Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Princes Court

Princes Court Care Home, 2 Princes Street, Cardiff, CF24 3PR

02920496050

https://accomplish-group.co.uk

The inspection visit took place on 16/09/2026

Service Information:

Operated by:	Accomplish group ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with mental health needs
Registered places:	5
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Princes Court is a residential service in the Roath area of Cardiff. It supports up to five adults with mental health needs to build confidence, develop independence and achieve their goals through personalised, recovery-focused support.

Well-being is excellent. People are at the heart of the service and receive personalised support which promotes choice, independence and well-being. Positive relationships with staff help people feel valued, included and empowered to live fulfilling lives.

Care and support is excellent. People receive highly individualised support from a skilled and dedicated staff team who know them well. Support is flexible, responsive and focused on what matters most to each person, helping them achieve positive outcomes and greater independence.

Environment is excellent. People live in a highly responsive and inclusive environment that is

continually adapted to meet their needs. Innovative solutions, meaningful involvement in decision-making and a strong focus on independence promote belonging and well-being.

Leadership and management is excellent. Strong, compassionate leadership creates a positive culture where people feel valued and listened to. Managers are approachable and committed to ensuring people receive high-quality support and the best possible outcomes.

Findings:

Well-being — Excellent

People experience exceptional outcomes because they are at the heart of the service. They are listened to, treated with dignity and respect, and empowered to make meaningful choices about their lives and future goals. Through highly personalised support, people feel valued, maintain stability during periods of ill health or anxiety, and continue to make progress towards outcomes which matter to them. As a result, they experience increased well-being, security and confidence, even during challenging times.

People receive highly personalised support which reflects their strengths, aspirations and goals. Care staff consistently go above and beyond to help people overcome barriers, build confidence and achieve meaningful outcomes. We saw examples of people becoming more involved in decisions about their lives, developing effective strategies to manage their well-being, strengthening relationships and increasing their participation in community life.

People are empowered to maintain important relationships and participate fully in their communities. They are consistently supported to spend quality time with family and friends, pursue interests and aspirations, and access opportunities which reflect their individual preferences, strengths and goals. As a result, people develop greater confidence, independence and a strong sense of belonging, while experiencing improved emotional well-being and reduced social isolation. Feedback demonstrated people highly value these opportunities, describing positive experiences and meaningful engagement in activities which enrich their lives and contribute to exceptional personal outcomes.

People's individuality is recognised and celebrated. Care staff take a proactive and highly creative approach to promoting equality, diversity and inclusion, ensuring people feel respected and accepted. People are supported to express their identity, share their views and maintain connections with their culture, beliefs and interests. People told us they feel valued and are able to be themselves.

People told us they feel safe and are supported to understand and exercise their rights. Care staff promote a strong safeguarding culture where people are encouraged to express their views, make informed choices and raise concerns. Information is available in accessible formats, and people are supported to access advocacy where required. This empowers people to have a voice in matters affecting them while ensuring they remain protected from harm.

People also benefit from a home environment promoting comfort, security and well-being. Living spaces are personalised and reflect people's individual preferences. The provider actively seeks people's views about their home and responds to feedback, helping people feel a genuine sense of ownership and belonging.

Care & Support — Excellent

People receive highly individual support which promotes independence, well-being and positive risk-taking. Care staff know people extremely well and adapt support to reflect changing needs, preferences and aspirations. People benefit from exceptionally high-quality, person-centred care and support which is designed around what matters most to them. Robust personal plans clearly reflect people's wishes, strengths, aspirations, risks and support needs. This enables them to make meaningful progress towards their personal outcomes.

The provider demonstrates an outstanding commitment to providing flexible, creative and responsive support which adapts as people's circumstances change. We saw strong evidence of care staff working collaboratively with people, families and professionals to overcome challenges, maximise independence and achieve positive outcomes.

People spoke positively about the impact support has on their lives. One person told us, *"Staff have helped me to get better and understand myself,"* while another said, *"They help me to clean, cook for myself and they give me help if I ask."* People consistently told us staff treat them with kindness and respect, listen to their views and support them to become more independent. Survey feedback described the provider as *"Excellent"* and highlighted its person-centred approach and range of meaningful opportunities and activities.

People with complex health needs receive outstanding support to access healthcare services and achieve positive health outcomes. Care staff demonstrate strong advocacy, persistence and professional curiosity, ensuring people receive timely assessments, treatment and specialist support when required. Through creative, person-centred approaches and reasonable adjustments, care staff help people overcome barriers to healthcare, enabling them to access services and improve their well-being. As a result, people experience increased confidence, better health outcomes and greater independence in their daily lives.

