



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

St Saviours Nursing Home



115 Splott Road, Cardiff, CF24 2BY



02920484588



www.fieldbay.co.uk

Date(s) of inspection visit(s):

11/04/2025, 14/04/2025, 15/04/2025,
16/04/2025 09/04/2025

Service Information:

| | |
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| Operated by: | Crusader Medical Care Ltd |
| Care Type: | Care Home Service Adults With Nursing |
| Provision for: | Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health |
| Registered places: | 29 |
| Main language(s): | English |
| Promotion of Welsh language and culture: | This service is not making a significant effort to promote the use of Welsh language and culture |

Ratings:



Well-being

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

St Saviours is a care home with nursing provision for adults situated in a vibrant suburb of Cardiff. People receive continuity of care from dedicated and compassionate care staff. The service delivers person centred care which is effective. All staff demonstrate exemplary knowledge about the needs of people living in the home which enhances the well-being outcomes for most. Care staff show genuine warmth towards people living at the service who are treated with respect and kindness.

Oversight of the quality of the service is mostly effective. There is a manager and responsible individual (RI) available to stakeholders and recent changes in key leadership roles are working well. There are systems in place to protect people from harm. There is a culture of openness and honesty throughout the team and overall staff feel valued and supported. We found people's well-being is excellent, because personal outcomes are at the heart of the service. The rating for environment and care and support is good. On balance, leadership and management are good because they support consistent and effective outcomes for people living at the service. They demonstrate the commitment and integrity to make improvements required for accurate record keeping.

Findings:



Well-being

Excellent

With few exceptions people are treated with dignity and respect. They are actively supported and encouraged to be independent with daily living tasks. We saw this embedded in every-day activities and interactions between people and care staff. This means people receive support within a positive and nurturing culture. The service works collaboratively to support people to have as much control as possible over their day-to-day lives. Care staff communicate with people with sensitivity and kindness. This means people receive support to understand their rights and entitlements as much as they can. Care staff and management show an outstanding and clear commitment to listen attentively to people to understand what is important to them. We saw excellent collaborative work between people, therapy and behavioural support teams as well as care staff. This is shown to support individuals in achieving exceptional and progressive personal milestones.

The service emphasises independence through proactive risk management, enabling people to do things they enjoy within safe parameters. Where the service recognises increased risks for people, they work with other agencies and the person to review and manage the risk. Where people require legal safeguards to keep them safe, the service understands their responsibilities and care staff are well-informed. For some people this means additional support when accessing the community or being more closely monitored within the home to keep them safe.

We saw some planned personal activities, such as preparations for the Easter celebrations. The therapy team provides individual support to people where they can reflect on previous work life or hobbies, this helps maintain valuable skills. Management are passionate about strengthening the range and frequency of personalised activities on offer to people.

People receive highly effective support to cultivate safe and healthy relationships. People have frequent opportunities to meet with those important to them, and care staff hold exceptional knowledge about people's personal networks. They promote positive relationships and have suitable arrangements in place where external relationships could present a risk to people. Sensitive support is given to those who experience loss, or disappointment. The service ensures people can meet with those they care about, promoting excellent social and enriching outcomes.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Many people experience care and support which is dignified and respectful, and they have meaningful interactions with care staff. People benefit from receiving care from a consistent staff team, who know them extremely well. We saw care staff being kind, friendly and treating people with genuine warmth. People told us they get along with staff well and understand the levels of care and support available to them. We observed care staff supporting people to manage their emotional and mental well-being effectively and with sensitivity.

The service completes personal plans to inform care staff of how to best support a person. We found some plans complete and informative. Management discussed with us how they are developing all plans to further support daily outcomes for people. We found some plans to be strengths-based, focussing on what people can do for themselves. Key staff at the service complete regular reviews of the personal plan to inform care staff of any changes. People's medication is safely managed and administered by nursing staff and trained health care professionals. Daily medication records are complete. People access other medical professionals to review medication, and to attend health appointments. The service considers people's best interests when making any changes to their care and support.

