



## St David's Residential Home



St. Davids Residential Home, 36 East Parade, Rhyl, LL18 3AN



01745353621

The inspection visit took place on 30/10/2025

### Service Information:

Operated by:	St Davids Care Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	52
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

## Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

## Summary:

People are very happy living in St Davids Residential Home, which has a warm, welcoming and homely atmosphere. They are supported by familiar staff who have a good understanding of their individual needs and preferences. These are set out within risk assessments and personal plans. People enjoy spending time with others and taking part in various exciting activities. Care staff help people set and achieve personal goals that increase their independence and enhance their well-being. The service upholds people's rights and promotes their health and safety.

People live in homely accommodation that has suitable facilities to meet their needs. Substantial investment has been made in refurbishing areas of the service and there are continuous environmental upgrades. Maintenance and repairs are monitored closely, ensuring utilities and facilities remain safe. People can easily access the large private garden.

The service has robust systems for recruiting, training and supporting staff. Staff are motivated in

their roles and work well as a team. Managers are approachable, driven and committed to making positive changes that will improve people's experiences. The Responsible Individual (RI) regularly assesses service standards and drives forward improvements.

## Findings:



### Well-being

Good

People's rights are upheld. Care staff communicate with people effectively to help them make everyday choices. People's preferences and routines are outlined within personal plans and supported by care staff. The RI gathers feedback from people during formal visits. People can influence the care they receive and environmental changes. The service follows correct procedures to ensure people are not restricted unlawfully. Care staff complete training in relation to the Mental Capacity Act and Deprivation of Liberty Safeguards. The Older Peoples commissioner for Wales 'Know your right- living in care home in Wales' is on display and accessible by the front door and people are supported to access an advocacy service if needed. People receive care and support in the language of their choice. Cultural events, such as St David's day is celebrated. The Commercial Director continues to be extremely passionate in developing this area and has recently won a 'Caring in Welsh' award presented by Social Care Wales. A Welsh language skills analysis of all staff has been completed, and all staff have been issued with pocket guide with useful words/phases. There is a Welsh board on display in the corridor which has words of the day and bilingual signage is displayed around the home.

People receive good continuity of care from a stable team of staff. Care staff actively promote people's health and well-being, ensuring they have access to the relevant specialist services. People maintain a suitable diet and consistently receive their prescribed medication. Care staff closely monitor people's mental well-being. People pursue their own interests and often spend time in the community. Care staff help people achieve their personal goals, which they review monthly. Risk assessments and personal plans are up to date, detailed and easy for care staff to follow. Updates regarding people's health and well-being are communicated effectively amongst the staff team.

There are systems in place to help keep people safe. The quality of the service is regularly monitored by the RI. The service has enough staff to ensure people receive the right level of care and attention. Care staff know how best to support people. They complete a range of mandatory and specialist training, which includes safeguarding adults at risk. Staff are safely recruited and supported by an open and responsive management team. The service has up to date policies and procedures to support safe practice.

People can relax in comfort in accommodation that is well furnished and presented. There are some personal touches to help people identify with their surroundings. People benefit from constant environmental upgrades. Some rooms have been completely renovated to a high standard, and further upgrades are planned.



## Care & Support

Good

People receive care and support that meets their individual needs. Care records are electronic and personal plans seen are detailed, however more information is required to ensure they are personal centred. Care staff use handheld devices to add care interventions, as they take place. Care recordings are very well detailed and provide a clear picture of how people have spent their days. People's needs and preferences are outlined within personal plans, which are supported by appropriate risk assessments. These are reviewed every month to ensure they remain accurate and up to date. People, and/or their representatives, are involved in the development and review of personal plans. Care staff anticipate people's needs well, responding promptly to verbal requests and body language cues.

People are supported to keep healthy. Care staff ensure people have access to the medical and specialist services they need. They carefully track people's medical appointments, recording details of the outcomes and any advice given. Guidelines from professionals are available for reference within people's care records. They have in depth knowledge of people's health needs and provide the right care and support to help people maintain a suitable diet. People's weight is also monitored in line with their personal plans. The chef knows each person's likes and dislikes and has consulted with people regarding the menu choices. A choice of nutritious homemade meals is on offer including daily freshly made bread rolls to accompany the first course meal. There are oral health champions in place, and staff receive regular support and refresher training updates to deliver good oral health practices. The service stores and administers medicines safely. Records show people consistently receive their prescribed medicines at the right time. Medication audits are routinely carried out by management and a recent external medication audit carried out by the local health board medication nurse was positive.

