



Danesbrook House



Danesbrook House, Cadoc Place, Cardiff, CF5 2QN



02920552245



www.danesbrook.com

The inspection visits for this service took place between 12/05/2026 and 15/05/2026

Service Information:

Operated by:	Capital Care Homes 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:	25
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

Excellent



Care & Support

Good



Environment

Excellent



Leadership & Management

Excellent

Summary:

Danesbrook House is a care home for up to 25 adults, located in a quiet neighbourhood close to local amenities, including places of worship.

People experience excellent well-being outcomes. A strong, compassionate and person-centred culture enables people to feel safe, respected and in control of their lives. Skilled, stable care staff know people well and promote meaningful choice, independence and positive risk taking, leading to improved confidence, emotional well-being and quality of life.

Care and support are rated good. People receive kind, responsive, relationship-centred care, with positive day-to-day experiences at key times, including end-of-life care. Some aspects of care planning, recording, medication processes and risk management require strengthening to ensure consistent outcomes. The provider has begun to address these areas with a clear focus on improvement.

The environment is rated excellent. People live in a warm, homely and highly enabling setting that promotes independence, dignity and comfort. Dementia-informed interior design, accessible layouts and high standards of cleanliness support people to feel safe, settled and confident to move around freely, strengthening their sense of belonging and well-being.

Leadership and management are rated excellent. A stable, visible and experienced leadership team provides strong direction, robust governance and consistent support to staff. This creates a positive culture and a well-run service where people experience high-quality care, continuity and consistently positive outcomes.

Findings:



Well-being

Excellent

People experience consistently excellent well-being outcomes. A strong, compassionate and person-centred culture is embedded across the service. This is supported by exceptional stability and retention within both the leadership and care staff teams. Many care staff have worked at the service for several years, which supports a deep and intuitive understanding of people's needs, preferences and life experiences. As a result, people feel respected, valued and listened to, with a sustained and positive impact on their emotional well-being, confidence and quality of life.

People have meaningful choice and control over their daily lives. Flexible routines, respectful interactions and positive risk-taking enable people to make decisions and maintain independence. People told us they feel safe and respected, sharing comments such as *"I have always felt unsafe wherever I have lived, but here is one of the safest I've felt"* and *"They respect my decisions."* These experiences improve people's sense of security, autonomy and dignity. Safeguarding arrangements are well understood by care staff and consistently applied, supporting people to remain safe.

People's views are central to how the service operates. Management actively seek and use feedback from people and relatives to inform and improve practice. Relatives describe strong partnership working, feeling reassured, involved and valued. One relative told us, *"I feel the service is working with me to support mum and I feel included in her care."* Residents' meetings provide opportunities for people to share their views, although meetings are not held consistently. Surveys generate consistently positive feedback, which leaders use to support learning and ongoing service development. Innovative communication is further enhanced through a regularly updated external social media page, which celebrates events, promotes activity opportunities and shares meaningful updates with relatives. This approach is highly valued and supports transparency and engagement. In addition, electronic communication systems, including video calls, enable people to maintain contact with relatives who are unable to visit, helping to promote connection, inclusion and emotional wellbeing.

People benefit from a varied programme of meaningful activities reflective of their interests and life histories. During our visit, we saw people feeling included and engaged in a range of activities, and relatives told us the service offers a wide variety of opportunities that keep people active and occupied. Activities promote enjoyment, purpose and social connection. Creative approaches, including electronic activity planning and *"story journey"* books, support engagement and provide opportunities to evaluate experiences and outcomes. There are opportunities to further strengthen

consistency in how activities are offered and recorded for individuals who remain in their rooms or require one-to-one support, helping to maximise meaningful engagement and reduce the risk of social isolation.

The service demonstrates strong and consistent practice in promoting the Welsh language, culture and identity. The Active Offer is embedded in daily practice, enabling Welsh-speaking people to use their preferred language confidently. This is supported by Welsh-speaking staff, bilingual signage and accessible Welsh language resources. A diverse and multilingual workforce further strengthens inclusive and culturally responsive communication, ensuring people's individual needs and preferences are understood and respected. These approaches support people to maintain their identity, feel valued and included, and experience positive outcomes, including improved emotional wellbeing and a strong sense of belonging.

Overall, people's well-being is excellent. A strong, compassionate and person-centred culture, supported by stable leadership and staff teams, helps people feel respected, valued and listened to, leading to sustained improvements in confidence, independence, emotional well-being and quality of life.



Care & Support

Good

Many aspects of care and support demonstrate very strong practice and, in some areas, excellent practice. However, some areas require further strengthening to ensure people experience consistently positive outcomes. For this reason, outcomes for people are rated good.

People receive high-quality, compassionate and responsive care. Care staff demonstrate kindness, patience and respect. Strong relationship-centred practice, supported by high staff retention, enables care staff to know people well and respond sensitively to individual needs, especially during periods of distress. As a result, people feel safe, settled and well cared for. Relatives told us people's happiness and emotional well-being have improved. One relative said the home *"Worked so hard to enable our loved one to return home from hospital to honour their wishes,"* demonstrating a person-centred approach which respects dignity and choice.

Care is mostly person-centred. Personal plans guide staff practice, and the service involves relatives where appropriate. Care staff demonstrate a good understanding of people's needs, preferences and routines. Some aspects of care recording and risk management are not always up to date or consistently maintained. This means the service sometimes relies on care staff knowledge rather than clear written guidance. While staff knowledge supports the delivery of safe care, some inconsistencies in recording mean it is not always clear that care consistently reflects people's assessed needs and preferences. Documentation does not always fully capture personal care preferences or occasions when care is declined.

