Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Thompson Court

Cardiff

02920 227470

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 home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	3
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	Good
Leadership & Management	Excellent

Summary:

Thompson Court is a small residential home, situated in the Canton area of Cardiff. The service supports adults with mental health needs, learning disabilities and autism to build skills, confidence and independence. Support is tailored to each person and aims to help them achieve their goals and move towards more independent living where possible.

Well-being is excellent because people experience exceptionally positive well-being outcomes. They are supported to have meaningful control over their lives, achieve ambitious personal goals, maintain important relationships and participate in opportunities that enrich their lives.

Care and support is excellent because people receive highly personalised, strengths-based support. Care staff promote independence, well-being and choice, whilst providing outstanding advocacy, proactive healthcare support and effective risk management.

Environment is good because people benefit from a safe, comfortable and homely environment that

supports their well-being and independence. The home is personalised, well maintained and welcoming. Effective health and safety measures help ensure people feel safe and secure in their home.

Leadership and management is excellent because the service is exceptionally well led, with supportive leaders, a skilled and stable workforce, and strong quality assurance systems that drive continuous improvement and positive outcomes for people.

Findings:

Well-being — Excellent

People achieve transformational outcomes because care staff work alongside them to build confidence, maximise independence and turn aspirations into meaningful achievements. Through highly personalised and creative support, people develop the skills, knowledge and self-belief needed to make informed decisions, express their views and take increasing control over their lives. As a result, people demonstrate significantly improved confidence, communication and self-determination. They achieve goals which matter to them and progress towards greater independence and less restrictive living arrangements.

A notable strength of the service is its commitment to positive risk-taking. Care staff consistently balance safety with opportunity, enabling people to access experiences which enhance well-being and independence. People have travelled internationally, attended family events abroad and developed greater community participation. Care staff focus on managing risks positively rather than restricting opportunities, enabling people to experience lives comparable to their peers. Managers continually review restrictions and seek opportunities to increase independence and autonomy.

People consistently experience exceptional outcomes through support which strengthens relationships, cultural identity and community participation. People maintain important family connections, achieve meaningful personal milestones and develop strong social networks. Through personalised support, people access employment, volunteering, education and community opportunities, enabling them to develop skills, achieve aspirations and lead fulfilling lives.

The provider demonstrates strong recognition of culture, identity and diversity. Care staff support people to maintain family traditions, participate in culturally significant events and maintain connections which are important to their identity. This includes translation of information, use of interpreters and support to reconnect with cultural heritage.

People's physical, mental and emotional well-being is enhanced through proactive support. Care staff identify concerns early, secure timely professional input and ensure people access the services they need. This has led to improved health outcomes, increased independence and greater confidence in managing health and well-being. This includes improved understanding of health conditions, access to specialist assessments and better daily functioning.

People tell us they are happy living at the service and value the support they receive. One person said, *"The staff are kind and have helped me to become more independent".* They added, *"Staff support me to visit my family"* and *"They treat me with dignity and respect."* Another person told us they can *"Laugh and joke with staff and discuss things openly".*

People have access to information about safeguarding, complaints and advocacy in formats which

support understanding. Easy-read materials are available, information is provided upon admission, and advocacy services are promoted. People tell us they feel able to discuss concerns with care staff.

Care & Support — Excellent

People achieve exceptional outcomes because they receive highly personalised care and support designed around their strengths, aspirations and individual needs. Care staff know people exceptionally well and work with families, healthcare professionals and other agencies to help people achieve meaningful goals. Evidence consistently demonstrates people experience care, which is compassionate, outcome-focused and centred on what matters to them. Care staff take time to understand people's wishes, aspirations, strengths and risks. Care planning is highly personalised and focuses on helping people achieve outcomes which matter to them.

We found evidence of notably strong healthcare support. Care staff identified changes in one person's physical health and sought specialist intervention promptly. They also recognised subtle signs another person's mental health may deteriorate and worked with professionals to prevent relapse. Staff demonstrated exceptional commitment helping one person access specialist assessment and treatment. As a result, the person experienced positive changes in their concentration, communication, and independence in day-to-day activities.

We found partnership working to be a considerable strength. As a result, people achieve outcomes including improved health management, strengthened family relationships, progression towards independence and successful access to specialist services. A professional involved in a recent transition described the process as having been handled with *"Outstanding professionalism and genuine care"*, adding "*Communication was clear, timely and proactive".*

People benefit from an extremely strong safeguarding culture where safety, rights and independence are equally valued. Care staff take proactive action to prevent abuse, exploitation and harm whilst empowering people to make choices about their lives. People remain protected whilst building confidence, independence and self-advocacy and continuing to access opportunities which matter to them.

