



Heol Don Care Home



Heol Don Care Home, Heol Don, Cardiff, CF14 2AU



02920528060



www.bupa.co.uk/care-services/care-homes/heol-don-cardiff

The inspection visits for this service took place between 20/07/2026 and 21/07/2026

Service Information:

Operated by:	Bupa Care Homes (ANS) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing
Registered places:	78
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

Excellent



Leadership & Management

Good

Summary:

Heol Don Care home is based in Cardiff and can accommodate 78 people with a range of nursing and personal care needs. At this time of inspection, the service did not have a Responsible Individual (RI) or general manager in post. An application for a new RI has recently been submitted. Recruitment arrangements were also underway to appoint a new General Manager registered with Social Care Wales (SCW).

People receive good quality care and strong support from a friendly, stable, and experienced staff team. There are sufficient staff available to meet people's needs, with agency workers used to cover any staffing shortages when required. However, we identified some occasions where people experienced delays in receiving assistance. Overall, wellbeing outcomes for people are good, as the staffing arrangements enable individuals to benefit from compassionate, dedicated, and person-centred care delivered by a committed staff team.

Leadership and management are strong, with the Clinical Manager maintaining a visible presence and providing effective day-to-day leadership and support. Robust governance and quality

assurance systems help ensure care reflects people's wishes, preferences and outcomes. Staff are well supported through training, development opportunities and clear guidance, and told us they feel valued by the management team. Feedback from relatives, representatives and staff is consistently positive, with the service described as “*excellent*” and “*staff are so very good, we occasionally have to wait but lately that has improved a lot*”.

People live in excellent, well-maintained and welcoming accommodation. The environment is attractively decorated and features pleasant outdoor spaces that provide opportunities for relaxation and enjoyment.

Findings:



Well-being

Good

Outcomes for people using the service are consistently achieved and are of an excellent standard. Individuals are supported to achieve their personal outcomes through person-centred care and support. Feedback from people living at Heol Don is positive, with individuals expressing high levels of satisfaction with the service and the relationships they have with staff. Comments include, *“Staff are really good to us here”* and *“The food is absolutely excellent, I am very happy, I sometimes have to wait but that is too be expected, staff are very kind.”* Staff demonstrate a strong commitment to their roles and spoke positively about their experiences of working at the service. They describe feeling well supported by the management team and valued as members of staff. Comments include, *“I really love my job here, I wouldn’t work anywhere else, we are supported so well by the management team and work well together.”* These positive working relationships contribute to the delivery of high-quality care and support for people using the service.

People are safe and receive high-quality, person-centred care and support that meets their individual needs. Their wishes and preferences are respected, and staff are friendly, caring and supportive. Care records are clear and support the effective delivery of care. People are encouraged to maintain relationships with family and friends, and visitors told us they always feel welcome. Effective systems are in place to promote good practice, with management maintaining oversight of incidents, complaints and safeguarding matters. The Statement of Purpose accurately reflects the service provided but needs updating to reflect the current management structure of the service.

People are at the heart of the service, and effective measures are in place to ensure high standards of care and support. Wherever possible, individuals are empowered to make choices about their daily lives, maintain their preferred routines, and exercise control over day-to-day decisions, with encouragement and assistance from the staff team. People also benefit from access to a varied programme of both group and individual activities, available each day to support their wellbeing, interests, and personal preferences.

People are protected from abuse, neglect, and harm. Heol Don has appropriate safeguarding policies in place, and all staff receive training on protecting adults at risk. Robust recruitment practices are followed, with all required pre-employment checks completed before staff commence working at the service. Staff demonstrate a strong commitment to respecting and promoting individuals’ rights, choices, and preferences. This person-centred approach reflects good practice and contributes to positive outcomes by supporting both the physical and emotional well-being of individuals. Suitable arrangements are in place to provide oversight of the service in the absence of a Responsible Individual (RI), with regular visits and quality assurance monitoring carried out by an appropriate person in line with regulatory requirements.



Care & Support

Good

People receive high-quality care from appropriately qualified and experienced staff who carry out their roles with professionalism and competence. Staff maintain accurate, detailed, and up-to-date records that clearly reflect individuals' current needs, as well as the care and support they receive. The personal plans reviewed demonstrated comprehensive and robust documentation throughout. Nurses and care staff told us that any changes in an individual's needs or condition, along with any concerns identified, are reported promptly to the clinical manager. This ensures personal plans are reviewed and updated without delay, supporting the delivery of consistent, person-centred care that meets individuals' evolving needs. Staff spoke positively about their roles and describe feeling valued, respected, and well supported within the service. One member of staff told us, *"I am really happy here, I am always so supported by the clinical manager, sometimes we could do with additional staff but we all work well together."*

We observed care staff interacting with people in a warm, respectful, and person-centred manner. Individuals were consistently supported to make their own choices, including decisions about meals, drinks, and snacks. The dining experience was of a high standard, with meals excellently presented and adapted to meet individual preferences and dietary requirements. The chef explained that menus are tailored to reflect each person's likes/dislikes, and specific needs, and we saw individual meals that were exceptionally well presented and appetising. Fresh meat, fish, and vegetables, including locally sourced produce, are delivered regularly. The home has also achieved a Food Hygiene Rating of 5 (Very Good), demonstrating a strong commitment to food safety and hygiene standards.

