



Min y Grug



Wrexham



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Date(s) of inspection visit(s): 08 July 2025

Service Information:

Operated by:	Keys Young People Limited
Care Type:	Care Home Service Children's Home
Provision for:	Care home for children - with personal care
Registered places:	3
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Min y Grug is a detached home situated in a semi-rural area, registered to accommodate up to three children.

Children achieve excellent well-being outcomes. Their well-being needs are identified, and realistic, achievable goals are established. Care staff have an excellent understanding of children's preferences and promote basic living skills. Children can build meaningful relationships in a safe, nurturing, supportive environment and their well-being goals and outcomes are regularly reviewed.

Children receive excellent quality care and support. They are involved in their care planning and the committed staff team understand and are responsive to children's care and support needs. Children are treated with dignity and respect and have opportunities to participate in activities of their preference.

The home environment is excellent. The service provider supports financial investment and changes within the home when required. The home is clean, suitably furnished and equipped to meet the needs of children. Regular health and safety checks and audits are completed.

The leadership and management of the service is excellent. The manager of the service is proactive, dedicated and experienced. The management team promotes high standards, ensuring care staff have the skills necessary to provide high quality care. A robust quality assurance framework is in place and the experienced responsible individual (RI) has an effective oversight of the service.

Findings:



Well-being

Excellent

Children live healthily and are supported to have control over their day-to-day life choices. They lead a healthy lifestyle, receive prompt medical care, participate in physical activities and a nutritious, balanced diet is available. They are treated with respect, and their opinions are valued. Children participate in keyworker sessions, weekly young people's meetings and can also access an independent advocacy service. They told us *"I can choose to do things that I want to do, staff know what I like"*, and *"They listen to me all the time."*

Children are supported to develop safe and healthy relationships and have opportunities to raise concerns. They have regular opportunities to see and sustain relationships with family, peers and important people in their lives. Children are encouraged to explore their personal interests and are supported by care staff to make informed choices regarding positive risk taking. This process is comprehensively managed and looks at further improving children's experiences and confidence. Children told us *"I feel safe here"* and know how to raise a complaint.

Children access education that meets their individual needs and have opportunities to develop hobbies, interests and participate in new activities. Children's individual educational needs are promoted through established links with local schools and colleges. Recreational activities are aligned with each child's interests and preferences. Care staff consistently demonstrate a high level of commitment and excellent support in facilitating opportunities for children to engage in a range of activities.

The service provides an 'Active Offer' of the Welsh language. Welsh culture is celebrated within the home. The staff team are either fluent or basic Welsh speakers or have conversational understanding, enabling review meetings to be held in Welsh. The home's manager is a fluent Welsh speaker and is a passionate advocate of the Welsh language and culture. They are the service provider's nominated 'Welsh champion' for the region and has been shortlisted for a national Social Care Wales (the social care workforce regulator for Wales) 'Caring in Welsh' award. The manager also attends staff meetings within the service provider's other homes to teach basic Welsh words and phrases. The service provider supports opportunities for care staff to attend Welsh language classes at a local College.

The home provides an environment where children feel safe and supports them to achieve their well-being. Children live in a home which is clean, suitably furnished, well-maintained and meets their needs. They can personalise their bedrooms, have access to private space and various equipment and appliances enabling them to develop basic independent living skills. The service provider demonstrates a very strong commitment to ensuring the premises and equipment is

regularly maintained and serviced. Relevant health and safety audit checks of the home are completed.



Children receive consistent, excellent care because their personal, physical and emotional well-being care needs are understood. The service provider has an effective pre-admission process which thoroughly analyses referral information. Consideration is given to matching and children's compatibility to ensure their identified needs and well-being outcomes can be met. Positive behaviour support approaches are regularly discussed and reviewed, and care staff share relevant information and work collaboratively with professionals. Consultation with people who know the children well ensures children's well-being needs and safety are prioritised.

Care staff demonstrate a thorough understanding of children's personal needs. Personal plans are child focused and consider children's well-being goals and outcomes. They contain strategies and guidelines for care staff to deliver a consistently high standard of care and support. Children have access to in-house clinical therapy sessions and therapists also provide guidance and support to care staff. Positive risk management is carefully considered which promotes essential decision-making skills and develops children's basic independent living skills.

Relevant safeguarding and whistleblowing procedures are in place. Wales Safeguarding Procedures are followed, and care staff have easy access to the service provider's safeguarding and whistleblowing policies. Care staff complete safeguarding training, receive regular supervision and feel comfortable raising and reporting concerns. There is a robust safeguarding culture when potential risks are identified, and children told us they feel safe. Risk assessments are updated and there are clear reporting processes in place. Timely safeguarding referrals are submitted to the local authority and notifiable events to Care Inspectorate Wales. There is also additional oversight of safeguarding matters via the RI and monthly monitoring visitor checks.

