



The Old Vicarage



The Old Vicarage, Church Lane, Cardiff, CF3 2UF



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www.orbis-group.co.uk

Date(s) of inspection visit(s):

10/04/2025

Service Information:

Operated by:	Orbis Education and Care Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	10
Main language(s):	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

Good



Leadership & Management

Excellent

Summary:

The Old Vicarage is a purpose built care home for ten younger adults with a learning disability and needs associated with autism. It is located in a quiet, semi-rural area with local amenities and good transport links to the cities of Cardiff and Newport. The stated aims of the service are to provide a person-centred, empowering approach to support people to reach their full potential.

At this inspection we found people's well-being was good because they receive a consistently good standard of care and support from a team of motivated, compassionate care staff within a good home environment. They express their views and influence the service they receive. Trained, committed care staff have clear, detailed guidance to support people to achieve good well-being outcomes.

The home is clean, safe and has valuable resources to support people's well-being.

Care staff are supported by exceptional managers and the governance and oversight of the service is excellent.

Findings:



Well-being

Good

People are treated with dignity and respect and are supported to have control over their day to day lives. Care staff's familiarity with people's needs and use of a range of communication tools promotes people's understanding and daily choice making. The ethos of the service is one of enabling and empowering people. Information about people's rights and advocacy services is visually displayed and shared at house meetings. People are supported to identify and achieve the things that matter to them which enhances their well-being. Clear systems to assess and manage risk guide people towards choices which are ambitious but achievable. They take part in a wide range of chosen planned activities in the home and community, which support their physical and emotional health. We saw evidence of a recent impromptu picnic activity in the garden with people dancing, trying new things and gaining fulfilment and joy from it.

The service provider ensures people are safeguarded. People are provided with a safe home environment which is subject to regular checks and oversight. They have a voice and a say about their home because they engage in a range of regular individualised consultation processes. This means they are involved in shaping their environment which promotes a sense of ownership and belonging. People's care and support is tailored around theirs and their representative's views within a context of sound risk assessments. Guides to the service and personal plans are shared at regular individualised house meetings. At these meetings people indicate they feel safe in their home.

Care staff value and respect people's identity and backgrounds; they accept and celebrate people for who they are. They gain great satisfaction from supporting people in a person-centred way to develop their skills, make choices and do things which foster happiness and health. We saw positive interactions between people and their trusted, empathic care staff with an appropriate use of humour. People are supported to see their families regularly and there is successful partnership work between families and the service. People have a presence in the local community and some are engaged in educational and volunteering work which enhances their skills, sense of purpose and well-being.

The service provider ensures the home is meeting people's needs. People have been central to improvements made in the home to try and make it more inviting and personalised. Pictures of people doing things they enjoy along with their artwork displayed around the home, enhance people's sense of belonging. People's varying needs are provided for in a range of communal areas and a sensory space. People personalise their rooms and their views are informing developments to the outdoor space.



Care & Support

Good

Suitably skilled staff carry out assessments to ensure the service is able to meet people's needs before they come to live in the home. They evidence consultation with people, their families and other professionals and include a detailed section on compatibility for existing and new people. High quality transition plans mean people experience a positive introduction and settling in process to their new home.

Regularly reviewed, strengths and outcome based personal plans are co-produced with input from people and other stakeholders. They provide a clear picture of people's interests and culture and outline the varying degrees of support needed for their daily lives. They provide clear guidance for care staff to enable them to effectively meet people's care and support needs.

People receive dignified, respectful, person-centred care from care staff who know them well. We observed care staff playfully engaging with people, meeting their sensory needs and supporting them to be calm and settled. They patiently supported people with domestic tasks, making choices and used agreed strategies to promote their health and well-being.

People are registered with health professionals and are supported to attend regular appointments. Skilful approaches to planned health interventions ensure a smooth and successful outcome. Care staff are responsive to emerging health needs and work well with clinical staff to support people's ongoing health needs. People are provided with nutritious meals and there is effective partnership work with families to ensure cultural needs are met. Care staff encourage people to try healthy foods in novel ways, and to engage in regular exercise such as swimming, cycling, and walking.

Trained care staff and managers have a good understanding of their safeguarding role and ensure both proactive and follow up action is taken in relation to safeguarding issues. When people are unsettled care staff support people with the least restrictive measures and a weekly debrief drop-in session encourages reflective practice. A positive behaviour support practitioner has oversight of incidents in the home and provides guidance to promote consistent practice.

Medication is suitably stored to ensure its safety and people receive their medication as prescribed and in line with the service provider's policy. The team leader carries out regular weekly audits and larger scale audits are completed by the service's quality assurance team.

