



Witla Court



2-4 Witla Court Road, Rumney, Cardiff, CF3 3LT



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www.iriscaregroup.co.uk

The inspection visit took place on 12/06/2026

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:

Witla Court is a care home located in a residential area of Cardiff. The service supports people living with learning disabilities, mental health and associated needs.

People living at Witla Court experience excellent well-being outcomes. We found care staff promote independence, and positive risk-taking. Activities are personalised and encourage people to access their local communities. People told us they are actively involved in decisions which affect them.

The standard of care and support is excellent. The provider conducts detailed assessments, paying attention to the compatibility of the individuals at the service. People are supported by staff who know them well. Personal plans are detailed, accurate and regularly reviewed with people and with 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 and this is listened to.

The leadership and management at Witla Court is excellent. The provider priorities staff well-being and has several initiatives in place such as access to free counselling. Staff told us they feel supported and management are approachable. The Responsible Individual (RI) completes regular visits and gathers feedback from people and staff.

Findings:



Well-being

Excellent

People experience excellent well-being outcomes at Witla Court. They are treated with dignity and respect and are supported to use and build on their strengths. People are enabled to make informed choices about their day-to-day lives and are actively involved in setting and progressing personal goals, with staff providing meaningful support to achieve these. Feedback from people confirmed they feel well supported, and we observed warm, respectful interactions. Staff demonstrated a strong understanding of individuals' needs and preferences.

People benefit from personalised activity planning, with individual activity plans reflecting their interests, preferences, and goals. Positive risk-taking is actively promoted, enabling people to develop independence and confidence. During the inspection, we observed people independently accessing the community to undertake paid employment, utilising agreed unescorted leave, and choosing to participate in community activities with other supported people.

The provider offers a wide range of opportunities for participation and inclusion, including resident forums, house meetings, and award ceremonies to celebrate individual achievements. Events are organised both within the home and in the local community, supporting people to remain socially connected and engaged. The service recognises and promotes people's Welsh language and cultural needs, ensuring information is available in preferred languages.

People's achievements are meaningfully recognised and celebrated. For example, a person received an award for maintaining long-term employment, and people spoke positively about anniversary celebrations acknowledging their time at the service. People are supported to access voluntary work opportunities and to further develop their skills and strengths, with additional opportunities available within the service where appropriate.

People are supported to maintain and develop relationships which are important to them, with staff facilitating visits and communication where needed. People are empowered to make decisions about their health and well-being, including being supported to manage their own medication when appropriate. Overall, people experience high-quality support which promotes their physical, mental, and emotional well-being.

Feedback from people and professionals is positive. People told us they would feel confident approaching "*all staff*" with any concerns. Professionals described the service as particularly effective in supporting individuals during periods of distress, highlighting staff are "*really good with person-centred care*." People have access to advocacy and a service user guide and are encouraged to give their opinion.



People receive high-quality care and support because the provider places a strong emphasis on compatibility between all individuals living in the service. Comprehensive, person-centred pre-admission assessments are undertaken, with input from relevant health and social care professionals, to ensure people's needs can be met effectively. The service adopts a proactive approach; where previously unidentified needs emerge following admission, appropriate action is taken to promote a safe and stable environment where individuals can develop positive relationships and feel secure and comfortable in their home.

Personal plans are well developed, clearly written, and tailored to individual needs. Care planning is supported by multi-disciplinary input through regular meetings and reviews. People are actively involved in shaping their care, with reviews completed regularly and updated promptly when circumstances change. Some individuals choose to share their views informally or through monthly key-worker meetings, and this feedback is valued and reflected in care delivery.

Risk assessments are comprehensive and support people to access activities of their choice, enabling positive risk-taking while maintaining safety. People are supported by skilled staff who understand their individual needs, preferences, beliefs, and protected characteristics, and who adapt care accordingly.

Health promotion is actively encouraged and highly personalised. People have detailed health passports in place, and staff act as advocates where required. The service effectively supports individuals to manage their health conditions, and people told us their health and well-being have improved since living at the service and that they feel settled.

Medicines are managed safely in line with a policy that reflects good practice. Where individuals lack capacity to make decisions about their medication, appropriate best interest processes are followed. People are supported to maintain independence with their medication wherever possible, in line with their assessed needs. Staff complete medication training and undertake regular competency assessments. Daily medication counts and monthly audits are completed.

Safeguarding arrangements are effective and well understood by staff. Concerns are recognised and reported promptly in line with local procedures, with appropriate action taken to protect individuals from harm. Where people 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, and good standards of cleanliness are maintained throughout the service. People are encouraged to maintain independence in daily living activities, including shopping, meal preparation, and domestic tasks, with staff providing support where required.



Environment

Good

The environment at Witla Court is of a good standard and supports people's well-being. Bedrooms are personalised, and individuals told us they are involved in decisions about the decoration of their home. Witla Court comprises two houses, and people were observed freely accessing communal areas across both properties.

People have access to a range of communal lounges and designated activity rooms. Individuals are encouraged to provide feedback on their environment, and this is acted upon. For example, one person is being supported to paint the fence, and a larger shed has been provided following requests from individuals. Outdoor spaces are attractive, accessible, and provide sufficient space for people to spend time together if they wish. Kitchen areas are modern, clean, and support individuals to develop their cooking skills and independence.

Routine servicing, maintenance, and repairs ensure the environment remains safe and well maintained. A dedicated maintenance team carries out regular checks to ensure equipment and facilities remain in good working order and support people's well-being. The provider has advised that communal bathrooms are scheduled for refurbishment.

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 to support the provider in meeting regulatory requirements. A current fire risk assessment is in place, and Personal Emergency Evacuation Plans (PEEPs) reviewed were detailed and clearly outlined how individuals should be supported to evacuate the home safely.

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 premises. These arrangements contribute to a safe, well-maintained environment that supports people's comfort, independence, and overall well-being.



Leadership & Management

Excellent

People have strong confidence in the service provider, as leaders promote a positive culture that is supportive, inclusive, and respectful. We received consistently positive feedback from people, staff, and professionals regarding the leadership and management of Witla Court. Where areas for improvement are identified through audits or feedback, the provider responds promptly and takes appropriate action.

People achieve positive outcomes because the provider maintains a skilled and knowledgeable staff team that is responsive to individual needs. Staff told us their training is relevant to the people they support, and they feel confident in recognising deterioration in health and taking appropriate action. Training records confirmed compliance with mandatory training requirements. Staff reported feeling well supported, and team morale was described as high.

The service actively promotes staff development and encourages the completion of recognised health and social care qualifications. For example, the provider offers management progression programmes for staff. This demonstrates a commitment to developing and sustaining a stable and competent workforce, supporting continuity of care for individuals. Effective workforce planning arrangements are in place to maintain staffing levels, and where required, known agency staff are used. We observed that agency staff on duty were familiar with the individuals they supported.

Robust recruitment and vetting procedures are in place to ensure staff are safe, suitable, and fit for their roles. Personnel files evidenced that appropriate pre-employment checks are completed, including references, verification of employment history, 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 confirmed that staff receive regular supervision and annual appraisals. Staff told us these sessions are meaningful, providing opportunities for reflection, development, and discussion, and that they are given the space to raise any issues relevant to their role.

The provider supports staff well-being through initiatives such as an Employee Assistance Programme, offering confidential support. Staff have opportunities to attend annual awards events and can raise concerns through a designated Guardian. The provider recognises and values workforce diversity, supported through staff networks, and provides access to regular staff forums to encourage engagement and communication.

Policies and procedures are organisation-wide, appropriate, and aligned with current legislation, supporting consistent and effective service delivery.

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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