



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Llanerchrugog Hall



Llanerchrugog Hall, Hall Lane Rhosllanerchrugog, Wrexham, LL14 1TG



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www.llanerchrugoghall.co.uk

The inspection visit took place on 18/09/2025

Service Information:

Operated by:	Life Long Learning 4 Living Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	15
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

Good



Environment

Good



Leadership & Management

Good

Summary:

Llanerchrugog Hall is a service designed for adults with learning and mental health needs. People enjoy living here and feel it is their home; they live their lives according to their preferences and they and their relatives feel nothing could be improved.

Wellbeing is excellent because everyone is treated with dignity and respect and are actively supported to achieve their outcomes and use and build on their strengths. There is an outstanding commitment from the provider and staff to listening attentively and supporting people to take charge of their lives as much as possible.

Care and support are good with some examples of highly effective support, helping people to achieve their outcomes. Personal plans are comprehensive, clearly identifying what matters to people.

Environment is good. Although areas of the home need decorating, these are all planned and prioritised. The provider has invested in the home to the benefit of people living here and continues to do so. People are very happy with the environment.

Leadership and management is good because the provider has a clear oversight of the service, what is working well and where improvements need to be made. Leaders are keen to further enhance quality assurance arrangements.

Findings:



Well-being

Excellent

People live healthily and safely with a high level of control over their lives, supported by positive risk management. Risk management and independence tools are designed to promote autonomy, and records and photographs show people's outcomes being met and positive risk-taking encouraged. There are examples of people achieving challenging outcomes, one being supported towards complete independence. The service shows a significant commitment to person-centred care, with individuals consistently treated with dignity and respect, their choice and views being at the centre of the service. We observed excellent interactions, staff demonstrating patience and attentiveness, understanding each person's communication style. One professional shared how the home has a 'harmonious feel' and that everyone is always content.

People are confident they can raise concerns and will be listened to. They can share their views at 'housemates' meetings where topics like food, activities and care are discussed; one to one meetings with a staff designated to be their individual 'wellbeing co-ordinator'; monthly reviews, and in day-to-day conversations. We heard one person comment about another resident's behaviour. Staff responded with kindness and patience, while prompting empathy and understanding. Advocacy support is available, and staff often advocate on behalf of residents for matters such as health, finance, and benefits.

People enjoy safe and meaningful relationships. They feel part of a family and enjoy strong friendships with their 'housemates'. Long-standing staff relationships foster trust and care. Relatives can visit freely and take loved ones on outings. Individuals are active in the community; knowing local shopkeepers, supporting sports teams, and engaging in activities like gardening. One of the staff was presented with a bronze award in the final of the Wales Care Awards 2024 for their dedication and talents one of which was to help a resident fulfil his lifelong ambition to own a 'sit-on' lawnmower giving him '*purpose and a sense of pride over where he lived*'. Photographs show joyful relationships and shared experiences through trips and meaningful activities.

People expressed how they feel very much at home. Their bedrooms reflect their individuality, and everyone is happy with them. The home is continually being improved and updated, and the building plan shows priorities are firmly placed in areas that will enhance people's wellbeing. The Wi-Fi system has been updated so that everyone can access the internet and some people enjoy gaming and watching videos on their computers and tablets. There is a choice of rooms to relax in during the day, and we saw people using their environment freely. One person helped to make lunch, and we saw photographs of people doing their laundry.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Most have lived in the home for many years; most staff have worked here for many years and are very familiar with their needs and aspirations. Personal plans are comprehensive and include information from the person, their relatives and professionals involved. They clearly identify people's preferences and are kept accurate through monthly reviews. Risks are identified and managed in a way that promotes people's autonomy and independence.

