



## Westminster Court



Flat 2-4 Westminster Court, Langdale Close, Cardiff, CF23 5NA



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Date of Inspection Visit: 28.01.2026

## 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:	5
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:

Westminster Court currently provides accommodation for up to five people across Cardiff.

People experience excellent well-being outcomes because they are supported by a consistent, stable and highly skilled staff team who know them well. The service promotes autonomy, choice and control, enabling people to lead fulfilling daily lives.

Care and Support is excellent because care is genuinely person-centred. Personal plans are robust, up to date and produced with people and their representatives. They clearly reflect what matters to each individual. The service works effectively with external professionals to ensure coordinated holistic support.

People live in an environment that is safe. It is warm, clean and homely, with ongoing minor cosmetic improvements. Safety checks are thorough, and the property is well maintained. Bedrooms are personalised and meet people's needs.

People benefit from strong leadership and management. The responsible individual (RI) is actively involved and provides clear oversight, ensuring continuous improvement and accountability. Staff are confident, well trained and supported by effective policies and safeguarding procedures.

## Findings:



### Well-being

**Excellent**

With few exceptions, people are supported to have as much control as possible over their day-to-day lives. Their well-being is excellent because they are encouraged to make informed choices, are actively involved in decision-making, and their voices are central to care planning and delivery. The service completes thorough assessments to ensure it can meet people's needs which is clearly documented in care files. Staff deliver highly personalised care and promotes independence and support to people to achieve outstanding outcomes. Personal plans are created with people and where appropriate, with their family members or representatives. These reflect people's preferences and are regularly reviewed to remain relevant and responsive to changing needs. Care records are comprehensive and clearly outline how people wish their needs to be met. People and their representatives report feeling respected and valued. Staff are consistently described as kind, compassionate and professional. One person told us, *"I have 100 percent respect for staff, the way they support me"*.

People experience a personalised and homely environment. One bedroom is located in an annex to the main building. Living in this area of the service promotes independence and contributes to a strong sense of ownership, and people told us they like living here. They feel treated with dignity and respect and have control over their daily activities. Staff provide 24-hour support, and people told us they feel safe. Care is compassionate and person-centred. People have access to equipment and technology that promote physical health and independence, while meaningful activities and social opportunities support emotional well-being. They can express their views collectively, helping influence how the service operates. The service works effectively with external partners to ensure people receive the information, advocacy and support they need.

People are supported to access community events that foster social connections, to enhance personal skills and hobbies. There are planned trips specific for each person. By creating opportunities for learning, social interaction and personal growth, service provider ensures that each person can enjoy a fulfilling and rewarding life. People told us they know how to complain if necessary. One person told us, *"I know how to contact Care Inspector Wales (CIW) if required"*. The service user guide clearly explains how to raise concerns, and complaints are managed promptly, with people expressing confidence in the manager's response. The provider promotes the Welsh language, although no current residents speak Welsh.

Robust safeguarding systems protect people from abuse and neglect. Risks are identified, managed and regularly reviewed. Staff are confident, well-trained and passionate about improving outcomes. Training includes specialist courses to promote well-being and safety. The service complies with deprivation of liberty safeguards (DoLs), where people are deprived of their liberty, this is legally authorised, regularly reviewed and remains the least restrictive option to keep them safe. This demonstrates a strong commitment to upholding people's rights. The responsibility ensures people's safety is consistently promoted by all staff. Staff are alert to risks, they respond appropriately and take preventative action because safety is embedded in daily practice.



## Care & Support

Excellent

People receive excellent care and support that is firmly centred on their needs, preferences and aspirations. They are treated equitably and with dignity and respect. Their preferences and needs are clear throughout their personalised plans. 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. The provider conducts highly effective assessments of whether they can meet the person's needs alongside those already accessing the service, before offering a service. Information is gathered from people or their representatives and or professionals involved. People are involved meaningfully and this builds relationships.