Medication management is safe and well organised overall. Records confirm people receive the medication they require, and audits demonstrate consistent good practice. However, arrangements for 'when required' (PRN) medication, the recording of refusals and storage practices are not always consistent and require strengthening. People's nutritional and healthcare needs are well supported. Care staff work effectively with health professionals and make timely referrals when needed.

Mealtime experiences are positive overall, though not always consistent. The menu is varied, alternatives are available and food is well presented, supporting choice and enjoyment. Care staff promote and support hydration throughout the day. While people are generally supported at mealtimes, there are occasions where support is not always as timely as it could be, and staff engagement can vary. This has the potential to affect the overall dining experience, including people's dignity, independence and enjoyment of meals. Management have recognised this and have taken steps to address the issue.

The service responds appropriately to incidents and safeguarding concerns. Care staff take prompt action, and leaders use learning to improve practice. However, Personal Emergency Evacuation Plans (PEEPs) and mobility assessments are not always reviewed promptly following changes in

people's needs, such as after a fall. This reduces assurance people can be supported safely in an emergency. The service has begun to strengthen these processes to ensure records reflect people's current needs and the support they require in an emergency.



People live in an exceptionally warm, homely and welcoming environment, which helps them feel safe, secure and emotionally settled. The atmosphere is calm, relaxed and inclusive, having a significant positive impact on people's well-being, confidence and sense of belonging. People and relatives consistently describe the service as a *"home from home"*, and one person told us, *"It's small, but home."*

Dementia-informed interior design is highly effective, supporting people to move around independently and with confidence. The service carefully considers colour schemes, improving orientation, reducing anxiety and supporting cognitive well-being, enabling people to navigate the home with reassurance and minimal support. The fully accessible, level ground floor layout further promotes independence, with people freely choosing where to spend their time and accessing communal areas without restriction.

People benefit from a range of well-designed internal spaces, including bright communal lounges and quieter areas. These spaces enable people to self-direct their day, regulate emotions and engage in meaningful activity. Open plan areas promote social interaction, inclusion and a strong sense of community.

The outdoor environment is outstanding. People have access to a well-maintained, fully accessible garden with raised beds, seating and shaded areas. They use this space freely for relaxation, gardening and activities, supporting physical health, sensory stimulation and emotional well-being. Positive risk-taking is well managed, enabling people to maintain their independence while remaining safe. One person told us, *"Lovely, enclosed garden, a wonderful place,"* and a relative said, *"The garden is beautiful, a real sun trap."* The provider is aware that the front of the home does not yet reflect the high standard seen elsewhere and has plans in place to address this to improve first impressions.

Bedrooms are highly personalised and reflect people's identities, histories and preferences. Personal items, photographs and door features support orientation and a sense of ownership, promoting comfort and emotional security.

People have access to modern, adaptable bathroom facilities and specialist equipment that support safe and dignified personal care. Most bathrooms have been refurbished, with further improvements planned. Equipment is used proportionately to promote safety while maximising independence.

The environment is maintained to a very high standard of cleanliness. Relatives expressed strong confidence in this, reinforcing people's dignity and comfort. One person told us, *"The service is very clean... absolutely perfect."*

Management demonstrate a very strong commitment to maintaining and improving the environment. Maintenance and servicing arrangements are robust, and issues are addressed promptly, ensuring the environment remains safe and supports positive outcomes.

Overall, the environment is exceptional, safe and enabling, promoting independence, dignity and wellbeing, and delivering consistently excellent outcomes for people.



The service is led by a stable, highly experienced and visible management team. This continuity provides clear direction and a strong understanding of people, care staff and the service, resulting in consistently safe, well-managed and high-quality care. Care staff and relatives describe leadership as supportive, approachable and actively involved in day-to-day practice. Managers are visible, work alongside care staff when needed and promote confident decision making. Care staff told us, *“Management are very supportive... they step in and work alongside the team,”* and *“There is full support from managers and team leaders.”* This has a direct and positive impact on the quality and consistency of care people receive.

The responsible individual (RI), who is also the manager, provides strong leadership and effective oversight. Quality and safety reports evaluate performance, while auditing systems support the early identification of trends and timely action. These processes are effective but require further strengthening to clearly demonstrate impact on outcomes for people.

Workforce stability is a key strength. High retention and no reliance on agency staff promote continuity and the development of trusting relationships. Care staff describe a positive, supportive and inclusive culture where teamwork is strong and guidance is readily accessible. One told us, *“I feel very well supported in my role,”* and another said, *“I left but came back because it’s great working here.”* This supports confident practice and positive outcomes for people.

People’s and relatives’ views are actively sought and highly valued. Feedback consistently demonstrates trust and confidence in leadership and care delivery. One relative told us, *“We were blown away with the care, the staff and the management.”* This strong, values-based culture is described as *“Like a family”* and *“Home from home”*, and results in people feeling safe, settled and thriving. Relatives reported significant improvements in people’s well-being, with comments such as, *“I have never seen my Mum so happy. She is very settled,”* and *“I now have complete peace of mind.”*

Care staff describe a positive, inclusive and supportive culture where supervision, appraisal and training arrangements are well established and meaningful. Care staff told us, *“I feel well supported.”* A structured induction and ongoing training programme, aligned with Social Care Wales requirements, ensures care staff have the knowledge and skills to deliver safe, compassionate and person-centred care. The impact of this is evident in feedback from relatives, who told us, *“Care staff are exceptional... they truly know mum,”* and *“They always know how to respond and reassure her when she is distressed.”* This demonstrates consistently positive outcomes for people’s emotional well-being and sense of security.

Overall, leadership and management are excellent. Strong, visible leadership and effective governance result in consistently high-quality care and positive outcomes, where people feel safe, valued and able to thrive.

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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