Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cardiff Mind Ltd

Cardiff Mind, 166 Newport Road, Cardiff, CF24 1DL

02920402040

www.cardiffmind.org

Date(s) of inspection visit(s):

08/07/2025, 11/07/2025

Service Information:

Operated by:	Cardiff Mind Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
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
Leadership & Management	Good

Summary:

Cardiff Mind is a mental health charity, a not-for-profit organisation which provides domiciliary care and support.

The service provider's ability to meet the well-being of people who use the service is excellent because it delivers meaningful engagement, fosters strong community connections, supports personal growth and aspirations, and maintains a culture of openness and safety. The care and support provided is exceptional, as people are supported by one or two key workers who have worked with them for many years, going the extra mile and successfully motivate people through mental health recovery and increasing independent living skills. The leadership and management team are overall good, with an effective manager and safe oversight systems in place to ensure smooth, safe care delivery and close networking with other mental health professionals. Although there is currently no registered Responsible Individual (RI), a new acting RI has applied to register and is keen to revise and update policies, procedures, and quality assurance checks once embedded in the role. We have identified one area for improvement, as the service provider needs to ensure that quality and audit checks are effectively completed and actioned to ensure the service is run in line with legal requirements and national guidelines.

Findings:

Well-being — Excellent

People have enriching experiences delivered in new or creative ways. We saw opportunities initiated by staff which enable people to socialise with others and enhance personal skills. These opportunities encompass education, and leisure, empowering individuals to thrive and explore their interests. For example, with staff support, some people attend community groups to develop their social skills, have travel training or are supported to engage in educational courses and college.

People live healthily and safely with control over their lives, supported by positive risk management. They receive support to achieve personal aspirations, with feedback describing the service as outstanding and sector leading. We saw people's well-being has improved and for some has enhanced since using the service. Feedback statements from people include, "*I wouldn't be here without everyone at Mind's support. Having a support worker from Mind for many years has helped me with complex issues. Staff have been incredibly supportive, going above and beyond, even reaching out between sessions, it has made a world of difference. I truly hope more people can benefit from their outstanding service, which has likely saved many lives, including mine*".

People are part of a strong and sustained culture of openness without judgement. People's emotional and psychological well-being is actively supported and enhanced. There is a positive culture and skilled awareness of how to support people with mental health needs and ongoing reflective learning with outside professionals, particularly around hoarding. The service provider uses very strong, established links with local mental health, health, and social care services resulting in people experiencing excellent outcomes to maintain their health and well-being. Care staff place exceptional value on meaningful engagement with people to build strong relationships and to effectively support people through mental health recovery.

People are safeguarded from abuse and neglect by staff who understand how to identify concerns and report abuse. The service operates safely, with support systems in place to promptly identify and address any risks. People told us they feel empowered to raise any concerns and feel their voice is heard and respected. There have been no complaints, safeguarding, incidents, or concerns, likely due to the staff team's careful planning and highly responsive, proactive approach.

The service provider can also fully meet the Welsh language needs of people, because they have enough staff who are Welsh speakers and the ability to provide any written care documentation in Welsh. Welsh culture is regularly celebrated within the organisation.

Care & Support — Excellent

All people using the service, their relatives, care staff and external community professionals all rated the care and support provided as "*Excellent*". People using the service told us it is, "*Absolutely brilliant*", "*Above and beyond*", "*Outstanding*" and "*A caring hand through the hard times… which really makes the world of difference*". Two external professionals highlighted the service's "*person-centred approach, small and flexible staff team, approachable nature, and excellent communication".* They also commended the *"continuity of staff"*, describing them as "*experienced, trained, and professional*. *Cardiff Mind has earned a good reputation amongst caring professionals for being reliable and maintaining good communication.*".

Care staff have an exceptionally thorough understanding of the people they support. People are very familiar with their care staff, which typically consists of one or sometimes two key workers who have worked with them for many years, sharing life journeys and overcoming obstacles together. Care staff are attuned to their unique preferences. These staff members often stay longer than planned. They recognise when someone is becoming unwell and take appropriate action. The service collaborates effectively with other services and community mental health teams to ensure people are as well as they can be. One person's relative shared an unforeseen situation that would have normally unsettled the person, but the skilled care worker was able to proactively manage the situation using a kind "*gentle*" and approach resulting in a positive outcome and an increase in the person's self-esteem. They told us the staff member "S*trikes a delicate balance while encouraging independence…he's gentle in his approach and treats X with complete respect and I'm constantly amazed".*

The service provider collects highly detailed information to provide high quality, skilled care and support. We read comprehensive, person-centred, and detailed care plans and risk assessments, which are regularly reviewed. Care staff support people to manage their own medication to maintain independence, which includes collection from the pharmacy and for some people they need reminding by care staff to take medications at the right time.

People consistently achieve personal aspirations and highly positive outcomes. Care staff go the extra mile by staying longer on visits when needed and speaking to those they support outside of planned call times when appropriate. They view people's goals and care need holistically, thinking creatively and tailoring sessions in a bespoke manner. For example, we saw care staff support a person on how to manage getting a new pet. We learned that this staff member also supported the person in maintaining their tenancy, decorating their home, and budgeting skills.

Leadership & Management — Good

People achieve their personal outcomes because the service provider ensures there are enough suitably qualified, registered and trained care staff to deliver quality care and support. The service provider has strict selection and vetting processes for hiring staff to ensure all staff are qualified and trustworthy. Staff are well supported by the service provider through effective induction and continuous training that is relevant to the needs of the people they support. Care staff have regular one-to-one supervision sessions with their line manager at least quarterly, and an annual review to provide feedback and identify training needs.

The leadership and management team are effective, fostering a positive and compassionate culture within the service. Leaders promote openness by being transparent and honest when errors occur, sharing information, and offering apologies as appropriate. Both people and staff feel confident that their concerns or complaints will be taken seriously, thoroughly investigated, and promptly responded to, with no fear of repercussions. The dedicated manager, who has worked for the company for many years, understands the needs, risks, and preferences of those using the service extremely well. They maintain close oversight of care delivery, working closely with community professionals. The manager leads by example, stating, "*It's about delivering with kindness*." Care staff feedback about the manager is extremely positive, rating the manager as "*Excellent*". This demonstrates a positive work culture and motivation within service provision to prioritise people first: "*Great team to work with, and I have a manager who values and listens to our opinions*." and "*The focus on continuous learning, teamwork, and empathy creates a positive and productive environment. It's clear that the organisation is committed to making a difference, and that makes the work especially meaningful*," The manager explained that maintaining high quality and a highly personalised service is the ethos of the company.

The service currently lacks a registered RI but has a new acting RI who is keen to learn and has applied to be officially registered. We found that while policies and procedures are in place, some need revision and updating to be effective. The policy and procedure for managing people's money is not fully compliant within legal requirements. Outcomes for people in relation to the service provider's oversight requires improvement, because there are gaps in the quality assurance checks. Checks have failed to consider audits, policies and procedures nor address all outstanding actions from inspections. These are important to ensure legal requirements and standards are upheld. We were assured that this would be actioned by the new RI, and we expect the provider to make the required improvements.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The service provider has not ensured that the former Responsible Individual conducted the necessary quality assurance checks to confirm that the service delivery aligns with the statement of purpose and regulatory requirements.	08/07/25

CIW has not issued any Priority action notices following this inspection.

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