene rating of five, which is the highest that can be achieved.



Environment

Good

Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation. There is a range of pleasant communal areas for people to relax in, some providing quieter spaces, for those who prefer their own company, or to utilise if they have a visitor. People's rooms have their name and a picture that is meaningful to them on the door, to help them identify their room. They can personalise their rooms. We saw people had brought photos and items of sentimental value from home. One person showed us some of their treasured belongings and told us what they meant to them. There are bilingual and pictorial signs to help people identify rooms, such as the bathroom, and dining room. People have access to a range of specialist equipment to help them move around the home. There are grabrails throughout for those who are independently mobile. There is ongoing investment in the building, for example, a bathroom has recently been renovated and upgraded with a walk-in shower.

Regular servicing, maintenance, and immediate repairs of facilities ensures the safety and wellbeing of people using the service. Regular fire and water safety checks are completed. There has been a recent fire risk assessment completed, and fire safety equipment is checked to ensure it is in full working order. People have personal emergency evacuation plans in place which detail the support they would require in the event of an emergency evacuation. The service has recently had a new boiler installed. We saw certification of electrical safety checks. The building is safe and secure. There is a visitor's signing in book, and we were required to make ourselves known to staff before we could enter the building.



Leadership & Management

Good

People achieve their personal outcomes because the service provider ensures there are enough suitably qualified and trained staff to deliver quality care and support. New staff undergo recruitment checks, and we saw evidence of reference and disclosure and barring service checks. Care staff are required to register with Social Care Wales; the workforce regulator, and the manager ensures nursing staff are also appropriately registered. All staff are required to complete regular training, and there is a system to ensure renewals are kept up to date. The majority of staff are up to date with their core training, and we found any gaps are recent and are being addressed. Nursing staff have the specialist training required to meet people's needs. Staff receive regular supervision and an annual appraisal, to consider any learning and development needs. Staff are supported to progress in their roles, and some care staff have been supported to obtain their nursing qualification. The provider regularly checks and adjusts the staffing levels and skills mix to keep up with the changing needs of the people they support. The manager has recently reviewed the staffing levels and has made some alterations to ensure more care staff are available to meet people's needs during the day.

The service provider's oversight and governance arrangements foster a positive and compassionate culture in the service. The manager completes regular audits to ensure the service is running smoothly. These include infection control and medication audits and an incident report. Their audits identify issues and record action taken to make improvements to the service. The manager has implemented some advice following an infection audit completed by the health board, ensuring best practice is followed. Incidents and accidents are thoroughly reviewed, and the manager undertakes comprehensive investigations when this is required. They also complete falls analysis, to identify if there are any patterns or trends. Care staff we spoke with told us the manager and RI are approachable and respond promptly if they raise any issues or concerns. Healthcare professionals we spoke with praised the service and management team, telling us a well organised staff team supports their visits.

The RI visits the service regularly, ensuring they speak with relatives and staff for their feedback. They produce a three-monthly report of their visits, which records inspecting the premises and reviewing a selection of files. They are available to support the manager and staff when needed. They also produce a six-monthly quality of care report, considering what is working well in the service and any areas for improvement.

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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