Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Romilly Nursing Home

Romilly Nursing Home, 9 Romilly Road, Cardiff, CF5 1FH

02920231903

The inspection visits for this service took place between 01/04/2026 and 21/04/2026

Service Information:

Operated by:	Oakville Care Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	73
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	Good
Leadership & Management	Good

Summary:

Romilly Nursing Home provides care and support for people, some of whom live with dementia, and many require nursing care.

'Wellbeing' is rated 'excellent' because people feel valued, empowered, and supported to live well by a knowledgeable, caring, and highly committed staff team. Inspirational, inclusive activity programmes have a positive impact on people's physical and mental health.

'Care and support' is rated 'good' because care is delivered by a kind staff team in accordance with detailed personal plans. Improvements have been made to monitor people's health.

'Environment' is rated 'good' because it meets people's needs and supports positive outcomes. Oversight and maintenance of the environment are strong. Outdoor space is limited but access to the wider community is arranged.

Leadership and management' is rated 'good' because governance arrangements are effective, quality assurance systems are strengthening, and a supportive culture promotes safe, consistent care.

Findings:

Well-being — Excellent

People living at Romilly Nursing Home experience a high quality of life and are supported to achieve strong wellbeing outcomes. Throughout the inspection, people consistently told us they feel safe, valued, and in control of their day-to-day lives. The service demonstrates a strong commitment to promoting both physical and emotional wellbeing, underpinned by a kind, inclusive culture.

People are supported to make meaningful choices about their care and how they spend their time. We observed staff offering people options in relation to personal care, daily routines, and activities. One person told us, "*I wander around myself and go downstairs if I want*," while another explained their preference to remain in their room was fully respected.

The service has developed an inspirational and inclusive programme of activities promoting physical health, mental wellbeing, and community connection. Activities are tailored to people's interests and abilities, including meaningful one-to-one engagement for people cared for in bed. One relative shared, "*They decorated the home and we were able to have mum's 90th birthday party here*." Another person told us, "*The carers take me to the park*," highlighting positive access to the community.

People feel listened to and involved. Communication with families is open and effective, with regular reviews and prompt updates when needed. A relative told us, "*Communication is really good. If anything is wrong, they will call*." People also demonstrated confidence in raising concerns, telling us, "*I can speak to all of them, including the manager*."

Health and wellbeing are proactively supported. Staff show strong knowledge of people's individual health needs and aspirations, working closely with professionals to prevent deterioration and promote healthier outcomes. One family described the care as "*Excellent*," while another told us, "*It's not the swankiest place but the standard of care is really good*." We saw an example of exceptional support for a person aiming to lose weight, resulting in improved health and confidence.

Relationships are warm and respectful, and people told us they feel genuinely cared for. People consistently described staff as "*kind*," "*patient,*" and "*wonderful*." One person said, "*Staff treat me very well*," and another shared, "*My family and friends can come anytime*." The provider is making exceptional efforts to strengthen the Welsh Active Offer, with visible bilingual signage and staff confidently using basic Welsh phrases, further supporting people's sense of identity and belonging.

Care & Support — Good

People living at the service receive care and support which is responsive and focused on promoting their overall wellbeing. There has been a marked improvement in the way people's health needs are monitored and managed. Robust systems are now in place to track people's physical health, including weight, nutrition, skin integrity and mobility. This has enabled staff to identify concerns earlier and involve relevant health professionals in a timelier way. Monitoring information is used effectively to inform care decisions, supporting people to maintain or improve their health outcomes. People are supported to attend routine appointments. We saw improvements to the dining experience, with staff providing more attentive and respectful support during mealtimes. We saw people mostly receive sensitive and warm interactions while tasks are being undertaken. The service has made significant investment in social and engagement opportunities. These opportunities have a positive impact on people, helping them to remain socially connected, feel valued and enjoy everyday life.

The service provider ensures people have good outcomes as personal plans contain sufficient information. Care staff are guided by care plans containing detailed information supporting staff to provide safe and appropriate care. Some of these are exceptional, based on strong assessments and risk assessments. Choice is emphasised in plans, with people encouraged to retain as much control as possible over their daily routines. Some strengthening is required to ensure care planning is consistently based on people's own desired goals. Review documentation does not consistently demonstrate the person's involvement. Daily records have improved in accuracy to reflect the care and support offered and received.

