



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Llanrhaeadr Hall



Llanrhaeadr Hall, Llanrhaeadr, Denbigh, LL16 4NL



01745890313



carehomenorthwales.co.uk

The inspection visit took place on 13/07/2026

Service Information:

Operated by:	Roberts Homes North Wales Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	39
Main language(s):	Welsh and 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

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Llanrhaeadr Hall is a care home for older people, some of whom have dementia care needs. The service is provided in a beautiful, characterful listed building with spacious grounds.

People's wellbeing is excellent because they are treated with dignity and respect, supported to make choices, and enjoy a wide range of tailored, meaningful activities.

Care and support is good as people are consistently treated with kindness, empathy and compassion. Comprehensive assessments and care planning ensure people receive support in their preferred way. We saw examples of excellent care, including respect for people's differences and language, and support to do what matters to them. Staff regularly go above and beyond. The manager is reviewing care planning and reviews to strengthen outcome-focused practice.

The environment is good. The home and grounds provide ample space, giving people choice about how and where they spend their time. The environment is safe, well maintained, and continually reviewed for improvement.

Leadership and management is good because the RI (responsible individual for the service) has established systems in place that provide good oversight of the whole operation. Effective oversight identifies strengths and areas for development. Recruitment includes robust vetting, and staff retention is excellent because employees feel supported and valued. We also saw strong examples of reflective learning and the sharing of good practice with other providers.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives. Choices and preferences, interest and hobbies are thoroughly discussed as part of the assessment prior to and during the first week of admission into the home. Care documentation consistently illustrates freedom of choice; some people have opted out of the two hourly night checks, routines are flexible so people can carry out daily activities, such as waking and sleeping time, mealtimes and support with personal care. One person shared how they opted out of activities on the day we visited, preferring the peace and quiet of the entrance lounge. People are supported by positive risk management; one person has a manageable easy pour kettle and a fridge in their room; people are encouraged to use outside gardens and courtyard and take walks up the long drive. A well-designed activities programme is tailored to suit individual's interests; one person enjoys having Shakespeare poetry read to them, another plays the piano and enjoys Welsh songs. People partake in Tai Chi and other exercise suited to their physical abilities. Activities are creative and person centred. Everyone shared how excellent the service is and how well they feel because of it.

Residents' meetings provide an opportunity for staff to seek preferences on things such as the seasonal menu, recently requesting more salads than hot food. Everyone we spoke with shared how much they enjoy the variety, portions and taste of the food provided. People like that they can talk in their first language of Welsh as several staff speak the language; additionally, signage and documents are bilingual.

People told us they feel safe and that they can speak with the manager and staff about their worries and concerns. We observed relatives and staff taking advantage of the open-door policy, speaking with the management team freely. Any decision to place restrictions on a person's liberty are a multi-disciplinary matter, approved by the relevant authority. A visiting professional gave credit to the service for proactively seeking to minimise the use of sedatives for people with dementia.

People are supported to maintain and develop their friendships and family relationships. A couple living in the home but in different units are supported to spend their days together. Another person recalled how the service had allowed their husband to stay over on special occasions, provided free lunches when he visited and sandwiches to take away for their evening meal. The home's layout with various lounges, dining rooms and seating areas, allows people to sit with those they get on with best.



People receive the quality of care and support they need to achieve their personal outcomes because care is designed in consultation with people, considering their wishes, aspirations, risks, and specialist needs. The manager is reviewing current care documentation to ensure people's outcomes are explicit and at the centre of the care. People experience continuity of care, as most staff have worked at the home for years. Residents and relatives, and a visiting professional consistently praised the care, food, activities, environment and staff. We saw numerous cards, emails, texts and letters from relatives paying tribute to the staff for amazing care. They praise the range of activities. There are framers living in the home and staff have arranged the local, annual 'tractor run' to stop at the home. Many events are arranged to which family are invited.

One visitor said, *'everyone is welcoming, nothing too much trouble. It's always spotless. Food is great. Mum is so well looked after. She has her own room upstairs like an apartment. Staff are always popping in to see her. Its home from home'*.

