



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Conway House



6 Pen-y-lan Road, Cardiff, CF24 3PF



02920 461973



www.iriscaregroup.co.uk

The inspection visit took place on 27/04/2026

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:	8
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

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Conway House is a care home located in a residential area of Cardiff. The service supports people living with autism, mental health and associated needs.

People living at Conway House experience excellent well-being outcomes. People live safely, maintain healthy lifestyles, and have control over their daily lives. We found care staff promote independence, and positive risk-taking. Activities are person-centred, and support people to develop friendships, learn new skills, and access their local community.

The standard of care and support is excellent. People are supported to reach their goals by care staff who know them well. Personal plans are detailed, accurate and regularly reviewed with people and their multi-disciplinary team.

The environment is good, safe and supports people's well-being. Indoor and outdoor areas are attractive, personalised and comfortable to suit people's preferences. People give their opinion on their home. Effective systems are in place to ensure regular maintenance and servicing is

completed in a timely manner.

The leadership and management is excellent at Conway House. Care staff told us they feel supported and have access to meaningful training. The Responsible Individual (RI) completes regular visits and gathers feedback from people and care staff.

Findings:



Well-being

Excellent

People experience excellent well-being at Conway House; they are treated with dignity and respect and are supported to make informed choices about their day-to-day lives. They are actively supported to identify their well-being outcomes and are encouraged to build on their strengths. We observed people confidently approaching staff to discuss their goals, with staff responding in a respectful, and encouraging manner. Staff discussed people with kindness and demonstrated a genuine interest in their needs.

People are supported to plan their personalised activity plans and take the lead wherever possible, with positive risk-taking actively encouraged. A wide range of activities supports people to socialise, develop skills, and maintain meaningful daily routines. People told us they have made friends within the service, and staff consistently support and encourage these relationships.

People receive structured, meaningful, and stimulating support which promotes a strong sense of purpose and direction. They are empowered to thrive through opportunities to maintain, develop, and explore their interests, strengths, and skills, including education, learning, employment, and leisure. For example, people spoke positively about being supported to explore volunteering opportunities and research possible college courses.

The provider offers opportunities for people to participate in resident forums, house meetings, and award ceremonies to celebrate personal achievements. Events are organised within the home and in the local community, enabling people to remain socially connected and engaged. The provider identifies the Welsh language and cultural needs of people in the service, and information is available in people's chosen language.

People live healthily and safely with control over their lives, supported by a service user guide and access to advocacy where desired. They are fully involved in decisions affecting them, with opportunities to participate in or chair review meetings at a level that suits them. People are empowered to make choices about their health, including managing their own medication when ready, and benefit from high-quality support that promotes their physical, mental, and emotional well-being. Feedback reflects strong relationships, with relatives noting people are "*Comfortable with the team*," individuals saying they have "*Bonded*" with staff, and describing them as "*Approachable*," with support rated "*10 out of 10*."

--



People receive excellent care and support because the provider places strong emphasis on compatibility between individuals living in the service. Comprehensive, person-centred pre-admission assessments are completed with input from relevant health and social care professionals. This enables the provider to assess whether people's needs can be met alongside others, supporting a stable, balanced environment where people develop positive relationships and feel safe and comfortable in their home.

Personal plans are well developed, clearly written and tailored to individual needs. Care planning is supported by a multi-disciplinary team through meetings and reviews. People are actively involved in shaping their care, with reviews taking place regularly and updated promptly when circumstances change. Risk assessments take a positive and enabling approach, supporting people to make informed choices while maintaining safety. Individual risk assessments are completed for specific or one-off activities, including community events, overnight stays, and leisure activities.

People are supported to maintain good health and access healthcare in a timely way. Health needs are clearly recorded within personal plans, and staff demonstrate a strong understanding of people's diagnoses and required support. Clear guidance is in place to support staff to respond to medical emergencies relevant to people's needs. There are detailed health passports in place for people. The service works effectively with external professionals, sharing concerns promptly and acting on advice provided.

Medicines are managed safely. The service follows a medication policy reflective of good practice. Where people lack capacity to make decisions about their medicines, appropriate best-interest processes are followed. People are supported to be as independent as possible with their medication, in line with their assessed needs. Staff complete medication training and undertake competency checks routinely. Daily medication counts and monthly audits are undertaken, and proactive action is taken to address any issues identified.

