



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

The Court Care Home



The Court Care Home, Michaelston Road St. Fagans, Cardiff, CF5 6XD



02920597915



www.carongroup.wales

Date(s) of inspection visit(s): The inspection visits for this service took place between 22/09/2025 and 23/09/2025

Service Information:

Operated by:	The Court Care Home Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with personal care, Care home for adults - with nursing
Registered places:	60
Main language(s):	Welsh and 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

Good



Care & Support

Good



Environment

Excellent



Leadership & Management

Good

Summary:

The Court provides overall good care and support with some excellent nursing care.

'Well-being' is rated 'good' because overall, most people experience positive outcomes and have positive working relationships with many of the staff who are described as 'lovely.'

'Care and support' are rated good because people's medical needs are fully met and general support needs are mostly met.

'Environment' is rated 'excellent' because people's accommodation is of a high standard. There is a thoughtfully designed garden and though there are ongoing refurbishments in some communal areas, this is well-managed.

'Leadership and management' are rated 'good' because there are systems in place to oversee the day-to-day operations, and quality of the service. There are good recruitment processes, staff receive training appropriate to their roles and mostly feel supported.

Findings:



Well-being

Good

People are supported to maintain their physical health and receive a good standard of general care. People have access to health professionals. One relative told us *“My relative had a bit of a swelling, they arranged the doctor straight away.”* A health professional told us the service is *“Well organised and the manager is proactive.”* One person told us *“The staff are good, regarding the medical side, they know it all.”* We saw people engaged in exercise classes which take place twice per week, promoting good mobility. Many relatives told us the communication regarding health matters is good with one saying, *“If there are any issues they tell us.”* Most people told us they are happy with the care and support, and a visiting health professional noted *“This service stands out as a gold standard for care delivery. It is a pleasant and happy environment; residents appear to be content and comfortable.”* A relative told us *“My mother is always properly dressed and clean.”* People told us they have support with their medication administration if they need this, with one person enjoying maintaining their independence with this aspect of their care. Nutritious meals are provided with one relative telling us *“The selection is pretty good, they use quality protein, the meals are well seasoned and served hot.”* We saw people who needed support to eat and drink having this in a timely manner.

The service mostly supports people’s emotional and psychological well-being. People told us about the opportunities to join in organised activities, but people’s experiences of this can vary depending on staff availability and personal choice. While some people found enjoyment through craft, singing and other activities, others said the variety and frequency of activities could improve. One relative told us *“I think more organised trips out locally during fine weather would be a real benefit for those who are able.”* Another relative told us *“There’s a lack of activities at weekends,”* and one said, *“My relative could be doing more.”* All people enjoy seeing their relatives who can visit at any time. Families told us they are welcomed. People have good working relationships with most of the staff and feel valued. One person told us how they enjoy the ‘chats’ with all the staff, not just the care and nursing staff. Relatives told us, *“There’s amazing empathy and love,”* and *“There’s a warmth from the staff,”* helping to promote the emotional well-being of people. People who struggle with their mental health have the right support from professionals.

The provider helps keep people safe from harm. We observed good hygiene practices. A person’s family told us *“They’re mindful of hygiene and cross contamination,”* which they explained was important due to the complex health needs of their relative. A health professional said, *“Infection control standards are extremely high.”* Many people told us they *“feel safe,”* and the staff

understand the importance of safeguarding people. People, who are able, told us they would raise a concern if they had one with comments such as *“The manager is approachable. I would raise concerns with them if I had any.”* Relatives told us *“I have no concerns about my mum's safety, and staff are all really lovely.”*



Care & Support

Good

Most people, including those with complex nursing needs, experience a good standard of care with their health needs. Nurses monitor people's needs closely and take action to improve people's health. We saw evidence of people being successfully supported to manage pressure areas which had been acquired before becoming a resident, and others gaining weight through good monitoring and provision of nutritious meals. We spoke to external nurse assessors who monitor the nursing provision within the service. They report there are "*no concerns*," with the service being proactive in seeking specialist guidance, on for example, with tracheostomy care. Plans around health care are followed, and routine appointments and health monitoring are supported. Medication is administered safely by suitably qualified nurse assistants, with more complex medication requirements completed by nurses.

People mostly receive the right support to maintain their personal care, mobility and wellbeing needs. Care staff mostly complete tasks as identified in the personal plans, including provision of meals and drinks. Most people told us this is done in a dignified and empathetic way. We observed people receiving the support they needed to get up in the morning at a pace which suited them. We also saw people are encouraged and supported to be as independent as possible. Personal plans are detailed to ensure care is person centred but the manager has identified further work is needed to capture what the person is able to do for themselves, to support their independence. Daily records show people are supported with oral care to help prevent health issues. Other support is provided, such as pressure relief, as a preventive measure. Most people are presented as they would wish, with many ladies enjoying the hairdresser visits. Many people enjoy the organised activities including church services. The provider has attempted to improve people's wellbeing opportunities, but this is not fully in place.

