



Inspection Report on

Princes Court

Cardiff

Date Inspection Completed

05/02/2025

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About Princes Court

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	19 July 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Princes Court is a residential home for males aged eighteen and over, with varied mental health needs. People receive excellent care and support from a warm and friendly care staff team who know them well and can anticipate their needs.

Care and support is person centred and delivered in a dignified and respectful manner. People are treated as individuals and supported to achieve their personal well-being outcomes. People are very positive about the service they receive.

People are supported by experienced and skilled team of care workers, with whom they have built up effective and encouraging relationships with.

The environment is spacious, comfortable and meets people's needs. People personalise their own rooms as they choose and use communal spaces to relax.

The people who live and work at the service value the outstanding leadership and support of the manager. Highly effective and robust governance arrangements are in place. There is a responsible individual (RI), who carries out their regulatory duties, considering the quality-of-care delivered.

Well-being

People meet their personal goals and increase their independent living skills because they receive personalised support from an outstanding service. People have control over their daily life choices and are recognised and treated as individuals. People can participate in activities that interest them and are able to make choices in when and what food to eat and where and how to spend their time. We saw care staff asking people questions and encouraging them to make choices where they could. A care worker said, *“Every decision made has the people we support at the heart.”*

People are supported to maintain their health and well-being with their independence promoted whenever possible. Care workers liaise with healthcare professionals to support people with their physical and mental well-being. A visiting professional told us *“The support is caring yet enabling, and the communication from management has been nothing short of excellent!”*. Care workers know the people they support well and can recognise changes in physical or mental health issues quickly.

Care workers understand people's personal needs and present as being resilient, dedicated and committed to ensure people achieve their potential. Personal plans are thorough, robust and completed to a high standard. All documents are reviewed regularly to ensure they remain accurate. People are encouraged to be as involved as much as possible in the development and review of their personal plans. One person said, *“I'm always asked about what I want to do and asked how staff can help me.”*

Safeguarding processes are in place and people know how to raise concerns. Care workers are recruited safely as pre-employment checks are completed correctly. There is a robust safeguarding policy in place and all staff attend training in safeguarding adults at risk of abuse. People live in a safe environment that is well maintained, clean and free of hazards. People who do not have the mental capacity to make their own decisions about aspects of their care and support and safety have appropriate up to date Deprivation of Liberty Safeguards (DoLS) in place.

Care and Support

People experience excellent care and support. People's preferences and wellbeing goals are at the forefront of the care and support provided. People are supported to develop life skills like cooking, maintain their environment and medication management in preparation for a more independent type of accommodation. Princes Court goes above and beyond to support people in their preferred way and works closely with external professionals to ensure people's needs are met correctly. A visiting professional said *"I have been totally impressed by the whole holistic approach and how the individuals have been in their recovery. Staff always are so professional and have a fantastic bond with all they work with."*

People are positive about the service. There is exemplary practice regarding the matching process during the pre-admission stage. Assessments are completed prior to people moving in, to determine whether the service can cater for their needs. High quality personal plans and risk assessments contain detailed and relevant information so care workers can provide people with the right care at the right time. Plans are reviewed in a timely manner and consider whether people's personal outcomes and progress to independence are being met. Care workers encourage people to be independent and to do things for themselves but are always available to provide reassurance when needed. A care worker told us *"The care and support given to our residents is how I would expect my family member to be treated."*

Medication processes at the service are safe and robust. Medication storage, administration and recording systems are safe and in line with national guidance. Where possible people are supported to manage their own medication. Care workers receive training on the administration of medication to ensure they remain sufficiently skilled. The completion of routine medication audits ensures practice remains safe and effective.

A small team of highly motivated and committed care workers are employed at the service, which allows people to develop strong relationships with care staff. A care worker said *"Every member of staff cares about doing a good job. It is really person centred."* Care workers are knowledgeable about the people in their care, are empathic and patient in their approach. People using the service told us *"Staff are friendly and know me well", "I get on well with them" and "they are great"*.

Environment

People live in a home that meets their needs and supports them to achieve a sense of well-being. Princes Court is a three-storey converted house, located in Cardiff, allowing easy access to the local community, access to public transport, health services, shopping amenities, and recreational facilities. The home is clean, well-maintained, and well-situated to meet the needs of those living there.

The home is warm, comfortable and provides a homely living environment. Communal areas include two lounges and an open plan kitchen dining area. Bedrooms are comfortable, of a good size and personalised to people's individual tastes. An enclosed safe patio area is available to the back of the house, which people can make use of. We saw people were relaxed and comfortable in their environment and that they choose where they spent their time within their home.

People's environment supports their wellbeing and progress towards maximising their independence. People are supported to participate with their personal laundry duties and people take turns using the kitchen facilities in increasing their daily living skills. Care workers encourage people to maintain and tidy their own private space.

People live in an environment that is safe, homely and is well maintained. The home was secure upon our arrival. Our identity was checked, and we were requested to sign the visitor book. Procedures are in place to ensure confidential and sensitive information is stored securely. Maintenance work and various health and safety checks are completed as required to identify and mitigate risks, with very good oversight. Fire equipment is checked, and alarms and lighting are tested regularly. Every person living at the home has a personal emergency evacuation plan specific to their support needs and staff undertake routine fire drills. External contractors are used when required to test services such as gas and electricity.

Leadership and Management

The management team work hard to embed a positive culture that helps create a 'can do' culture that supports people to achieve high quality health and well-being outcomes. The manager is visible within the home, is dedicated and fully involved in its day to day running of the service. Staff told us the manager has an 'open door' ethos and is very approachable. Care workers commented *"The manager is always willing to help out when needed, that really makes a difference."* and *"It is refreshing to have a manager who gets stuck into all aspects of the service..... often staying beyond her hours to ensure people we support get the best possible day and to ensure her staff feel supported."*

People can be assured they are supported by competent care staff who are valued and supported. Care workers are appropriately recruited, supervised, and trained to meet the complex and diverse needs of people they care for. There are robust recruitment measures in place along with a high-quality induction. Care workers are highly trained, competent and receive regular supervision and guidance to support them in their roles. Care staff told us that they are happy working at the service saying *"It is a great place to work. I feel supported and I feel listened to."* A visiting professional told us *"The staff appear highly knowledgeable when speaking about patients, demonstrating their expertise and dedication. Overall, a well-run and supportive environment."*

There are excellent auditing and oversight tools in place to ensure the service is run as effectively as possible. Quality assurance monitoring takes place regularly and people's views are sought in various ways about the operation of the service. Policies, procedures and guidance are in place to support staff and are regularly reviewed. Relevant regulatory bodies and statutory agencies are notified of concerns or significant events that might affect the well-being of individuals receiving care. The RI has good oversight of the service. They carry out observations of care, speak with care workers and management to obtain feedback to drive improvements. These visits are recorded on quarterly reports and any actions noted. Quality of care reviews are completed bi-annually as required. A visiting professional stated, *"[manager] and her team are one of the best supported accommodations I've worked with recently"*.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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Date Published 03/03/2025