Robust medication management arrangements promote both safety and independence. Medicines are stored securely, records are comprehensive and audit systems provide strong oversight. Care staff work proactively with healthcare professionals to support positive health outcomes whilst encouraging people to develop confidence and independence in managing their medication. People are actively involved in decisions about their medicines.

People live in a clean, hygienic and well-maintained environment where infection risks are effectively managed. Care staff understand their responsibilities and implement safe practices which protect people's health and wellbeing. We observed a clean environment throughout the inspection and saw staff using appropriate Personal Protective Equipment (PPE). Hand hygiene resources, cleaning products and PPE were readily available, supporting safe practice across the service.

Environment

Good

People live in a home which is welcoming and comfortable. People are encouraged to make the environment their own and many aspects of the home reflect the people who live there. Bedrooms are personalised, communal areas are warm and homely, and people have access to spaces where they can socialise, relax or spend time alone. Bathrooms are modern, clean and suitable for people's needs. During our visit, we saw an attractively decorated lounge with photographs and items to reflect the people living at the service. The hallway includes photographs of staff and information promoting inclusion and community involvement.

People benefit from an environment which promotes independence and supports them to pursue their interests. The kitchen is bright, spacious and set up to enable people to prepare meals independently or with support when needed. Information relating to healthy eating and smoking cessation is displayed to help people make informed lifestyle choices.

The garden provides an attractive outdoor space with seating, parasols and a smoking shelter. One person has developed their own gardening area where they grow food. They have been supported to help maintain and improve the outdoor environment through planting flowers and tidying communal garden spaces.

People tell us they enjoy living in the home and value the atmosphere the environment helps create. Feedback we received from a relative described the service as *"A calm, peaceful environment"* and highlighted the living areas were *"Well presented, clean and tidy."* Feedback from professionals further demonstrates the positive impact of the environment on people's well-being. A professional told us the service had created *"A homely environment that feels safe.*

The provider has systems in place to maintain the premises and ensure equipment is serviced appropriately. Records showed regular testing of fire alarms, emergency lighting, fire-fighting equipment, gas safety systems and portable electrical appliances. People are supported by robust arrangements which help keep them safe in an emergency. Fire drills take place regularly and records demonstrate learning is identified and acted upon. Emergency evacuation plans and a grab bag containing essential contact information and equipment are available to support effective responses should an incident occur.

The provider has secure access arrangements in place, including locked entrance doors and a visitor signing-in system, which helps ensure only authorised individuals enter the home. These arrangements allow people to welcome family, friends and professionals into their home while reducing risks to their safety and security.

Leadership & Management — Excellent

People benefit from a service which is exceptionally well led and managed. Leaders have created a positive, inclusive and person-centred culture where people are respected, listened to and supported to achieve meaningful outcomes. The provider's values are evident throughout the service and are reflected in the experiences of people, staff and professionals. Leaders are visible, supportive and committed to achieving positive outcomes.

Feedback from people, relatives, staff and professionals is actively encouraged and used to improve the service. Staff consistently told us they feel valued, listened to and supported by managers. One staff member described having "*Managers who listen and support staff.* Care staff described managers as people who "*Give us the tools we require and sort out any problems straight away*." Care staff are encouraged to take ownership of areas of practice, contribute to decision-making and share ideas for improvement. This has led to developments in activity provision, engagement monitoring and inclusion initiatives throughout the home.

The provider has developed an exceptionally stable and skilled workforce, with long-serving staff who know people well, providing consistent, personalised support. Significant investment in training, development and career progression ensures care staff have the skills and knowledge to deliver safe and effective care. Care staff described learning opportunities as excellent. Mentoring, leadership training and planning for future leaders help build a strong and sustainable workforce. New staff complete a comprehensive induction programme combining structured learning, practical experience, supervision and mentoring. Care staff told us they felt well supported and had sufficient time to complete training and gain confidence before working independently.

There is a strong commitment to openness, transparency, learning and continuous improvement. The responsible individual (RI) routinely reviews the quality of the service through a wide range of audits, quality assurance systems, feedback processes and oversight arrangements. Governance systems provide clear oversight of incidents, risks, safeguarding matters, training, service performance and people's outcomes. These systems are used effectively to identify strengths, address issues and drive improvements, providing assurance leaders maintain effective oversight of safety, quality and people's well-being.

The effectiveness of leadership is further demonstrated through external recognition. Two members of staff were finalists in the Great British Care Awards, the service manager was shortlisted for the Care Home Manager Award, and the service achieved the prestigious Care Home Team Award for All Wales. These achievements provide independent recognition of the provider's commitment to excellence and 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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