People enjoy a range of activities both individually and as a group. Their hobbies and interests are reflected within personal plans. An enthusiastic activities person works alongside people to deliver an exciting programme which is displayed around the home. People were busy carving pumpkins and getting ready for Halloween, where they could look forward to pumpkin spice crumpets, bingo, trick or treat and a Halloween party. They were also preparing for Remembrance Sunday, and some people will visit the remembrance garden and lay a wreath. Other recent activities include armchair exercises, making fudge, scones, shopping trips and a visit to the nearby beach. Holy Communion is offered monthly for residents and a minister visits people in their own rooms. The service promotes a good standard of hygiene and infection control. We observed all parts of the home to be clean and hygienic. The home has a good supply of personal protective equipment and suitable arrangements for disposing of general and clinical waste. All staff complete training in relation to infection control, food safety and the Control of Substances Hazardous to Health.



## Environment

**Good**

The communal areas of the service are well-maintained. There are three communal lounges available for people to use. This includes a seaside themed lounge located on the first floor and a garden lounge which is located on the basement level, which has French doors leading to a safe, well maintained and secure garden area. There is also a large separate dining room where people come together and connect with others. All communal areas have been recently redecorated and carpeted in dementia friendly colours and surfaces, including signage. Several resident bedrooms have been refurbished, with updated décor, flooring, and furnishings helping to create a brighter and more homely environment. New boilers have been installed earlier in the year, extensive repairs to the roof and the sluice room have been refurbished. People told us they love living here and the environment is always clean, tidy and they have everything they need. They also confirmed they can bring their own furniture and items. We saw a selection of bedrooms which confirmed this.

The home and its facilities are safe and properly maintained. Equipment and utilities have been serviced and inspected within recommended timeframes. Personal emergency evacuation plans can be accessed quickly and easily. Staff complete fire safety and health and safety training. A new system has been introduced for logging and tracking maintenance requests. Senior staff can view updates regarding planned works and communicate directly with the company's maintenance department. Staff told us works are generally completed promptly. The home has one full-time on-site Maintenance Operative and one part-time on-site Maintenance Manager, both complete routine safety checks and general maintenance.



## Leadership & Management

Good

The home has a strong leadership team consisting of a newly appointed experienced manager and a new deputy manager. The RI, and management team are consistently available to care staff, people, and their representatives. Directors share their expertise and oversight for each individual living at the service. Directors and the RI operate an open-door policy. The RI formally monitors the quality of the service people receive every three months and completes a detailed record of the service visit. Every six months a detailed quality-of-care review report is completed which includes feedback from people who use the service. The review informs the provider of what is working well and an action plan of what the service is working towards to further improve people's lives. The extremely well-written reports tell us the service is forward thinking, passionate about people's outcomes, and strives for the very best standards of care and support from care staff. The positive culture, values and ethics at the service can be observed at all levels of the organisation.

The service has a stable team of care staff, and the provider follows safe recruitment processes. Rotas show that people are supported by consistent numbers of staff, with absences covered by other team members. There are clear on-call arrangements, so staff can access support easily when needed. Managers also carry out spot checks during night shifts. We found staff to be motivated in their roles, describing a positive culture within the service and strong teamwork ethic. All staff are registered with Social Care Wales, the workforce regulator.

The service has clear policies regarding the support and development of staff. Staff complete a range of mandatory and specialist training. The programme is being expanded to include training in relation to skin integrity and diabetes. Managers have a clear system for tracking staff's completion of training, and compliance rates are high. Staff are kept updated through shift handovers and team meetings. Staff receive annual appraisals and quarterly supervision following their probationary period. Staff understand their role in protecting people and know how to report concerns through safeguarding and whistleblowing procedures. We saw relevant contact numbers displayed on a noticeboard in the office.

## 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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