People benefit from an exceptionally strong safeguarding culture where safety, rights and independence are equally valued. All staff understand their safeguarding responsibilities and promote positive risk-taking, enabling people to make informed choices while remaining safe.

People receive their medication safely and respectfully through robust medication management systems promoting choice, dignity and independence. Policies and procedures support care staff to follow safe practices, maintain accurate records and support people to develop greater independence with their medicines where appropriate.

People are protected by high standards of hygiene and infection prevention and control. We observed staff wearing appropriate personal protective equipment (PPE) during our inspection. The home is clean, well maintained and supported by effective policies, training and oversight systems. Care staff understand infection prevention measures and use equipment appropriately, helping to protect people's health and well-being.

Environment — Excellent

People benefit from an exceptionally welcoming, inclusive and thoughtfully designed home which consistently promotes well-being, independence and a sense of belonging. The environment is more than safe and comfortable; it is highly responsive to people's changing needs and is continually adapted to help them achieve the best possible outcomes.

Bedrooms are spacious and personalised, reflecting individual tastes, interests and identities. Communal areas are bright, comfortable and inviting, providing flexible spaces for relaxation, socialising and developing independent living skills. The large kitchen enables people to prepare meals, build confidence and play an active role in everyday life. People have access to safe outdoor spaces, including seating areas and a garden where they can relax, socialise and spend time outdoors. People told us they are happy living at the home. One person told us, *"My room has a double bed. It is lovely."*

People's views shape the ongoing development of their home, leading to meaningful improvements such as the creation of a dedicated quiet space for relaxation and reflection. People are actively involved in decisions about their surroundings, ensuring the environment reflects their needs and preferences. Cultural displays and resources celebrate people's identities. Information and opportunities which promote healthy lifestyles support their physical and emotional well-being.

The provider demonstrates an exceptionally responsive and person-centred approach to adapting the environment. This enables people to maintain independence, stability and control when their needs change. Following a significant change in one person's mobility, care staff swiftly adapted the home to create suitable ground-floor accommodation. This allowed the person to remain in familiar surroundings, sustain important relationships and continue valued routines during recovery. Care staff also worked closely with another person to improve the organisation and safety of their bedroom. Through tailored storage solutions, visual prompts and specialist equipment, the person was better able to manage their own space. This resulted in them experiencing greater independence and confidence, while taking increased ownership of their personal environment.

The provider has effective systems in place to maintain the home and manage health and safety risks. Regular maintenance checks, equipment servicing, fire safety arrangements and emergency planning processes help keep people safe. Records relating to environmental monitoring and safety checks were well maintained and regularly reviewed. An emergency grab bag containing essential information was readily available, supporting preparedness for unforeseen events.

Appropriate security measures, including visitor sign-in procedures and secure access arrangements, help protect people while preserving their privacy, dignity and independence.

Leadership & Management — Excellent

People benefit from a service which is exceptionally well led and managed. Leaders have a clear vision which places people, their rights and well-being at the centre of everything they do. An open and transparent culture is embedded throughout the service, creating an environment where people are supported to achieve the best possible outcomes. Care staff consistently demonstrate a strong commitment to delivering high-quality, person-centred care, promoting independence, choice and inclusion.

People's experiences are regularly reviewed to ensure support remains effective and responsive to their needs. Leaders actively seek feedback from people, relatives, professionals and staff, using this information to drive meaningful improvements. People told us managers and care staff are approachable, supportive and listen to their views. Feedback from surveys and quality assurance activities was highly positive, reflecting strong satisfaction with the service.

Leaders promote a positive and inclusive culture where people are treated with dignity, respect and compassion. Staff understand the values of the service and consistently apply them in practice. There is strong leadership at all levels, with managers maintaining a visible presence within the service and leading by example. This creates a culture of trust, accountability and high expectations.

People are supported by a highly skilled, knowledgeable and motivated staff team. Recruitment processes help ensure suitable staff are employed. Comprehensive induction, training and development opportunities enable them to carry out their roles effectively. Care staff receive regular supervision and support and told us they feel valued, listened to and well supported by management. This contributes to a stable workforce and helps ensure people receive consistent care from care staff who know them well. Leaders promote learning, reflection and continuous improvement. Managers demonstrate openness, accountability and a commitment to developing the service. Care staff are encouraged to share ideas and learn from experiences, helping to foster a culture where innovation and good practice can flourish.

The provider demonstrates exceptional partnership working with families, advocates and professionals. Effective communication and collaboration help ensure people's needs are understood and support is coordinated effectively. Professionals spoke positively about the provider and its commitment to working openly and proactively with others.

Robust governance and quality assurance systems help leaders monitor performance, maintain high standards and identify opportunities for improvement. Regular audits, checks and reviews provide effective oversight, with prompt action taken where improvements are needed to ensure positive outcomes for people.

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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