Another similarly praised the cleanliness. *'His room is always clean and the bedding is changed daily. He has showers regularly and always in clean clothes. He loves the food here. X used to stay in his room mostly but now goes into lounge for activities'*. Another relative said *'we are happier than we thought we'd ever be'*. Everyone consistently agreed, *'there are always plenty of staff around'*. When asked what is most impressive about the home, one of the two activities organisers said *'There's a lot of love here. It is a close and cohesive community'*.

Records evidence health and wellbeing is monitored closely. The visiting health professional shared how vigilant the service is, quick to seek guidance when needed. The service arranged for bereavement counselling for one person. One staff gave an example of how slight nuances in body language suggested a person was less comfortable with them being a male carer, even though no objection was verbally raised, and now only female care staff attend them. Staff are attentive and know the residents well.

People's medication is safely managed. Medication arrangements are frequently audited, for completion of records, security of the medication and storage temperatures. Only trained and competent staff administer medication.



Environment

Good

People live in an environment that helps them achieve their wellbeing outcomes safely. There are risk assessments in place to keep people safe in the home, and evacuation plans for each person in case of an emergency. Fire safety services come into the home to carry out checks on equipment, alarms, lighting and door closers. The manager routinely conducts similar checks. Other checks are carried out to ensure water, gas and electrical safety. Areas identified for maintenance and renewal at the home are logged and swiftly resolved by the service's own maintenance person. Buildings audits are routinely completed, and a building development plan is in place to ensure continued improvement. The Food Standards Agency have awarded the service level 5 which means it is very good. Infection control measures are audited by the local health board and we saw minor recommendations were swiftly addressed.

The design and layout promote privacy and dignity; there are a variety of places to spend time and people who need assistance with their meals are supported discreetly. Staff encourage people with dementia to come to the 'café' for their meals and make dining a pleasant, social experience. Throughout, there is a homely and welcoming environment, domestic in appearance and well lit. Bedrooms are personalised with people's own photos, paintings and things of interest to them. Some people have SMART televisions and access the home's Wi-Fi. One bedroom is laid out to provide a level of independence, where the resident can make their own drinks and keep their snacks. All rooms have adequate furniture for their needs and the gardens are maintained. We suggested more discreet storage of personal products and better storage of mobility aids, and the manager set out to resolve this on the day of the visit.



Leadership & Management

Good

People are supported well to achieve their outcomes because the service provider has effective governance arrangements in place and good oversight of the service. The manager and RI complete a range of quality and compliance checks to ensure effective, quality provision and practice. Care records, policies, practices, safety compliance and the environment are all checked on a routine basis. The RI visits the home every three months to complete checks and speak with people, visitors and staff about the quality of the service. This information is evaluated and forms part of the biannual quality of care review reports. The RI knows what is working well and where improvements need to be made. Staff know how to raise concerns, and all said they are happy to speak openly with the manager about such matters. We saw lots of complements and expressions of thanks for care provided to relatives.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Staffing numbers consistently allow for unrushed, person-centred care. We spoke to many relatives and people using the service and they all complimented staffing levels. Additionally, they each praised staff for their compassion, sense of humour and cheerfulness, many describing a sense of family and home.

Records evidence staff are safely vetted prior to employment and then inducted so they become familiar with the service, it's aims and its processes, practices and policies. There is a range of mandatory training in relevant areas so staff are equipped with the right knowledge. There are systems in place to ensure each staff then receives one on one support every three months. A number of staff have been promoted from carer to senior carer showing personal development in the team is facilitated and encouraged.

There is good continuity of staff which is testament to management approach. Staff shared how they feel well supported and appreciated and valued by the management team and the residents. They enjoy working here and want to stay. Staff said the best thing here is the genuine care and warmth from staff to residents. *'It's a lovely place to work'*.

The home enjoys a good reputation and allows other care home providers to visit to see what they do. The management team encourage reflective practice learning from each other and other homes in the organisation. It is evident the service provider is keen to look for ways of improving and also sharing good practice.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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