The management team makes timely referrals to health and support services, including mobility aids, medication reviews, and mental health support. The service maintains strong links with local social services and is proactive in seeking external input. The RI is studying art and wellbeing, using their expertise to promote creative activities like arts and crafts and gallery visits. Another staff member is researching Korsakoff's syndrome to raise awareness within the home. The team brings expertise in social care, mental health, and capacity. Health-related outcomes are evident; one person has quit smoking, lost weight, and increased physical activity. There are examples of people achieving challenging outcomes such as one person learning to drive and completing a university degree in engineering. They are now totally independent.

Relatives shared how happy they are with the care and support saying, *'I feel extremely lucky that the people at Llanerchrugog hall are looking after my brother. It's more like a family than a (care) home'.* And *'I can honestly say it is like being one of the family living there as my brother is so cared for in every way possible. He has a good social life and has made lots of friends.'* People are supported to maintain a level of independence such as looking after their own money when out shopping for snacks. They help themselves to hot drinks carefully placed in thermos safety jugs, do basic chores and contribute to the upkeep of the garden. People are very happy living here.

Staff are trained in safeguarding, and robust policies ensure people feel safe and listened to. Medication is securely managed by trained staff, with daily checks and monthly audits. Infection control is supported by procedures and in-house audits. The service gained FSA level 5 from the Food Standards Agency in the last inspection, which is the highest award attainable.



Environment

Good

People live in an environment that provides a variety of places to spend their time doing what they want to do. Different communal spaces offer either television entertainment, a place for activities such as arts and crafts, a dining area of somewhere to sit and chat. The kitchen provides enough space for people to assist in food preparation. There are also smoking areas and seats in the garden. The development plan for the home shows a lot of investment in the last year and it is clear progress is being made. It also highlights areas for redecoration and improvement, prioritising the areas most important to the wellbeing of people living here. The home is a listed building which restricts what can be done, but the provider is working with this. Rewiring, plastering, refurbishment of windows and doors, a new shower room and separate bathroom are among the many improvements made in the last year and work is ongoing. People like their home, some saying it is '*the best*'. While there is no lift, people occupy bedrooms on floors they can easily access.

In house health and safety checks are routinely completed to ensure the home is safe. Checks on fire safety, health and safety, air and water quality are routinely carried out. A new boiler has been installed and there is an up-to-date oil safety certificate, the electrical conditioning report, portable appliance testing, legionella checks are all in date. In August 2024, staff and a person living in the home attended fire safety training; fire drills are completed, and records of fire equipment tests are kept.



Leadership & Management

Good

There are arrangements in place that ensure the provider has a good oversight of the service. The RI does not carry out quarterly reports of their official visits, but they are present daily and provide support to people living there. It is clear from records, the RI knows every person very well; they know if people are achieving their outcomes or not. The RI has an improvement and development plan for the home which is very comprehensive covering all aspects of the service and it is clear they know what is working well and where improvements can be made. They update this monthly to capture any issues and progress. The RI and manager are considering ways in which they can further improve their written reports of how the service is progressing and this will include views of people living here, the staff, relatives and visiting professionals. We sought the views of people in the home, relatives, staff and professionals and without exception, all were extremely positive and thought nothing could be done to improve the service.

Staff are safely recruited and well trained in relevant areas to meet people's needs. Records show staff are thoroughly vetted prior to employment. Staff are guided by an experienced, highly qualified management team that values ongoing learning and development of skills and expertise. One staff is researching Korsakoff's so as to enhance their own and staff awareness. The management team have higher level qualifications and are currently developing their own knowledge of the relationship between arts and wellbeing.

Training is mandatory and one staff shared how management '*is hot on this*'. Records show high levels of completions. A newly recruited staff described how people living in the home are involved in recruitment. The induction process is thorough. All staff said they feel valued and describe the management team as approachable, kind and dedicated to what they do. One staff praised the manager for their genuine care, checking in on them during sickness absence. Every staff receives one to one supervision with the manager, so they can discuss any issues, give and receive feedback and plan for their own development. Staff are employed in sufficient numbers to support the people living in the home and arrangements are flexible to ensure appointments and trips out can go ahead. Continuity of staff is excellent with most having worked here for many 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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