



Nazareth House - Cardiff



Nazareth House, Colum Road, Cardiff, CF10 3UN



02920220943



<https://www.sistersofnazareth.com/region/united-kingdom-region/>

Date(s) of inspection visit(s):

The inspection visits for this service took place between 10/04/2026 and

Service Information:

Operated by:	Nazareth Care Charitable Trust
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	54
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

The service promotes spiritual well-being, supported by the Sisters and daily mass is offered at the onsite chapel. Various activities are offered throughout the week by an 'activities coordinator'. People told us they are happy at the service and get along with care staff. The manager continues to drive improvement in relation to the dining experience. Everyone we spoke with knows who the manager is and felt confident raising concerns. Well-being is good.

The home is a large historic building, which people praise for its charm and character. There are large well-maintained grounds accessible to people and an adjoining chapel. Whilst we note ongoing work is required to maintain the environment, we saw continued financial investment in the service to achieve this. The Environment is Good.

The service has made several improvements since the last inspection. A new Deputy manager is

overseeing the nursing floor, which we found to be much improved. The service has received an Area for improvement as ongoing work is required to improve and maintain records in relation to care and support, specifically wound care. We were given assurances, actions would be taken and we found peoples care and support needs are mostly being met. Therefore, Care and Support is good.

Leadership and Management is good. We found several improvements, such as increased staffing, visibility and leadership. Recruitment and retention has improved and the service now benefit from a complete team of care staff and nurses. Supervisions and training are in place and care staff and nurses go through appropriate recruitment processes, however some safety checks are not being renewed as required and an area for improvement has been issued. There is a new Responsible Individual (RI) who completes their regulatory duties to maintain oversight. Oversight methods could be strengthened to ensure the service identifies improvements in a proactive way.

Findings:



Well-being

Good

People told us they are happy at the service. We saw several people enjoying the activities available, which included: card games, crosswords and using an interactive table together. We saw weekly activities such as seated yoga, pet therapy, singing, gardening club, and attending mass are available. The manager told us local school children, and a nursery group also visit weekly. There is a dedicated activities coordinator who ensures activities meet people's individual needs and wants. The manager told us the service provide a platform for networking for relatives and loved ones and can share what's going on in the home, saying this "*Allows us to engage whilst maintaining privacy.*" We saw some relatives included in activities on the day of inspection.

The dining experience has improved; picture menus are displayed on tables, offer choice and help people understand what's available, these are also being translated to Welsh. Additional staffing means there is a specific staff member to support people when eating, ensuring people get the support they need. One staff member told us this was a needed and welcomed improvement. The service offers days in the week to celebrate traditional food and bring people together. For example, 'Friendly fishy Friday', where we saw people from all areas of the service come together to enjoy a meal, there was lots of chatter and sufficient staff to support.

The service has considered new ways to promote the Welsh language and Culture. 'Welsh Wednesday's' offers traditional Welsh meals and Welsh activities, such as 'Can you sing our Welsh national anthem.' A separate, cosy seating area has been created and named 'Cynefin', meaning a 'habitat- place of belonging', celebrating Wales and promoting conversation and relationships. A 'Breakfast news club' has been set up where people can catch up on today's news in Wales. Signage is available throughout the building in Welsh and English in addition to a picture aiding a sense of direction. The service has recently translated all their documents such as policies and procedures and the Statement of Purpose to Welsh.

The home benefits from an adjacent chapel, several people told us they enjoy attending daily mass. The Sisters of Nazareth are also available to provide spiritual well-being, people said they enjoy talking to them. This provides a unique aspect of the home in addition the home welcomes people from all backgrounds and religions. The home is set in vast grounds which people told us they very much enjoy. One relative said, "*Really friendly home, lovely to have the nuns here too.*" Relationships are promoted; some couples live at the service and relatives praised the home for being able to support them to maintain their relationship throughout their care. People told us they have made friends at the service.



Care & Support

Good

People and relatives describe care and support as 'good' and 'very good'. Personal plans include information regarding the person and their needs. Every record we viewed had been recently updated, but sometimes reviews missed important information such as overdue appointments, the manager is taking action to ensure reviews are robust and thorough. The manager sends out regular invites to representatives to attend reviews, as well as promoting their involvement in people's care through meetings and questionnaires.

Plans include information regarding people's preferred communication methods. For some people English is not their first language and the service have successfully been able to provide a key worker with the same mother tongue, meaning this person can communicate in the way they choose. People and relatives told us they get along well with staff. People and relatives praised the care staff for their commitment and compassion. One relative said, "*They do seem to genuinely care.*" We saw daily records are in place and are mostly kept up-to-date, these evidence people are supported to maintain their personal hygiene. Professionals told us they could see an improvement in relation to oral care provided and records and plans reflect this. The GP visits weekly and the service ensure there is a senior and nurse available to be able to share important information with the GP.

We saw professionals are regularly involved in the service and mostly appointments are made when needed such as Dentists, District Nurses, Physios, Dieticians and the Tissue Viability Nurse. Some professionals shared concerns regarding the nursing floor and a lack of oversight of wound care. During the inspection we noted some gaps with wound care. Some people require regular repositioning and specialist equipment to manage wounds and reduce the risk of skin breakdown. We found the oversight and recording of this requires improvement to ensure people's needs are being met and their risk reduced. Therefore, outcomes for people require improvement and we expect the provider to take action.

