



St Albans Nursing Home



St. Albans Care Home, Swinton Street, Cardiff, CF24 2NT



02920472161



www.fieldbay.co.uk

Date(s) of inspection visit(s):

13/05/2025, 15/05/2025, 07/05/2025,
09/05/2025 29/05/2025

Service Information:

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:	40
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

Good



Environment

Requires Improvement



Leadership & Management

Good

Summary:

St Albans 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. Care staff are knowledgeable about the needs of people living in the home. The service develops personal plans which inform staff meaning people achieve good daily outcomes. 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 an interim responsible individual (RI) available to stakeholders. Recent organisational changes are taking time to embed and care staff have varied opinions on the support they receive. There are systems in place to protect people from harm. We found people's well-being is excellent, because personal outcomes are at the heart of the service. The rating for leadership, management and care and support is good because on balance they support consistent and effective outcomes for people living at the service. The environment is rated as requires improvement. The service demonstrates the commitment to make improvements identified at inspection.

Findings:



Well-being

Excellent

With few exceptions people are treated with dignity and respect. They are actively supported and encouraged to be involved in their day-to-day care. We saw this embedded in every-day activities and interactions between people and care staff. 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 a clear commitment to listening attentively to people to understand what is important to them. All staff support people in achieving exceptional and progressive personal milestones whenever they can. The service is working towards providing people with the Welsh active offer, with a very small number of staff able to communicate in the Welsh language should there be a requirement. The service recognises and celebrates cultural events.

The service promotes excellent outcomes through proactive care planning and risk management, enabling people to do things they enjoy within safe parameters. The service facilitates inspiring personal achievements which positively impacts the well-being of people. For some people, this means exceptional progress in health outcomes. For others, it is being able to share special events with those important to them, and without the support and planning from the service would not be possible. Others told us about the holidays they enjoy and the experiences they value. The service ensures opportunities to do things which are enriching is delivered with equality and fairness. 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.

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. Feedback from visitors to the service told us "*It is like a family here, and staff make me feel like part of that family.*" Sensitive support is given to those who experience loss or traumatic personal events in their extended network.



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. We observed care staff supporting people to manage their emotional and mental well-being effectively and with sensitivity.

The service completes an assessment of need before people move into the home, to ensure care and support needs can be met. We discussed with the manager how the service is updating procedures to ensure the personal plan is available to care staff before care delivery commences. We found personal plans to be complete, informative and strengths-based, focussing on what people can do for themselves. Key staff at the service complete reviews at least every three months. Most reviews contain the latest information when there is a change in a person's care and support need. People's medication is safely managed and administered by nursing staff and trained health care professionals. Daily records are complete. People access other medical professionals to review medication, and to attend health appointments. Visiting professionals told us the service is responsive to people's health needs and take prompt action to complete appropriate referrals when this is a requirement.

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 prompt people with day-to-day tasks such as changing their clothing or following personal care routines. 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

Requires Improvement

People live in an environment with access to appropriate and well-maintained equipment. We found the home to be comfortable and welcoming. We saw on-going re-decoration of bedrooms and a newly fitted kitchenette providing people with a pleasant sitting area. 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. The newly fitted hair and nail salon is a wonderful addition to the home. We found the location of nursing workstations to compromise privacy and confidentiality.

People personalise their bedrooms, which vary depending on personal choice. We saw bedrooms decorated in pleasant colour schemes, with most fitted with new flooring, new bedding and curtains. Whilst many bedrooms are in a good decorative state, we observed several with damaged walls, and some with damaged or missing curtains or blinds. We found bedrooms to be very warm and some with exposed hot pipes which could cause people harm. People access three well-equipped communal bathrooms. During inspection, the service completed work on three new shower rooms. We found unsatisfactory delays in improving internal and external areas of the home which could be a risk to people and compromise their day-to-day outcomes. We saw agreed plans to address the environmental issues to ensure the home safely meets the needs of people.

Risks to health and safety are not consistently identified, mitigated, and reduced. Quarterly auditing of the environment identifies on-going requirements, but day-to-day oversight requires strengthening to ensure risks are identified and promptly addressed. The service provider ensures the premises comply with current legislation and national guidance in relation to fire safety, environmental health and 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 accessible, smoking areas are available to people, and the walled garden is a well-used space with raised beds for accessible planting. People take part in the gardening club and enjoy growing their own produce. Security arrangements are in place. We found locked areas to keep people safe, such as storage cupboards, medication rooms and the utility area.

Outcomes for people require improvement because the systems for monitoring and maintaining the environment require strengthening. People's privacy is not always maintained because some areas of the home are not suitable as workstations, and we expect the provider to make improvements.



Leadership & Management

Good

The provider is experiencing a change to the organisational structure with some differences in the leadership and governance arrangements at the service. The registered manager knows people well and this supports positive outcomes. The interim RI visits the service regularly to monitor the standards of care people receive. The RI samples a broad range of documents and speaks with people and care staff. 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, but we found information is not as up to date as it should be. The RI is aware and is making immediate changes to ensure accurate information is available to stakeholders.

The service provider ensures timely notifications are sent to the regulator. Appropriate and prompt actions are taken to safeguard people and improve practice. Systems for auditing and monitoring the service are sufficient. The manager completes medication and clinical audits. Where we found gaps in the medication auditing system and daily records, the manager acted promptly to address and amend the procedures.

People achieve their personal outcomes because suitably qualified and trained care staff deliver good quality care. We saw records which demonstrate staffing numbers are appropriate most of the time. Staff told us they “*Work hard*” to ensure people’s needs are met during times of sickness or annual leave. Training compliance for core care topics is good. The manager books further training for care staff but centrally held records relating to additional training were not available to us. This has been acted on and new procedures for documenting staff training are in place. Care staff receive timely supervision. Almost half of care staff hold or are working towards a qualification in health and social care.

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. Some care staff are confident to report concerns to the manager of the service. People’s representative and visiting professionals are confident in raising concerns with all staff members and trust the service to act.

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 provider must appropriately maintain the premises, to ensure the well-being outcomes for people are met.	07/05/25

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

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