The service encourages people to try new activities that broaden their interests and promote positive outcomes. People have shown interests in new activities and care staff have taken this forward and risk assessments are completed. People are happy with this and feel listened to. This improves their emotional wellbeing. The service provider continually seeks ways to improve safety through a culture of reflective practice and implements sustainable positive changes. This includes learning from internal and external reviews.

Safeguarding processes are well embedded. Staff are competent, confident and follow procedures consistently. The core staff team know people very well, and although agency staff are occasionally used, recent recruitment means this is reducing. Regular agency staff are requested to minimise anxiety for individuals. Team meetings are held with people, and this promotes positive culture of safety in the service, based on openness and honesty. People told us they feel safe and are supported to take positive, informed risks. Records show effective risk management and a clear understanding of boundaries and expectations. Where improvements are required, these are openly shared and understood by all staff who share responsibility for embedding improvements.

People's rights, independence and social participation are clearly evidenced in records and daily practice. Staff are described as caring and respectful, and one person told us they have "100% respect" for them. Multidisciplinary (MDT) reviews are timely, involve people and their representatives, and clearly document aspirations and progress. Medication practices are safe, robust and regularly audited, supported by a medication champion who provides guidance to the team. Overall, care and support are delivered with consistency, compassion and a strong commitment to improving people's lives.



## Environment

Good

The environment is safe, secure and private. The entrance gate has been replaced to improve privacy and is operated via an electronic system. Identification checks and a visitor signing-in book ensure only authorised individuals enter the home. The main building is built over two floors, each with two bedrooms, a kitchen, a large lounge and a bathroom. The upstairs area is currently vacant, and the provider is carefully assessing any future admissions to ensure the needs of existing residents remain safely balanced. Inside, the home is warm, clean and welcoming, decorated to an acceptable standard. Staff respect people's privacy and encourage them to maintain their rooms and shared spaces. Outstanding maintenance has been completed, though garden improvements are ongoing. The provider has effective systems to identify and manage health and safety risks; for example, fire extinguishers are securely stored in the annex. The garden is spacious and accessible in warmer weather. One person told us they enjoy gardening and look forward to cutting the grass, and staff actively support this interest.

The service provider ensures the premises comply with national guidance and current legislation in relation to health & safety and fire safety. A fire risk assessment is in place. 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 three. This is deemed generally satisfactory. The provider told us they have already addressed the actions identified at the time of the inspection and are ready for re-assessment.



## Leadership & Management

**Excellent**

People benefit from strong leadership and effective management. Governance arrangements are robust, with clear oversight and comprehensive quality assurance systems that support a positive and compassionate culture. The RI maintains full oversight of the service through regular visits and direct engagement with people and staff. Quality of care reports are analytical, reflective and clearly focused on improvement. Leaders use evidence, audits, feedback and learning to drive continuous improvement, address issues promptly and recognise good practice. Policies and procedures are current and consistently implemented. Risk management is strong, and contingency plans ensure continuity of care during unforeseen circumstances.

Performance, compliance and outcomes are monitored effectively. The manager is visible and approachable, fostering positive relationships with staff, people and external stakeholders. Regular audits and reviews are completed, and findings are used proactively to drive improvements. Feedback from people, families and professionals is actively sought and acted upon, demonstrating a commitment to learning and development. Staff told us they are happy working at Westminster Court.

Recruitment, induction and staff development processes are well established. Staff receive a comprehensive induction, shadowing opportunities and specialist training, and benefit from strong employment support. All care staff are registered with Social Care Wales, the workforce regulator, and meet required qualification standards. Staff receive regular supervision and appraisals and feel well supported in their roles. Communication within the service is effective, with clear systems for sharing information.

Overall, leadership fosters a positive, accountable culture that enhances the quality of care and support provided. The service consistently meets, and in some areas, exceeds regulatory expectations, delivering excellent outcomes for 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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