



New House



St Brides Road, St. Fagans, Cardiff, CF5 6DU



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Date(s) of inspection visit(s):

06/06/2025

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
Registered places:	7
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is making an effort to promote the use of the Welsh language and culture.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

People receive excellent care and support from a stable and consistent care staff team who know them well and understand their needs. Personal plans of care contain robust, detailed information that clearly guides care staff on how best to support people. There are risk assessments in place where required and all documents are kept under review and updated when necessary.

People achieve excellent outcomes because their care is person centred and individual needs, likes and dislikes are considered fully. People are supported to have autonomy over their lives where possible and encouraged to maintain and build positive relationships with friends and family. People live in a good environment that is safe, fit for purpose and meets peoples needs.

The leadership at New House is excellent. The Responsible Individual (RI) has effective oversight and is committed to providing a top-quality service. There is effective auditing and governance arrangements in place and policies and procedures that support the smooth running of the service. Care staff are very happy working at New House and are trained and supported to a very high standard. Care staff are recruited safely and feel valued by the organisation.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives. People are supported to be as independent as they can be and to live their lives in their preferred way. Where possible people and/or their representatives are involved in care planning and reviews and their voice is clearly evident within documentation. People spend their time doing things that they enjoy and whilst some people plan their weeks in advance, others choose what to do at the given time. Some people told us about charity work they have been involved in and how proud this made them feel and they also talked about parties and BBQ's that take place at New House and how much they enjoy these. The management and care staff at New House continuously look for opportunities and ways for people to gain new experiences and live fulfilled enjoyable lives. People are very happy living at New House and one person told us, *"I love living here, it's brilliant, I don't want to leave"*. We saw care staff engaging positively with people and showing compassion and kindness toward them. There was also lots of laughing and banter between the manager, care staff and people which made the atmosphere very pleasant.

People are supported to cultivate safe and healthy relationships. Visitors to the service are welcomed and care staff also support people to visit friends and family locally and further afield. Some people have access to their own personal vehicles and the home also has vehicles to ensure that people can be transported to where they need to be. People are encouraged and supported to go on holiday to destinations of their choice. The service works closely with people's families and care teams to ensure there is sufficient support available and risks are reduced as far as possible when people are away on holiday. People told us that they really enjoy going away and one person said, *"I had a great time with staff and I am going to go again soon"*, another person said, *"I am seeing my family for my birthday and to get my presents"*. People are able to access independent advocacy services for support when required and people's families and representatives are also consulted with regularly. One family member told us, *"My relative is in the right place, they have really got the best out of them, I am grateful for the work they have done. Anything I ask of them is done straight away"*.



Care & Support

Excellent

People receive the quality of care and support they need to achieve their personal outcomes. Care staff at New House have built positive relationships with the people they support which has enabled them to have a good understanding of how to support people in the best way. Management at the service are very involved in the day-to-day operation and are able to plan ahead and anticipate people's needs in advance to ensure the best support is readily available. Care staff levels are consistently excellent and ensure that people do not wait for their care and are able to access community activities or visits without fail. Personal plans of care are goal orientated and clearly outline how people should be supported to achieve their goals. Personal plans are supported with risk assessments and further information where required and reviewed regularly to ensure they remain accurate. People receive support from an internal care team with whom they meet with regularly and also access external health professionals when required.

People's medication is managed safely. Medication is stored securely and administered safely in line with the prescription. Care staff are trained and deemed competent before they are able to administer medication and are always supported by a second member of staff to oversee the process to reduce risk of errors. Medication Administration Record (MAR) charts are in place to record when medication has been administered. We noted that the MAR charts were missing a photo of the person but this was rectified immediately. All MAR charts are completed correctly to reflect what medication has been taken.

People are protected from harm and abuse. New House takes safeguarding very seriously and has a robust safeguarding policy in place. All care staff receive training in the safeguarding of adults at risk of abuse which is refreshed regularly. Care staff we spoke with told us they are fully aware of how to raise any concerns they may have about the people they care for and would do so without hesitation. The local authority is notified of any safeguarding concerns and these are monitored by senior managers within the organisation. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team when required. This ensures that placements are lawful where people lack the mental capacity to make decisions about their care and accommodation needs.



Environment

Good

People live in a suitable environment. New House is a large, detached converted farmhouse located in a rural area of Cardiff. The service is made up of a main house that accommodates five people and two self-contained flats attached to the main house that accommodate one person in each. There is extensive communal space including a large lounge, conservatory area, a dining room and large kitchen that enables people to spend time communally or to receive visitors in private. Bathrooms and toilets at the service are all clean and in good working order. There is a large garden with good quality furniture that supports people to spend time outdoors. New House is warm, welcoming and generally clean, but would benefit from updating, cosmetic redecoration and a deep clean in places. The provider gave assurances that they are planning to renovate the service and make improvements to the environment. People have their own single bedrooms that offer opportunity for personal space and privacy when required. People are supported to personalise and decorate their rooms to their own taste to make them as homely as possible and are encouraged to have autonomy over their personal space. Care staff respect people's personal space by knocking bedrooms and wait to be invited in.

People can be assured they live in a safe environment. On arrival to New House, we found the main entrance secure. Our identification was checked and we were asked to sign the visitors book before we were permitted entry. This indicates that visitors to the service are monitored to ensure only authorised people have access. We completed a tour of the service and found that the environment is safe with hazards reduced as far as possible. Harmful chemicals are locked away safely and window restrictors are in place. The building is well maintained and we were told that repairs are completed quickly. Safety checks of the building including gas and electricity safety checks take place in line with legal requirements. The home has a Food Standards Agency (FSA) rating of four indicating that they have 'good' hygiene standards. There is a fire risk assessment in place, fire alarms are tested weekly and fire drills take place regularly. All residents have a personal emergency evacuation plan (PEEP) in place which guides care staff on how to evacuate them in the event of an emergency.



The service provider has effective organisational arrangements, governance and oversight to ensure high quality care. New House benefits from an experienced and knowledgeable manager and deputy manager who are registered with Social Care Wales, the workforce regulator. The RI has extensive oversight of the service and visits the service in line with regulatory requirements. Detailed reports are produced to support the visits and evidence engagement with people using the service. There are robust quality assurance monitoring and auditing systems in place which analyse a range of data and seek the views of people, their representatives, commissioners and care staff working at the service. This indicates that the provider is committed to providing a quality service and making improvements where required. There are policies and procedures in place for the running of the service and to guide care staff on what is expected of them. People are given detailed information about the service which includes how to complain if they are unhappy. Care Inspectorate Wales are notified of incidents as set out within the regulations and the manager liaises with the local authority safeguarding team when required.

People are supported by staff with the necessary expertise, skills and qualifications to meet people's care and support needs. New House has a stable and experienced care staff team who are happy working at the service and feel valued. One staff member told us, *"I love working here, the manager is great"*. Another staff member said, *"they are a great company to work for, I have been here a very long time"*. Care staff receive high quality training and feel well equipped to do their jobs and have access to further training and promotional opportunities within the organisation. The company offers a vast range of staff benefits including financial rewards, recognition awards and well-being support for staff who may need this. Care staff receive formal supervision in line with regulatory requirements but can access the manager or deputy manager for support or guidance at any time. We examined a selection of care staff personnel files and found that they contain the required information including identity checks and full employment history. Pre-employment checks including references and disclosure and barring service (DBS) certificates are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

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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