Medication management is good. We saw an electronic system which shows people receive their medication at the right time and in the right way. Medication is safely stored and secure. Records ensure staff know what the medication is and who it is for. Regular stock checks and auditing aid in identifying improvements. Staff administering medication receive training



Environment

Good

The service is warm and welcoming. Improvements have been made to the interior such as redecoration and new flooring making the space brighter. One member of staff said, *“That’s a huge improvement.”* We saw ongoing work to the exterior, specifically the roof, showing a significant and continuous financial investment from the provider. The historic building requires ongoing maintenance. The manager has recruited a bank maintenance person to ensure continuous oversight is maintained. There is a ‘Regional maintenance manager’ who oversees Health and Safety systems ensuring that regular checks are completed. A ‘My compliance’ reporting system identifies ongoing day-to-day maintenance required, the manager maintains oversight of this ensuring action is taken.

The home is clean, fresh smelling and well-presented., we saw domestic staff actively cleaning, one relative said, *“It’s always clean and tidy.”* There is Personal Protective Equipment (PPE) throughout the building, and we saw staff using this when required. There is a team of kitchen staff led by a new Head of Catering. The service was given the highest score of 5 meaning ‘very good’ by the Food Standards Agency (FSA). We saw firefighting equipment available throughout which has been inspected by a professional. The service has been inspected by the Fire Service, and they continue to work on the recommendations. Most internal doors leading to places of potential risk are secure. Doors that lead to exits are secure coded, reducing the risk of people leaving unsafely. We noted an issue with the services fire exit security; this had failed to alert managers to one exit door not being secure. Immediate action was taken to rectify this. Additional checks have been implemented, and work continues to liaise with external contractors to ensure this system is robust.

People and relatives praise the environment for its history and appreciate the maintenance required to maintain it, one relative said, *“It may not be perfect it’s an old building.”* Most people’s rooms are individual to them, some have ensembles and all have a wash sink. People told us they like their room and the service have made changes where needed to ensure people are safe and happy. The building has a complex layout with a range of rooms, including dining areas, small kitchens, several living rooms, and a large function room. The service has a small onsite shop where people can get essentials such as toiletries and newspapers, the service promote a book swap shop as well as use of the new café area which offers drinks, tea, coffee, fresh cakes and biscuits. There is a hairdresser who also attends the home.



Leadership & Management

Good

People and relatives are confident raising concerns and told us the manager “*Listens to you and responds,*” and that she wants to know any concerns and “*She acts on it.*” One staff member told us the manager “*Has residents in her heart and has them as priority.*” We saw regular observation checks are in place ensuring people are safe. The service has created a concerns poster which shares important contact details for the regional manager, the RI, Care Inspectorate Wales (CIW) and safeguarding. This ensures people can contact senior management and external agencies if they feel their voices are not being heard. The service needs to ensure they inform safeguarding and CIW of important matters in a timely manner.

The service now has a stable team of care staff and management roles in place. Staff told us there is a considerably less amount of agency staff being used which aids consistently. Care staff and Nurses were visible during inspection and appeared to be working well as a team. The Deputy manager told us they were settling in well and being supported by the manager. Staff told us they feel well supported by their line manager, one said “*If you need her, she’s there.*” Several relatives praised the manager for driving improvement, saying “*She’s fab,*” and “*Since X, there’s been a great improvement.*”

Systems have been improved to enable better oversight. Daily meetings ensure heads of departments catch up and discuss any concerns. Regular auditing is identifying areas for improvement. The new Deputy manager is bringing increased oversight to the nursing floor and people told us this was positive. The RI conducts their regulatory duties, regularly visiting the service to gain feedback. They create A Quality of Care Review which helps identify improvements, the document would benefit from including information from the service to aid this and identify improvements in a proactive way

Most care staff told us they are supported, and we saw team meetings and supervisions are in place. People and relatives praised care staff saying, “*They’re all very good,*” “*Their all enthusiastic,*” and “*They make sure I’m comfortable.*” Relatives described how staff went above and beyond to support people who had experienced bereavement, ensuring they remained included and engaged in a range of daily activities to reduce the risk of social isolation. Care staff receive regular training, and the majority are up-to-date. Some external training from professionals is also provided, the service has allocated champions for oral health following training. Most care staff have received the required vetting to ensure they are safe to work with adults at risk. We noted a few staffs Disclosure and Barring Service (DBS) had expired. Whilst this has been risk assessed and the risk reduced, this is an Area for improvement, and we expect the provider to take action. Recently the manager has set up ‘employee of the month’ scheme to recognise staff for their achievements, and there is ongoing work to improve staff well-being. One member of staff told us, “*This is a big family*” and another said, “*Oh yes, I love it.*”

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
People may be at risk if staff do not receive the required safety checks to ensure they are safe to work with adults at risk.	10/04/26
People could be at risk due to insufficient documentation and oversight of wounds	10/04/26

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

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