People are treated with dignity and respect and are consulted about all aspects of their care and support needs. People or their relatives told us how the majority of staff provide warm and friendly interactions. We saw people treated with respect and offered choices about where they would like to be, what they would like to do and when. People are encouraged to contribute to residents' meetings and their own personal plan reviews, helping to improve the service received. Most reviews are effective, with people or their relatives providing information when there are changes needed. The manager is continuing the development of staff who conduct the reviews to ensure they have the skills to capture any issues and reflect this in personal plans. When people struggle to represent their views and wishes, without exception, the service ensures people have a voice through a family member or advocate.



Environment

Excellent

The garden exemplifies excellence in design to support people's safe access and enjoyment of the outdoors. The provider has made improvements to the garden which now supports a greenhouse, raised beds, sensory planting, safe walking and seating areas. A central water feature provides a calming influence with plenty of seating nearby. We saw photographs of people enjoying the garden during an opening celebration. People and their relatives comment on the superb layout and features. Ramps allow access for everyone, including wheelchair users, and further improvement is planned to widen doorway access to the patio area.

There are excellent systems of monitoring the environment to manage risks and inform improvement. The provider has a health and safety specialist who conducts audits and advises on best practice. Routine checking of the environment and equipment takes place. External contractors test equipment and services such as lifts and electricity supplies. Consideration is given to people's support and safety, with sufficient equipment available which is used appropriately. The kitchens and catering services meet the highest-level rating given by the Food Standards Agency, level 5. There is a refurbishment program with some areas of the home having building improvement work underway. The management are minimising the impact on people through well planned and coordinated access to safe areas. As part of improvement plans, some marked carpeted flooring is being addressed and the management has identified how some older furnishings could be replaced with more functional items. The provider is also beginning to introduce signage, including some in the Welsh language, to help orientate people. There is highly effective cleaning of all areas of the home.

People have suitable private and communal space to support their needs. Everyone has a private bedroom which is tastefully decorated to a high standard. The size of rooms vary, but all are warm, welcoming and well equipped with, for example, a profiling bed. All have en-suite facility. People can personalise their bedrooms and we saw many with photographs, items of interest and pieces of personal artwork. Communal spaces are available throughout the home, including living rooms and dining areas. Some areas have a more traditional decoration style in keeping with the age of the building. All areas of the home are easily accessible with passenger lifts and level flooring. Kitchenette areas provide space for people to make refreshments if they are able.



Leadership & Management

Good

Organisational systems are in place and mostly effective in overseeing the service quality. An area manager is supportive of the manager. They use auditing systems to ensure the service is compliant and able to run smoothly. This ensures monitoring of everything from medication to the environment. Quality assurance questionnaires and opportunities to review people's care are mostly effective in allowing matters of concern to be addressed. There is an open-door policy for people, their relatives and staff to encourage resolution of minor issues, and this is effective in preventing matters escalating. One relative told us, *"The manager is approachable and has good oversight. Standards are high, she wouldn't have it any other way."* The responsible individual (RI) can access digital information remotely, using this to inform their consideration of the quality of the service. The RI visits the service, producing the required reports. They are considering the depth of information within these, in order to demonstrate conversations held with people and staff to test the quality of the service.

The provider has effective recruitment and retention systems, and staff are encouraged to develop. All staff members are vetted to check they are fit to work with people who are in a vulnerable situation. This includes checks with the Disclosure and Barring Service, and registration of nurses and care workers with their professional body. There is a stable staff team. With few exceptions the staff team told us they feel supported. One staff member told us how their potential has been recognised, having encouragement from the manager to progress. The service provides support for professionals outside of the home to train and get a better understand of care and support in a nursing home. This extends to trainee nurses and dieticians, demonstrating support of the wider nursing and care workforce.

There are enough trained staff, but the management is working to develop a more consistent approach to care by all staff members. We saw people supported in a timely manner, but a few people and their relatives told us of examples when they had to wait longer than usual for support. People mostly have the right care and support, but we saw examples where the culture within the care staff team has resulted in people not experiencing the best possible service. The management are aware and are in the process of addressing this. Some sickness and absences within the wellbeing coordinator team has affected the opportunities offered to people, but this is being resolved. The service considers people's complex nursing needs and ensures nurses have the relevant training and competency checks. All staff have training opportunities, with care workers and nurses' assistants receiving appropriate training for their role. Staff have appropriate supervision, and consideration is being given to development of more appropriate appraisals.

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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