



Glen Devon



Glen Devon Residential Home, 2-4, The Grove, Rhyl, LL18 3NE



01745341596




2/4 The Grove


Date(s) of inspection visit(s): The inspection visit took place on 16/09/2025


Service Information:


Operated by:	SVRT Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	30
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

 Well-being **Good**

 Care & Support **Good**

 Environment **Good**

 Leadership & Management **Good**

Summary:

At Glen Devon people experience good well-being outcomes overall, are treated with dignity and respect, and have a choice of activities available to them. People are supported to stay as healthy as possible, with systems in place to protect people in an environment that meets their needs. People are treated as individuals and can live their lives how they wish.

Care and support are good. Detailed care documentation is in place to support people's needs. The service has good systems to safeguard people, to manage their medication, and good systems to reduce the risk of the spread of infection.

The environment is good and meets people's needs and outcomes, enhances their well-being, and is safe. Glen Devon is well decorated throughout and has enough communal space. People's rooms, as well as communal areas, are kept clean and free from hazards.

The leadership and management of Glen Devon is also good. There is a consistent and dependable senior management team in place. They ensure that the required staff recruitment, training, and support is undertaken and enable good-quality support and facilities to be provided. Staff told us they are happy working at the service.

All areas of non-compliance identified at the last inspection have been met and the home is now fully compliant with the regulations.

Findings:



Well-being

Good

People have choice and control over their daily lives. Care workers support people to make everyday decisions. They understand people's preferences and know what is important to them. The provider undertakes detailed pre-admission assessments and receives information from health care professionals prior to people moving into the home. People's personal plans focus on people's likes and dislikes and are strengths and outcomes focused. We saw people have a positive experience during lunch, their dignity is respected, and alternative meal options are offered. People have good support which enhances their experiences throughout the day. One relative told us *"The home is very good, the staff are nice, and my relative is well looked after."* Another person visiting the home said, *"Our relative is fine, happy and safe here...they get the support they need...Staff are amazing with people and are very caring with all."* People's independence is encouraged as they are offered choice wherever possible. People can get up and go to bed whenever they wish, get choice in regards their meals and where and how they wish to spend their time. People have their own personal routines and engage in a wide range of activities of their choice. An activities co-ordinator is employed five days a week. Activities include dancing, games, puzzles, and exercises. External entertainers also visit the home on a regular basis. People appear to enjoy activities and told us *"There's plenty of activities going on here."* Another person said, *"It's pretty busy."*

People are protected from harm and neglect. Care workers receive training in safeguarding, to protect vulnerable adults and appropriate training to support people effectively. There are also policies and procedures in place to support this, with the safeguarding policy set to be amended. Care workers have a good understanding of their responsibilities and know how to report any concerns they have. Personal plans and risk assessments are in place and reviewed monthly. People told us that they are happy and feel safe in their home. The manager and deputy are visible and speak with people. Personal plans and risk assessments are in place to help reduce risks and keep people safe. Recruitment of care workers is robust.

People are supported to maintain their physical and emotional well-being. There is a positive culture amongst care staff. There is a consistent staff team which provides good continuity of support for people. We saw friendships formed with people enjoying time in the lounges and communal spaces. Individual personal plans are in place which reflect their choices and how to maintain their safety. The service offers a choice of high-quality meals.



Care & Support

Good

People receive good care and support which helps them achieve their personal outcomes. The service assesses each person's care and support needs, to ensure they can meet them, prior to their move to the home. Following this a personal plan is developed in conjunction with people and where necessary, their representatives. Personal plans are good; they are personalised and accurate. They set out people's personal outcomes and the strategies in place for supporting people. They are reviewed monthly to ensure information remains relevant as people's needs change. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty. The service offers a variety of formal and informal opportunities for people to voice their opinions on the service they receive. One person told us, *"This is the best care home I have been in... Staff are good with me, and we can have a laugh and a joke...I get the support I need."* Another person said, *"Staff treat me with respect... staff are very good."*

People are supported with their health needs and receive their medication as prescribed. There are effective medication management systems in place, including ordering and re-ordering of medication and covert medication. We saw medication is securely stored. Medication administration record (MAR) charts are filled in correctly confirming people receive their medication at the right time. There is a medication policy in place, which all staff have access to, and care staff receive medication training. Medication audits are completed to ensure practice remains safe and effective, and we found medication counts to be correct. People's health needs are detailed in their personal plans. We saw people have good access to health and social care professionals and any advice needed is sought in a timely manner. This was confirmed by a relative we spoke with who told us *"Staff get in touch with health professionals appropriately."* Health monitoring, such as food and fluid charts are completed in line with personal plans.



