



The Penylan Residential Hotel



Penylan Residential Hotel, 82 Pen-y-lan Road, Cardiff, CF23 5HX



02920496444

Date(s) of inspection visit(s): The inspection visit took place on 15/10/2025

Service Information:

Operated by:	The Penylan Residential Hotel
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	15
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:

The Penylan Residential Hotel provides a high standard of service through a skilled, competent and consistent care staff team.

'Well-being' is rated as 'Excellent' as people are treated with the utmost respect and live in a home where they are able to live happily and achieve their outcomes.

'Care and support' are rated as 'Excellent' as there are superb systems in place to identify and consistently review people's needs. There is exceptional monitoring of people's health and communication is exemplary with relatives and professionals.

'Environment' is rated as 'Good' as with few exceptions, systems of monitoring and maintaining the environment ensure people live in a warm, comfortable and safe home, and are supported to access the wider community.

'Leadership and management' are rated as 'Excellent' as there is exceptional oversight which informs service provision and development. There is a supportive culture where inclusivity promotes the well-being of staff and people.

Findings:



Well-being

Excellent

Without exception, people are treated with dignity and respect. People are supported to have as much control over their day to day lives as possible. Families, advocates, professionals and independent representatives support people in wider decision making if this is needed. One relative told us *"The home understands my mother's needs and communicates any observations or issues well with the family."* Another relative told us, *"We always receive information about mum, kept well informed about her physical and mental health. Completely confident that she is being well cared for."* Care staff communicate effectively, supporting people to maintain contact with others who share their language, and understand subtle body language when people are trying to communicate their needs. Relatives told us there's *"Plenty of interaction between the staff and residents,"* and some said they would recommend the service, saying, *"The staff are the main factor. Always so kind and patient."* Care staff are trained and understand how to safeguard people. One relative told us, *"My Mum is cared for, loved and safe."*

People are extensively supported to live well, both physically and emotionally. Detailed care planning supports care staff to know how to best support people, but this is enhanced through the consistency of the care staff team. There is an emphasis on the person, their abilities and maintaining independence. One relative stated, *"They are totally transparent and without exception, always available to assist, listen, reassure and just fill the gap that my Mum needs in order to give her a quality life that she has always been used to."* One family member told us how their relative had improved since living at the home, and we saw examples where people have been successfully supported with their health and well-being needs. Families commend the service and the care staff team for the *"Relaxed atmosphere," "Comfort and company,"* contributing to their relative's happiness. The service makes the most of opportunities to support social connections, through events, visits and visitors. People's health is monitored and support provided to access the right services. One visiting professional told us they *"Have no concerns about the care being provided,"* confirming people are always well presented. They also told us the service contacts them to seek advice if they are concerned in any way about a person's health and will follow guidance.



People experience consistently good outcomes as the service ensures communication supports care planning and reviewing. The service excels at consulting with people, their relatives, health professionals and social workers to help formulate personal plans. Care staff know people's like and dislikes, in addition to what they enjoy the most in life. Care staff support with calm clear directives, always listening to people's verbal requests but also noticing body language and behaviours to indicate a person's needs. When people find it difficult to express themselves, possibly due to living with dementia, the service ensures they have a voice through a suitable representative.

The service has exceptionally well organised systems and meticulous records to support people's positive health outcomes. Risk assessments are completed to highlight care required. The service effectively uses monitoring tools to identify when people's health may be deteriorating, ensuring the right support pathway is followed. Routine appointments with opticians, chiropodists and dentists contribute to maintaining general health, with the service having a proactive approach, encouraging people to manage their own health where possible. District nurses told us the service consults them over any identified skin issues, so these are dealt with promptly. The manager has a good working relationship with the local surgery helping to prevent delay in accessing General Practitioner's (GP's) and medication prescriptions. Care workers know the boundaries of their abilities when administering medication and this is adhered to. The standard of medication administration and recording is high. When possible, and with the support of external specialist nurses, people are supported to live in the home to the end of their life.

Care staff provide compassionate care, supporting people's emotional well-being. Without exception, everyone is treated with respect, with care staff encouraging people to maintain their independence, promoting participation in routines and social interactions. Short, enjoyable exercise sessions, memory games and singing activities happen daily. We observed people smiling and laughing as they enjoyed these activities, demonstrating the positive mood created by care staff through their encouraging engagement. The service ensures specialist mental health professionals are involved with people's care when required. Care staff understand how to keep people safe, including managing the environment if people are unable to recognise potential dangers. This is accomplished in a dignified way, with plenty of distraction and reassurance.



Environment

Good

People live in a home which meets their needs. People have their own bedroom, some of which are highly personalised as family members have supported with this. Though not all bedrooms have en-suite, there are ample bathrooms and toilet facilities throughout the building. There is signage around the home to orientate people, displayed in both English and Welsh. The two living rooms and dining room are welcoming and nicely presented with pictures of interest on the walls. There is an interactive digital table which allows people to complete puzzles and activities. It also allows choice of music and films, and we saw people choosing an old favourite film to watch after lunch. People are encouraged to spend time in these areas, socialising, having meals and taking part in activities.

People can access outdoor space and the wider community. There is a small, developed courtyard to the rear of the home with benches and a water feature. People enjoy spending time outside when warm enough, and the area is secure and private. Some people choose to continue their links with groups in the local community and arrange to do this regularly. The service has good links with local retailers. People enjoy visiting a nearby coffee vendor who makes every effort to support the service, understanding some people who visit are living with dementia. Families can easily access the home, and local people are invited into home for events, such as the summer fete. There is exceptional support from care staff for people to be able to access places of interest further afield, many volunteering in their spare time.

The service provider ensures the building is safe and risks to people are minimised. There are good systems of monitoring the environment and reporting issues to be addressed. Improvements have been made since the last inspection to ensure all repairs identified have been completed. With few exceptions, routine testing of systems and equipment takes place. The service has been rated level 5 by the Food Standards Agency for the kitchen and catering facilities. The home is clean, bright and clutter free, helping to maintain people's safety. The home is secure, and visitors are requested to provide their identification and sign into the visitor's book before entry.



Leaders promote a positive culture, contributing to care staff and people's well-being. There is a Responsible Individual (RI) who is also the service provider. They have a strong ethos of treating people with respect, warmth and love, as if members of their own family. Care staff on shift told us they enjoyed working at the home and felt fully supported by the manager and their colleagues. Care staff support each other to cover any absences and holidays, preventing the need for use of agency workers. There is exceptionally low turnover of care staff which benefits people, ensuring continuity of care. The warmth and welcome are extended to all families, and health professionals. This in turn provides positive communication and collaboration. Managers and senior care staff support visiting nurses and doctors, working as a team to provide effective care.

There are strong monitoring systems to continually improve the service. The manager operates the service smoothly, using auditing to good effect, identifying gaps in information quickly so this can be addressed. The RI visits the service and undertakes rigorous analysis of information, ensuring sampling of documentation to review the data. This is highly effective in helping to improve the service and preventing minor issues escalating to concerns. Care staff are clear on their role and carry this out to a high standard.

Care staff are recruited and vetted safely. They are skilled, competent and superbly supported. The service ensures care staff are suitable to work with people, carrying out relevant pre-employment checks. All care staff are up to date with their mandatory training, and the service ensures they are suitably trained to meet people's needs. This includes receiving training around diabetes, dementia and specialist medication administration requirements. Care staff competencies are reviewed, and they receive regular supervision and appraisal meetings. Care staff told us they wouldn't want to work anywhere else and appreciated the support the manager and RI provided. They also told us the support and warmth are extended to their families.

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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