



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Palace Road



3 Palace Road, Cardiff, CF5 2AF



02920576756



www.iriscaregroup.co.uk

Date of Inspection Visit: 30.01.2026

Service Information:

Operated by:	Ocean Community Services Limited
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:	6
Main language(s):	English
Promotion of Welsh language and culture:	The service Provider makes an effort to promote the use of the Welsh language and cultural needs of people, or is working towards a bilingual service.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Palace Road provides care and accommodation for six people with mental health needs or learning disability.

People experience excellent well-being because care is delivered consistently by a highly skilled team. Staff provide support with patience, kindness, and dignity. People told us they feel encouraged to be as independent as possible. The service works effectively with external agencies to ensure coordinated, holistic support.

Care and support are excellent. Personal plans are robust, person-centred, and clearly outline each person's needs, supported by appropriate risk assessments. Palace Road offers an active offer of the Welsh language, anticipating and meeting the Welsh language and cultural needs of people using the service.

The environment is good. It is safe, suitable, and well maintained, providing private en-suite

bedrooms. The home is warm and welcoming, though some areas would benefit from minor cosmetic improvement.

People benefit from strong leadership and management. This is rated excellent because the responsible individual (RI) is actively involved and provides clear oversight, ensuring continuous improvement. Staff are confident, well trained, and supported by effective policies and safeguarding procedures. Staff morale is high, supported by recognition and reward schemes.

Findings:



Well-being

Excellent

With few exceptions, people are treated with dignity and respect and are supported to express their views and achieve their personal outcomes. People exercise meaningful control over their daily lives, including how they spend their time, the décor of their rooms, financial choices, and their preferred routines around meals and activities. During the inspection, we observed positive and supportive interactions between staff and people living in the service, contributing to a warm and nurturing environment. The service undertakes thorough assessments to ensure it can meet each person's needs, and this is clearly evidenced within care files. Staff provide highly personalised care that promotes independence and supports people to achieve strong outcomes. Personal plans are developed collaboratively with people and, where appropriate, their families or representatives. These plans accurately reflect people's preferences, are regularly reviewed and remain responsive to changing needs. Care records are comprehensive and clearly outline how each person wishes their needs to be met, supporting consistent and person-centred practice across the service.

People are well supported to understand their rights and entitlements and are involved in decisions that affect them. They demonstrate a good understanding of boundaries, safeguards, and respectful relationships. People told us they feel happy, safe, and empowered, with clear access to advocacy and information about their rights. Many are achieving positive personal outcomes, including improved health awareness, strengthened family relationships, and increased independence. Several people have progressed to more independent living, reflecting the service's strong focus on developing life skills and autonomy. Professionals involved told us the support for people is person centred and consistent. Palace Road works effectively with external partners to ensure people receive the information and support they need. People are actively involved in discussions about their care through regular meetings with the RI, and risks are well managed through robust assessments and monitoring systems.

People experience enriching opportunities for social interaction and personal growth. The service provides a stimulating environment where people are encouraged to pursue their interests, develop relationships, and build confidence. Staff identify meaningful activities that align with each person's goals, enabling participation in community life and celebration of achievements. Through consistent encouragement and tailored support, people enjoy fulfilling, purposeful lives that promote wellbeing and independence. Staff demonstrate a strong understanding of safety, balancing risk and opportunity to enhance people's involvement in the community. The service has an accessible user guide explaining how to raise complaints, and people told us they have confidence in the manager's response when concerns are raised.



Care & Support

Excellent

The service demonstrates consistently high-quality care and support, underpinned by robust assessment, person-centred planning, and a strong commitment to people's rights and wellbeing. Comprehensive information is gathered prior to admission to ensure the service can meet each person's needs. People are fully involved in their care planning meaningfully and those without immediate family benefit from coordinated input from their professional networks. This builds relationships. Care and support plans are detailed, respectful, current, and clearly reflect each person's individual needs, preferences, and goals. People we spoke with were confident in expressing themselves and described having control over their daily routines. Staff understand people's complex health needs and work proactively with local hospitals and other professionals to maintain health, safety and wellbeing. Feedback is gathered and used creatively to drive innovation and improvement.