Environment

Good

Glen Devon is situated on the outskirts of Rhyl, and a short walk from the centre of Rhyl and the promenade. The home is set over two floors with both a lift and stairlift provided. The environment is clean, comfortable and provides an environment where people's well-being and outcomes are met. The decoration and flooring in both people's rooms and communal areas is of a high standard, with the communal areas having recently been re-decorated throughout. There are three communal areas where people spend time in the company of others, alone, or people can remain in their own room should they wish to have privacy. People have their own rooms, with en-suite facilities, they can personalise their room to their preference with their own belongings, which helps people to feel at home. The doors to people's rooms have been painted different colours and have the individual's picture on, helping the person have an increased sense of belonging to their own personal space. Bathrooms and toilet facilities are equipped with specialist equipment for those who require it. Externally the back garden has been recently re-tarmacked, and improvements have been made to this outside space. There is now a seating area with tables, and areas where plants are looked after, which ensures that it is a positive environment which people can now enjoy.

People live in an environment which is safe, with appropriate and well-maintained facilities and equipment. There are safe and effective systems in place to maintain and manage the accommodation to consistently meet people's needs. Regular servicing and environmental checks ensure the safety and well-being of people using the service. Care staff are trained in fire safety and participate in regular fire drills, to keep people as safe as possible. We also saw a schedule of planned works for the home and saw proof that works were to be conducted.

Glen Devon has been awarded a score of four by the Food Standards Agency, which suggests standards of cleanliness and hygiene in the kitchen are good. The housekeeping team follow cleaning schedules to ensure the home is kept clean and tidy, which we found it is. Laundry facilities are suitable for the size of the home and there are systems in place to reduce the infection control risks. One resident told us their room is kept clean, whilst another said, "*Its rather nice here.*" A person we spoke to told us their relative was always clean and tidy as is their room.



Leadership & Management

Good

The service benefits from good leadership and management, with the oversight and governance of the service being effective. Staff morale is good, creating a positive atmosphere. The RI visits the service at least every three months, and a report is written following each visit to record their findings. The provider completes six-monthly quality of care review reports, which are detailed and analytical. People know how to raise any concerns if they have any. The provider also has their own quality assurance questionnaire which is sent to stakeholders for their views of the service, which is then used to populate the quality-of-care review. Managers have comprehensive and detailed audits in place which are undertaken monthly, this ensures any potential issues are identified and acted upon quickly. There are robust policies and procedures in place which contribute to the successful running of the service and inform care staff of what is expected of them. Care workers have access to these, and this ensures that care and support is undertaken in line with best practice and legal requirements and helps to ensure people's outcomes are met.

Glen Devon is working towards providing a Welsh language service provision, with care plans available in Welsh by request, and people are asked their language preferences prior to them moving into Glen Devon

People can be assured care staff are safely recruited, trained, and supported. We looked at a sample of staff recruitment files and saw they contained all the required pre-employment checks, including references and Disclosure and Barring Service (DBS) certificates are applied for prior to employment commencing. Care staff have registered with Social Care Wales, the workforce regulator. We saw staffing levels are appropriate and at the levels set out in their statement of purpose. Care workers receive supervision and appraisals in line with regulatory requirements. Supervision and appraisals provide each staff member with opportunities to discuss their performance, development, and/or any concerns they may have. We viewed the training matrix and saw there was a large amount of training undertaken by the staff team. Care staff confirmed this and told us the training was enough for them to conduct their role and support people appropriately. People receiving support also confirmed care staff knew how to support them appropriately. Care staff we spoke with told us they enjoy working at the home, they feel valued and listened to. One said, *"Managers are approachable at any time. They are always there to support you."* Care workers confirmed managers take issues seriously and they can speak with them at any time as well as during formal supervision.

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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