People are protected from the risk of infection because the home and its equipment are kept clean by trained care staff and hygiene practices are suitable. People have easy access to soap and hand towels and suitable laundry systems reduce the risk of infection.



Environment

Good

People live in a home which is meeting their needs. Each person has a bedroom personalised to reflect their choices and interests and a clean, ensuite bathroom with suitable facilities to promote good personal hygiene. A few people live in a self-contained flat with a small kitchen. People's privacy and dignity is supported by suitable window dressings or adaptations.

There are a range of communal spaces with varying facilities to support different needs. One lounge with a ball pit is designated as a quiet space, another is used for creative and craft type activities and the large lounge on the ground floor contains a piano and is a musical hub. All are in a good state of décor and contain robust, good quality furnishings and televisions. Adjoining the large lounge a sensory space has been created with electronic equipment, mirrors, lights and a colourful mural created by people living in the home.

There has been a concerted effort to make the home more homely with pictures of people doing things they enjoy, along with examples of their artwork displayed on the walls in the corridors. Notice boards display important information in a visual format and one is dedicated to Welsh language and culture. Signage on doors is displayed in both English and Welsh.

Two large, clean, recently refurbished kitchens provide plenty of space for people to be supported in preparing and eating their meals. We observed people easily navigating their way around the kitchen/dining area and responding well to care staff's prompts and support. The laundry room has been refurbished with new equipment and shelving.

Records show care staff are carrying out regular health and safety and fire safety checks along with regular servicing and assessments by various professionals. Fire drill records show a number of people are not taking part in the drill and this needs to be recorded on people's personal emergency evacuation plans (PEEPs) on their file, along with the action taken to address the issue.

The service provider's wider quality assurance team carry out a range of audits throughout the year, with the home achieving high compliance scores. Security measures are good, a new electronic front gate is in place and visitor's identification is checked on arrival.

The home is generally in good condition and repairs are carried out in a timely manner. There is a three year plan to address refurbishment of areas, such as bathrooms and larger scale external work.

The two well kept garden areas contain swings and a trampoline and garden furniture. There is a track around one garden and bikes are available for use. A summer house with suitable facilities provides a space for staff to relax on their breaks. There are plans to develop the garden area further with a green house and planters.



Confident, considerate managers model and promote a positive, compassionate culture which is inclusive and respectful. Care staff we spoke to and feedback to Care Inspectorate Wales questionnaires highlighted a motivated, tight knit team who value their supportive and open-minded managers. They refer to “*Inspirational, responsive managers*” who steer and hold together a diverse team of care staff. The diversity of the care staff team is seen as a strength and it reflects the service’s values of equality and inclusion.

There is a strong commitment to fostering the development of leadership skills for care staff at all levels. This ranges from key worker roles, being champions for particular areas of work to courses for trainee seniors. Care staff fed back opportunities for professional development are “*Excellent*”. Alongside this, the service celebrates the achievements of care staff through monthly and annual award ceremonies and there are valuable measures for care staff well-being.

The service provider has strong working relationships with others in the sector and promotes a culture of learning and reflection. Outcomes of commissioning visits, incident analysis and feedback from parents and other stakeholders are used to inform and improve the service. The Responsible Individual (RI) engages with the wider RI community in sharing good practice and managers meet regularly with their peers to share ideas and contribute to wider service policies. Creative partnership work with parents is very strong and supports people to achieve positive outcomes.

A high standard of quality assurance measures is promoting effective and sustainable improvements for people. The RI’s visits are thorough and their consultation processes, along with those for the quality of care reports show people contribute openly, are overall very satisfied with the service and feel confident any areas for improvement will be addressed responsively.

There are sufficient numbers of care staff to meet people’s care and support needs with no use of agency care staff. Occasional short notice absence is covered by managers and is then compensated for by increasing staff numbers on other days. Care staff praise the induction they receive saying it effectively prepares them for their role. Some care staff are qualified and there is a clear, timely system of qualification training for others linked to their registration with Social Care Wales, the workforce regulator. All care staff are trained in the required core areas alongside a wide range of other relevant topics. They are supervised regularly and feel confident in speaking openly at team meetings, where their contributions are highly valued.

Care staff speak of “*Wonderful colleagues*” who “*Are always there for each other*” and of “*Feeling proud and loving their work in a friendly, helpful team*”. The team cohesion is a very strong feature of the home, supported by good communication and a shared desire to support people to achieve positive well being outcomes and a good quality of life.

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.

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