Safeguarding arrangements are effective and well understood by staff. Concerns are identified and reported promptly in line with local procedures, with appropriate action taken to protect people from harm. Where individuals lack capacity to consent to their care or accommodation, Deprivation of Liberty Safeguards (DoLS) applications are submitted appropriately and without delay.

Infection prevention and control measures are consistently applied, with high standards of cleanliness maintained throughout the service. People working towards step-down support are encouraged to plan their own weekly food menus and complete household tasks. Where required, staff provide appropriate support with food preparation and daily living tasks, promoting

independence and good hygiene.



Environment

Good

The environment at Conway House is of a good standard and supports people's well-being. People have access to a communal lounge as well as a separate quiet lounge, which includes a newly purchased folding pool table following people's requests. People are encouraged to give feedback about their environment, and this is acted upon. For example, the provider has authorised the purchase of new sofas for the lounge, and people are currently involved in choosing paint colours for the fencing. Bedrooms are personalised in line with individuals' preferences, and people told us they are happy with their rooms.

Since the last inspection, the service has refurbished the kitchen and installed a wet room with a rainfall shower. The service provider makes good use of the limited available outdoor space, with the rear garden enhanced by colourful murals. There is sufficient space for people to sit together, which we observed on the day of inspection. People are also able to access the local community on a daily basis independently or with staff support if needed, and the service has access to an allotment which has been well received by people.

Routine servicing, maintenance and prompt repairs help ensure the environment remains safe and well maintained. A dedicated maintenance team completes regular checks to ensure equipment and facilities remain in good working order and support people's well-being.

We reviewed safety certificates relating to fire safety systems and utilities, including gas, electricity and water. All documentation was current and compliant. Health and safety auditing systems are in place and support the provider to meet regulatory requirements. A current fire risk assessment is in place, and regular fire drills are carried out so people and staff remain familiar with evacuation procedures.

Access to the home is securely managed. Visitors are required to identify themselves on arrival and sign in using a visitor log, ensuring only authorised individuals enter the building. These arrangements contribute to a safe, well-maintained environment which supports people's comfort, independence and overall well-being.



Leadership & Management

Excellent

People have great confidence in the service provider, as leaders promote a strong, positive culture which is supportive, inclusive and respectful. We received consistently positive feedback from people, staff, relatives and professionals regarding the leadership and management of Conway House.

People achieve excellent outcomes as the provider maintains a skilled and knowledgeable staff team who are readily available to meet individual needs. During the inspection, we observed sufficient staffing levels to support people safely. Staff told us their training is relevant to the needs of the people they support, and they feel confident in recognising deterioration in health and taking appropriate action. Training records confirm staff compliance with mandatory training requirements. Staff told us they feel supported, describing their roles as “*Rewarding*”, and morale within the team is high.

The service encourages staff to complete recognised health and social care qualifications and actively promotes professional development. For example, the provider delivers manager progression courses for staff. This demonstrates a clear commitment to developing and sustaining a stable workforce, ensuring continuity of care for people.

The provider operates robust recruitment and vetting processes to ensure staff are safe, suitable and fit for employment. Personnel files confirmed all required pre-employment checks are completed, including references, employment history verification and Disclosure and Barring Service (DBS) checks. New staff complete a structured induction programme, and all care staff are registered with Social Care Wales.

Records reviewed during the inspection confirmed staff receive regular supervision and annual appraisals. Staff told us these sessions are meaningful and support their ongoing development. The provider offers an Employee Assistance Programme, providing confidential wellbeing support. Staff can attend annual staff awards and have access to a Guardian to raise any whistleblowing concerns.

The provider recognises and celebrates the diversity of the workforce through staff networking groups, such as the multicultural network. The service demonstrates inclusive practice; for example, management is reviewing staff rotas around religious celebrations to better support staff

while maintaining high-quality care.

The Responsible Individual (RI) is visible within the service and maintains strong oversight, visiting regularly to gather feedback from people. A formal quality of care review is completed every six months, with the most recent report identifying both strengths and areas for improvement. Internal audits further support compliance with regulatory requirements and drive continuous improvement. Policies and procedures are appropriate, accessible to staff and regularly reviewed to ensure alignment with current legislation and national guidance.

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.