Risk assessments including those relating to the Mental Health Act are thorough, person-centred, and routinely reviewed. Evidence shows progress over time with effective strategies contributing to improved mental and emotional wellbeing support. Staff can effectively follow risk management plans to assist and reassure people if they are agitated or distressed. For people with complex or continuing health needs, staff proactively seek specialist input and maintain excellent communication with health professionals. Regular multi-disciplinary meetings ensure care remains responsive and aligned with best practice. Medication systems are well-managed and regularly audited, storage is safe, and processes are followed appropriately when people lack capacity to consent to their care and treatment. People benefit from support that promotes independence and positive risk-taking. They are encouraged to undertake daily living tasks, access community resources, attend health appointments, and participate in meaningful activities. Staff balance safety with autonomy through reflective practice and ongoing review of risk.

The staff team is skilled, stable, and highly knowledgeable about the people they support. Their respectful, ethical approach contributes to a warm, homely atmosphere where without exception, people feel valued and speak positively about the support they receive. Safeguarding procedures are well understood, and relevant policies are consistently applied to protect people's rights and welfare. Team meetings are held with people, and this promotes positive culture of safety in the service, based on openness and honesty. Overall, the service provides excellent, person-centred care that leads to positive outcomes, enhanced wellbeing, and a high quality of life for the people living at Palace Road.



Environment

Good

The environment is safe, secure, and provides good levels of privacy. Access is well controlled through fobs for some people, supported by risk assessments, and visitor checks are in place. The three-storey home is warm, clean, and welcoming, with six en-suite bedrooms, a kitchen, two living rooms, and appropriate staff facilities. People's privacy is respected, and they are encouraged to maintain their rooms and shared spaces. The garden is spacious and used regularly, with people contributing to its upkeep. The interior could benefit from minor cosmetic work, like painting in some areas and garden improvements are ongoing.

Health and safety arrangements are strong. Fire safety requirements are met with a current fire risk assessment. Infection prevention and control practices are followed by care staff. Substances hazardous to health are stored safely and securely. Water safety checks, including legionella risk assessments, are completed. Gas and electricity safety testing are completed within legal timeframes. Fire drills are completed to ensure staff and people know how to evacuate safely in the event of an emergency. Personal emergency evacuation plans are in place and provide clear guidance for safe evacuation during emergencies. The service provider ensures the premises comply with current legislation and national guidance related to environmental health and standards set by the Food Standards Agency. The current Food Standards Agency rating is four, which is deemed generally satisfactory. There were some recommended actions which the provider told us they have already addressed and are ready for re assessment.

The provider's safety systems anticipate and mitigate risks in the home in ways that maximise people's autonomy and independence. Safety measures are implemented to protect people while safeguarding their rights, privacy and dignity. These measures ensure the protection of personal property and facilitate proper access to and from the premises.



Leadership & Management

Excellent

Leadership and management within the service are of an excellent standard. Governance arrangements are robust, with clear oversight and effective quality assurance systems that support a positive and compassionate culture. The RI maintains strong oversight through regular visits and direct engagement with people and staff and quality of care reports are analytical, reflective, and focused on continuous improvement. Leaders use evidence, audits, feedback and learning to strengthen practice, address issues promptly and recognise good performance. Policies and procedures are current, consistently implemented and designed to safeguard people from harm. Risk management is strong, with clear contingency plans to ensure continuity of care. People are supported to understand and exercise their rights, including independent access to advocacy when they feel vulnerable. The service works proactively with external agencies, including mental health hospitals, to prepare people for life in the community, resulting in successful transitions. Staff have access to a wide range of in-house training resources on areas such as personality disorders, trauma, and Deprivation of Liberty Safeguards (DoLs), which they complete alongside reflective discussions with management. This structured approach strengthens competence and supports ongoing professional development. Staff told us they have good opportunities to develop their knowledge and skills, enabling them to fully support people at Palace Road.

The provider demonstrates a strong commitment to maintaining a skilled and well-supported workforce. All care staff are registered with Social Care Wales, the workforce regulator, and meet required qualification standards. Staff told us they feel supported in their roles. Recruitment, induction, and staff development processes are thorough, with new staff receiving comprehensive induction, shadowing opportunities, and specialist training. Staff receive regular supervision and appraisals in line with regulations and benefit from a stable environment, good staff benefits, and a well-established progression programme that supports retention and morale. People spoke highly of the support provided by both their key workers and the management team. Leaders maintain positive working relationships with external stakeholders, respond to issues promptly and transparently, and celebrate good practice. Recent feedback provided by the RI, identified that transition visits could be enhanced by including structured tasks such as laundry, meal preparation, and shopping. This feedback has been actioned. It has also been shared with the area manager responsible for the 'moving on pack', contributing to improved emotional wellbeing and confidence for people preparing for greater independence.

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.

Welsh Government © Crown copyright 2026.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.