We observed care being delivered in-line with people's needs and preferences. Care staff listen and respect people's day-to-day choices regarding personal care, grooming routines and how people choose to dress. Care staff prompt and encourage people to be as well as they can be. People are given flexibility in their daily routine; we heard staff regularly prompt people with day-to-day tasks such as wearing clean clothing or brushing their teeth. This promotes their independence and control over their care. People have access to a wide variety of home-cooked meals. The service caters for a variety of dietary needs and preferences. For those with additional support needs with eating and drinking, people receive input from Speech and Language Therapists. We found the mealtime experience for people to be good with the right level of support available.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic. Care staff complete relevant training and understand their responsibilities, we observed practice to be good throughout the home.



Environment

Good

People live in an environment with access to appropriate and well-maintained facilities and equipment. We found the home to be warm, comfortable, welcoming, and a well-lit environment with plenty of access to the outdoors. People can choose a variety of different communal areas in which to spend time alone, socialise or meet with visitors. We saw on-going re-decoration of the lounge and dining areas to create more social spaces to eat, drink and be with others. The service includes people when making decisions about colour schemes for the home.

Each bedroom has an en-suite and people have ample supplies of personal items to support their daily routines. En-suite bathrooms are hygienic and well-maintained. People can choose to what extent they personalise their bedrooms. We saw bedrooms which are decorated in a way which expresses people's personalities, interests and comfort needs. Where we saw wear and tear of the décor, the manager promptly arranged repairs. The service supports people to enjoy smart speakers in their rooms, giving them the independence to voice activate their musical choices. The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. This includes specialist beds, call and alarm systems, and moving and handling equipment. Communal bathrooms are designed to ensure privacy, dignity, safety, and accessibility.

Risks to health and safety are identified, mitigated, and reduced. There is effective monitoring and auditing of the environment and maintenance of the home is good. We found cleaning regimes and standards of hygiene throughout the home to be good. The service provider ensures the premises comply with current legislation and national guidance in relation to health and safety, fire safety, environmental health and any standards set by the Food Standards Agency (FSA). A recent inspection by the FSA gave a 5 rating, which is 'very good'.

Outdoor spaces are safe, attractive, and accessible. Smoking areas are available to people, and the well-maintained walled garden is a popular space. There is ample seating, and we saw people spending time in the garden, relaxing and enjoying the sunshine. Security arrangements are in place and effective most of the time. We found locked areas to keep people safe, such as storage cupboards. Other risk areas in the home, such as the utility and medication room are not accessible to people, to ensure their safety and well-being.



Leadership & Management

Good

The service provider's oversight and governance arrangements foster a positive and compassionate culture in the service. People receive support to achieve their outcomes because the service provider has effective organisational arrangements, to ensure smooth operations and good care. Management are visible and available to people, staff and visitors. The RI visits the service regularly to monitor the quality of the service people receive. The RI samples a broad range of documents, monitors the environment and speaks with people and care staff. The service values feedback to inform service improvement and monitor service delivery. A quality-of-care review is complete which partly informs the provider of the quality of the service people receive. Policies and procedures are available to all staff. The statement of purpose sufficiently describes the service, and a service guide is available.

We saw robust health and safety audits are complete and actions taken where needed. Daily medication audits are complete. But we found consistent gaps in daily care records which were not identified by service monitoring and auditing procedures. On balance, outcomes for people are generally good because of the commitment and integrity of service leaders, but improvement is required to ensure record keeping does not compromise people's well-being. We expect the provider to make improvements.

People achieve their personal outcomes because the service provider ensures there are enough suitably qualified and trained care staff to deliver good quality care. Training compliance for core care topics are good. We saw some records relating to additional or specialist training. Care staff receive timely supervision and appraisal, and competencies are up to date for those completing additional care tasks. Care staff told us they receive good support, training and feel valued in their role. Almost half of care staff hold or are working towards a qualification in health and social care. The support and development of staff is a strength of the service, with some care staff progressing to advanced qualifications.

There continues to be effective and safe recruitment procedures at the service. All staff undergo routine and regular checks to ensure they remain fit to work in the service and are appropriately registered with professional bodies. There is effective oversight of disclosure and barring service certificates (DBS) which ensure staff are safe to work with adults at risk. Care staff understand their duty to safeguard people and their whistleblowing responsibilities. Care staff feel confident any concerns or complaints will be taken seriously, will be thoroughly investigated and responded to promptly, with no fear of repercussions.

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 |
|---|-----------------|
| People’s outcomes could be compromised because records are not sufficiently maintained and monitored. | 09/04/25 |

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