Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Riverdale

29 Pantbach Avenue, Cardiff, CF14 1UR

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The inspection visit took place on 24/08/2026

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:	5
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:

Riverdale is a care home located in Cardiff. The service supports people living with autism, mental health needs and associated support needs.

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

The standard of care and support is excellent. Personal plans are detailed, accurate and regularly reviewed with people and their multi-disciplinary teams. People are supported to access healthcare

services and staff are proactive in identifying and responding to changes in health needs.

The environment at Riverdale is good. People have highly personalised bedrooms which reflect their individual needs and preferences. Outdoor areas are maintained to a high standard and are accessible to all. Regular servicing, maintenance and repairs ensures people live in a safe and comfortable home.

Leadership and management at Riverdale is excellent. People and their representatives have confidence in the service because leaders actively seek feedback and respond proactively to concerns and suggestions. Effective oversight and governance arrangements support continuous improvement and help ensure positive outcomes for people.

Findings:

Well-being — Excellent

People experience excellent well-being outcomes at Riverdale and are treated with dignity and respect. People are actively supported to identify and achieve their personal outcomes and are encouraged to build on their strengths and abilities. We observed people participating in activities of their choice and being actively involved in decisions affecting their day-to-day lives through warm interactions with staff. The provider offers a variety of opportunities for people to share their views and influence service development, including resident forums, resident meetings and award ceremonies celebrating people's achievements.

People are empowered to plan, co-produce and lead a wide range of meaningful activities with excellent support from staff. People told us they had achieved significant personal goals, including going on holiday for the first time, developing cooking skills and accessing the community with confidence. Activities are person-centred and contribute significantly to improving people's well-being, independence and quality of life.

People are supported to live healthy, safe and independent lives and have choice and control over important matters to them. Accessible information, including a service user guide and advocacy services, helps people understand their rights and make informed decisions. People spoke positively about living at the service, reporting improvements in their health, well-being and independent living skills. A strong safeguarding culture helps to keep people safe and protected, and people told us they feel able to raise concerns with staff and managers and are confident they will be listened to. Where people require support to manage their finances, arrangements are clear, accountable and focused on promoting well-being, independence and quality of life.

Professionals described communication from the service as "*brilliant*" and highlighted how staff empower people, while acting in their best interests. Relatives provided highly positive feedback about the quality of care, describing staff as professional, caring and supportive. Feedback and compliments reviewed demonstrated staff know people exceptionally well, adapt their communication to individual needs and respond promptly to changes in people's mental and physical health.

People benefit from exceptionally personalised accommodation which reflects their individuality and needs. Bedrooms are thoughtfully designed around people's interests, hobbies and sensory needs,

creating spaces which are meaningful, comfortable and uniquely their own. People are actively involved in decisions about how their home is decorated and maintained, enabling them to exercise choice, control and ownership over their living environment. This contributes positively to people's emotional well-being and quality of life.

Care & Support — Excellent

People experience exceptionally high-quality care and support which consistently promotes their well-being, independence and quality of life. The provider takes a thorough and proactive approach to understanding people's needs, preferences, life histories and goals through detailed assessments. Relevant information is gathered from people, their representatives, healthcare professionals and other relevant agencies to ensure support is highly personalised and responsive. This enables staff to deliver tailored care to each individual which reflects what matters most to them.

As such personal plans are exceptionally detailed and provide clear guidance for staff on how best to support individuals. Plans clearly reflect people's strengths, preferences, communication needs, routines and goals. Staff demonstrated an excellent understanding of the people they support, and we observed warm and respectful interactions, which were responsive to individual needs. People are exceptionally well supported to develop independence through meaningful activities, including planning and preparing meals for the home. This promotes confidence, choice and active participation in everyday life.

The provider excels at supporting people to identify and achieve meaningful outcomes. Staff work creatively alongside people to explore opportunities, develop interests and work towards goals which enhance their confidence and well-being. We saw evidence of people achieving outcomes which may not previously have been considered possible, including increased community participation, improved health, greater independence and enhanced social engagement. This highly person-centred approach has a significant and positive impact on people's lives.