Robust systems are in place to safeguard and protect people using the service. During our visit, we observed a warm, welcoming atmosphere throughout the home, with frequent visitors and positive social interactions contributing to a strong sense of community and belonging. People appeared relaxed and comfortable in the presence of staff, with their body language and expressions reflecting that they felt safe, secure, and well supported. A clear safeguarding policy is in place which provides staff with guidance on their responsibilities in protecting adults at risk from harm, abuse, and neglect. Records demonstrated that staff have completed up-to-date safeguarding training, helping to ensure they have the knowledge and skills required to keep people safe. The service also promotes advocacy and involvement where individuals are unable to advocate for themselves. Family members and appointed representatives are actively supported to access information, contribute to reviews, and help ensure people's wishes and best interests are represented.

The service has effective medication management systems in place. People receive their medication as prescribed, and records were completed appropriately. Medication storage areas were clean, well-organised, and temperatures were monitored daily. Good hygiene practices are promoted, with staff using appropriate PPE to manage infection risks effectively.



Environment

Excellent

People experience a strong sense of belonging within the home, which provides an excellent environment that promotes comfort, independence, and social connection. There is a wide range of small communal spaces where individuals can choose to spend time socialising with others, enjoying quiet moments alone, or meeting with family and friends. Bedrooms are personalised with people's chosen items and belongings, helping to create a homely and familiar atmosphere. Several dining areas and well-maintained pleasant garden spaces further enhance the home's welcoming setting. We observed the garden party taking place during the visit to celebrate World Day' generated great enthusiasm and enjoyment among people living, working and visiting the service. The event encouraged meaningful conversations, laughter, and social interaction, creating a vibrant and inclusive atmosphere. Staff enhanced the celebration by dressing in traditional national attire, which contributed to a memorable occasion and fostered a warm, welcoming, and engaging environment for everyone involved. The opportunity to experience and share a variety of traditional dishes further enriched the celebration, promoting cultural awareness, inclusion, and a sense of community among all those who attended.

Access and egress throughout the home is suitable for individuals with mobility needs. The entrance is secure, and staff requested identification and a signature in the visitor book before allowing entry. This demonstrates that the service monitors visitors appropriately to ensure only authorised individuals are permitted access.

People can be assured they live in a safe and well-maintained environment. During our tour of the home, we found that risks had been reduced as far as reasonably practicable. Window restrictors were fitted where required, and potentially harmful substances were stored securely in locked areas. Throughout our visit, we observed domestic staff carrying out cleaning duties, and no unpleasant odours were detected. We reviewed a range of health and safety records, which demonstrated that the provider maintains effective oversight of the premises to help ensure the environment remains safe. Confidential information was stored securely in lockable cabinets and rooms. Regular fire safety checks were completed, and each person had an individual Personal Emergency Evacuation Plan (PEEP) to support staff in evacuating them safely in the event of an emergency. A fire risk assessment was in place, and staff had received appropriate fire safety and first aid training. During the inspection, we identified concerns relating to several fire doors. These were brought to the attention of the management team, who responded promptly and ensured the necessary repairs were completed immediately.

The interior of the home, together with the garden areas, provided a safe, secure and well-maintained environment. People told us they valued and enjoyed both the indoor and outdoor spaces available to them.



Leadership & Management

Good

People using the service can be assured that there is robust and effective oversight currently in place, despite the absence of both the RI and general manager. We were informed that applications for both positions have been submitted, and recruitment in progress. The Statement of Purpose was reviewed and clearly outlines the service's philosophy of care, which places a strong emphasis on choice, dignity, and safety. However, we noted the document requires updating. Care records sampled during the inspection demonstrate these principles are consistently embedded and applied in practice.

People can be confident that the quality of care is subject to effective governance and continuous monitoring. The service provider demonstrates a strong commitment to maintaining high standards and driving ongoing improvement across the service. Well-established systems and processes are in place to support the safe and efficient operation of the home. A comprehensive programme of clinical and non-clinical audits are undertaken across key areas of service delivery, including falls prevention, nutrition, medication management, and skin integrity. Area managers maintain a regular presence within the home and engage proactively with staff, people, and relatives to obtain feedback and monitor the quality of care provided. We reviewed evidence of the service's monitoring arrangements at this time. These arrangements provide assurance that people consistently receive care and support that reflects their individual needs, preferences, and personal outcomes.

People can be confident that staff are fully competent in their roles, supported by a robust recruitment process. We looked at pre-employment documentation and confirmed that all required safety checks are in place, ensuring staff are suitable to work with vulnerable adults. Staff receive formal one-to-one supervision every three months, alongside regular clinical observations of their practice. Supervision provides each staff member with opportunities to discuss their performance, development, and any concerns they may have. We were informed that care staff recruitment is in process and with several new staff due to commence employment. Many staff members have been employed by the service for a number of years, which helps to promote stability and continuity of care for people using the service. Staff and managers told us about a range of initiatives designed to recognise and support employees, including staff appreciation events, access to dental and optical services, provision of uniforms, and wellbeing initiatives. These measures help staff feel valued and supported, contributing to a motivated and skilled workforce. Staff we spoke with described a significant improvement in morale over recent months. They told us this has fostered a positive workplace culture, increased motivation, and supported the delivery of improved outcomes for people receiving care and support.

People benefit from safe, person-centred care delivered by trained staff. Policies and procedures support good practice, and new staff complete an appropriate induction before starting their role. Ongoing training is readily available, and the service takes a proactive approach to safeguarding,

including making referrals where necessary and promptly notifying CIW of notifiable events.

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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