Medication is safely managed. Children receive their medication as prescribed in accordance with the service provider's medication policy and national guidelines. The management team complete regular audits to ensure consistency of practice and high standards are maintained. Prescribed medication is stored securely to ensure its efficacy and safety, and medication administration record charts are used. Care staff complete mandatory medication training and medication reviews are completed.

Positive hygienic practices are promoted ensuring children's risk of infection is minimised. The home is clean and there are sufficient supplies of cleaning products and personal protective equipment available. There are effective approaches to assessing, managing and preventing the risk of infection and oversight over regular cleaning procedures. Care staff complete infection control training and have access to the service provider's infection control policy.



Children live in a home which meets their needs and supports them to achieve a sense of well-being. The home provides accommodation for up to three children within a detached property in a semi-rural area.

Upon entering the home, visitors are welcomed by a large 'Coeden Min Y Grug' (Min Y Grug tree) painting which includes the names and handprints of children and care staff who have lived and worked at the home since its opening. The service provider has made significant improvements within the home since the previous inspection. The main lounge has benefited from re-decoration and refurbishment to a very high standard and presents as a spacious, relaxing area with ample seating and a large dining table. A smaller gaming room is situated next to the main lounge. The communal spaces are inclusive and homely providing opportunities to socialise, spend time alone, complete tabletop activities, dine together and to entertain visitors. The kitchen is clean, spacious and contains a breakfast bar, seating and various appliances used to promote and develop children's basic independent living skills.

Children's bedrooms are personalised to their liking, are suitably decorated, furnished and contain personal items important to them. Children told us they were "*Happy with my room*" and "*I have the things I want here.*" Children and care staff have access to separate bathrooms and children have use of an additional shower room.

The outdoor area is easily accessible and contains ample parking spaces. Significant, positive improvement and investment have been made to the car parking area since the last inspection. Children have access to a bee-friendly garden which provides them with excellent opportunities to learn about nature. The home's manager is highly effective and exemplary at encouraging children's interests in wildlife. One child told us they enjoyed this aspect of living in the home stating "*I have learned a lot about different wildlife and really enjoy it.*" Children have opportunities to grow their own plants, herbs, vegetables and to play outdoor games such as badminton and basketball. The garden also has access to small bridle path leading to a wooded area with tree swings and access to a local village.

Children live in a well-maintained, safe home and regular, effective health and safety audits and visual checks of the premises are completed. The home was secure upon our arrival and our identity was checked. The service provider is excellent at providing financial support to ensure any identified maintenance or changes required to the home's décor and furnishing is completed. The service provider has its own responsive maintenance team. Procedures are in place to ensure confidential and sensitive information regarding children and care staff is stored securely.



Governance arrangements are in place to support the operation of the service and to ensure children are provided with quality care and support. The service provider has a clear, tiered senior management structure in place which ensures the RI is kept updated of operational matters. The RI is in regular contact with the service provider's senior leadership team. The service provider brings managers together to share important information, best practice and lessons learnt to make positive changes. The process is purposeful and highly effective. The RI promotes a strong, positive leadership culture that is supportive, respectful and inclusive.

Robust quality assurance processes provide an effective oversight of the service. The RI has an excellent oversight of operational matters. They visit regularly and complete a detailed three-monthly report which records their monitoring and findings. The service provider's quality monitoring visitor also conducts consistent, detailed monthly visits. The extensive reporting system monitors, evaluates, and reviews the quality of care provided. This ensures a comprehensive six-monthly quality of care review report of the service is completed. A professional, healthy culture exists within the management structure whereby there is an openness to constantly thrive to learn, develop and improve the service.

Care staff feel confident raising concerns and are aware of their whistleblowing responsibilities. Care staff also told us they are confident any concerns would be dealt with in a professional, sensitive and confidential manner. The experienced management team promotes a positive culture of openness and has accessible processes to address concerns or complaints.

The service provider completes robust, safe recruitment processes and appropriate numbers of suitably qualified care staff are available. Newly employed care staff complete the service provider's induction programme and the All-Wales Induction Framework for Health and Social Care. Upon their successful completion, care staff are registered with SCW. The management and care staff team have worked together for several years which ensures stability and consistency in the delivery of care. Care staff told us they enjoy working at the service, stating it is "*Excellent*" and a "*Great place to work.*"

Comprehensive support and regular training opportunities are available to assist care staff to deliver positive outcomes for children. Care staff receive supervision well above the expected minimum requirement. Staff supervision notes are comprehensive, and appraisals are completed. Care staff told us they receive "*Excellent support*" from a "*Great management team who care for their staff members and children.*" The service is superbly led and provides a supportive, inclusive working environment which encourages staff development which is reflected in the positive feedback received from the care staff team. Care staff complete a mandatory training programme and complemented the quality and quantity of training opportunities available. Team meetings are

held regularly, and the RI arranges guest speakers to deliver specialist training workshops to the management team. The service provider also celebrates the achievements of care staff through an awards ceremony, recognising those who provide outstanding care and support.

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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