Medication systems are safe. Trained and competent nursing assistants provide routine medication administration. Qualified nurses provide an expanded range of medication administration and treatments, such as injections. There is sufficient stock, good recording systems and we saw responsive care when one person requested pain relief. There is clear monitoring of people who receive medication 'as and when required,' recording the effectiveness.

Infection prevention measures are followed. We saw personal protective equipment (PPE) such as gloves and aprons were readily available and used appropriately.

Environment

Good

People live in a home which meets their needs, supporting wellbeing and independence. The building is bright, warm and welcoming. Signage helps people to navigate to areas of the home and there is easy access to various floors through use of a passenger lift. Corridors are wide and communal areas are well lit. Bedrooms viewed during the inspection were personalised and reflected people's preferences, life histories and sense of ownership. Rooms include sinks with hot and cold running water, with some being ensuite. Where needed, specialist equipment such as profiling beds, airflow mattresses and hoists are available to support mobility, comfort and health needs. Although outdoor space on site is limited, people are actively supported to access the wider community. Regular, supported visits to nearby parks and local amenities help ensure people benefit from fresh air, exercise and time outdoors. This demonstrates a commitment to promoting wellbeing beyond the physical environment of the home.

Communal living areas promote wellbeing. We saw the lounge and dining room used to support social interaction and meaningful activity. The home reflects Welsh identity and culture through bilingual signage, décor and artwork created by people living at the service. Reception areas provide a positive first impression for visitors, and families are able to visit easily. Staff support people to maintain contact with families in ways that respect their preferences.

Strong systems are in place to monitor and maintain the environment. Regular checks of gas, electricity and equipment are completed, and fire safety arrangements are effective. Firefighting equipment is in place and within test date. Security arrangements ensure people are protected while still able to access areas safely where appropriate. Prompt responses to equipment breakdowns demonstrate the provider's awareness of the impact the environment can have on people's comfort and wellbeing. Cleanliness standards across the home are good. Cleaning schedules and checklists are in use, particularly in shared facilities such as bathrooms and toilets. We observed some natural wear and tear of furniture surfaces, and decor. These did not present a risk to people and are consistent with a busy, well-used home. The provider has recognised these issues and has already planned for redecoration works, alongside refreshing older equipment and addressing minor repairs.

Leadership & Management — Good

People who live at Romilly Nursing Home benefit from leadership and management arrangements which provide effective oversight, promote stability, and support continuous improvement. The service has demonstrated a strong commitment to learning, and has taken timely, constructive action to address areas previously identified as requiring improvement.

The provider has clear governance arrangements in place. Policies and standard operating procedures are available, and staff have access to these. Current practice is aligned with the service's statement of purpose and supports the delivery of good quality care. There is an emphasis on openness, transparency, and learning. Regular Responsible Individual (RI) visits and resulting reports provide assurance and drive improvement.

Leadership within the service is visible and approachable. People, relatives and staff described a positive, welcoming culture, supported by an open-door approach from managers. Concerns and complaints are managed professionally. Leaders show a willingness to work collaboratively with external professionals, which has resulted in improvements to people's health and wellbeing outcomes.

Audit and monitoring systems have significantly strengthened since the last inspection. The service now uses a wide range of audits to monitor care quality and safety, including medication, nutrition, skin integrity, nurse call response times and environmental checks. These systems are used effectively to identify risks, inform decision-making and improve practice; for example, by adjusting workflows to ensure essential care such as repositioning is not missed during staff handover time. Monitoring arrangements include regular review of the dining experience, supporting improvements in the practice of care workers.

Staffing arrangements support safe, timely care. There are sufficient numbers of staff, supported by a robust recruitment process, high-quality induction and comprehensive training programme. Staff are well supported through supervision, appraisal and development opportunities, including leadership and vocational qualifications. Staff spoke positively about feeling valued, supported and being encouraged to develop their skills. Many acknowledge the improvements made within the service around meal times and activities. All staff show a good level of knowledge to support their practice, confirming the quality of learning opportunities provided through the internal training coordinator and access to accredited external trainers. This training includes coverage of specialist subjects to suit people's needs.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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