Health promotion is embedded within the culture of the service. Staff work proactively with healthcare professionals to ensure people receive timely interventions and support. Reviews demonstrate improvements in areas including mobility, weight management, skin integrity and the monitoring of long-term health conditions. The service actively seeks specialist input where required and ensures recommendations are implemented effectively to improve outcomes for people.

Risk assessments are highly individualised and successfully promote positive risk-taking. People are encouraged to pursue their interests and achieve personal goals whilst receiving the support necessary to remain safe. Risk assessments are regularly reviewed to ensure they continue to reflect people's current needs and circumstances. This ensures people can exercise choice and

maintain independence in the least restrictive way possible.

Medication arrangements are robust and support independence. Staff work closely with people to help them understand and manage their medicines where appropriate, through following self-medicating procedures in place in line with individuals' risk-assessments. Effective medication auditing supports safe practice and demonstrates a commitment to continuous improvement.

Environment — Good

The environment at Riverdale is welcoming and supports people's well-being. People have consented to photographs being displayed throughout communal areas, celebrating activities, and achievements. People have access to a communal lounge and an open-plan kitchen and dining area. Staff told us people are involved in selecting colours and furnishings for these areas. During our visit, we observed people freely accessing and using all communal spaces and engaging positively with one another. The layout of the home promotes social interaction whilst also allowing people to spend time independently if they wish.

Outdoor spaces are safe, attractive and accessible. People are encouraged to contribute to and take pride in their environment. We saw evidence of people growing fruit and vegetables in the garden, which are later used in communal meals. People were also involved in choosing colours to paint fencing within the garden area. These opportunities support people to develop a sense of ownership, belonging and connection to their home.

People's bedrooms are personalised to reflect their individual preferences, interests and needs. The provider works with people to ensure bedrooms are comfortable and support their independence wherever possible. We found the service considers how the environment can be adapted to promote people's well-being and help them maintain their skills and independence.

The provider has effective arrangements in place to ensure the home remains safe and well maintained. Routine servicing, maintenance and repairs are completed promptly, and a dedicated maintenance team undertakes regular checks of equipment and facilities. Since the last inspection, the service has completed several environmental improvements and renovations. The provider advised further refurbishment work is planned for the remaining en-suite and communal bathroom areas. This demonstrates an ongoing commitment to improving the living environment for people.

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 were in place to support regulatory compliance and promote people's safety. A current fire risk assessment was available, and Personal Emergency Evacuation Plans (PEEPs) reviewed were detailed and provided clear guidance for supporting people to evacuate safely in an emergency.

Access to the home is securely managed. Visitors are required to identify themselves and sign in on arrival, helping to ensure only authorised individuals enter the premises. Overall, people benefit

from a safe, comfortable and well-maintained environment which supports their independence, well-being and quality of life.

Leadership & Management — Excellent

People have great confidence in the service provider because leaders create and sustain a strong, positive culture which is supportive, inclusive and respectful. Feedback from people, relatives, staff and professionals was consistently positive and demonstrated confidence in the leadership at Riverdale. There is a clear commitment to promoting people's rights, well-being and independence, and this culture is embedded throughout the service. As a result, people benefit from consistently high-quality care delivered by a motivated and well-supported staff team.

People achieve excellent outcomes because leaders invest in developing a skilled, knowledgeable and confident workforce. Staff demonstrated a detailed understanding of people's individual needs and were able to recognise changes in health and well-being promptly, we observed this in interactions between people and staff, care records reviewed and from feedback received. During the inspection, staffing levels were sufficient to provide responsive and person-centred support.

The provider demonstrates a strong commitment to developing and retaining a highly skilled workforce. Staff are encouraged to complete recognised qualifications and access a range of progression opportunities, including manager progression courses. This investment in staff development promotes confidence, competence and professional growth, which has a positive impact on the quality of care and support people receive Staff spoke positively about the training available to them and described feeling valued and supported in their roles. This contributes to high staff morale, continuity of care and positive experiences for people using the service.

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 well-being 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 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 an ongoing action plan to drive continuous improvement. Internal audits are used effectively to monitor quality, maintain high standards and improve outcomes for people. 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.

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