



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Windsor Road



88 Windsor Road, Penarth, CF64 1JL



02920702254



www.iriscaregroup.co.uk

The inspection visit took place on 30/10/2025

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:	6
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:

Windsor Road provides accommodation for up to six people. It does not provide nursing care. People receive an excellent standard of care and support from a consistent care staff team who know them well and understand their aspirations and needs. Personal plans are produced with people and clearly identify the desired outcomes of each individual and how best to support them to achieve these goals.

People's wellbeing is excellent because they are consistently supported to achieve positive outcomes, whilst any identified risks are managed effectively.

The property is homely and welcoming and meets the needs of people living there. It is well maintained; safety checks are carried out and the level of cleanliness is good. The overall standard of the environment is good.

People benefit from an excellent standard of Leadership and Management. The Responsible Individual (RI) visits the home frequently and knows the staff and residents well. The RI works closely with the home manager and assistant manager to provide and maintain an open and

positive culture at the service. Care staff enjoy working at the service, they feel extremely well supported and are motivated by a caring and compassionate management team. Highly effective governance is clearly documented through robust audit and reporting processes.

Findings:



Well-being

Excellent

The service provides highly effective support to people to help them to live as independently as possible. People told us working with their allocated key workers and wider staff team helps them to improve their self-esteem, confidence and resilience when coping with difficulties. People consistently achieve positive outcomes that are meaningful to them. 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. One person told us about the charity work they have been involved in and how this improved their confidence. Another person had completed a community college course; others told us about looking forward to the Halloween party they had planned.

Without exception, people and their families told us the service provides outstanding support. One person told us *“I love it here, the staff are amazing, and the manager is brilliant. I feel safe now and enjoy going out into the community with staff and learning new skills in the home, like cooking.”* A visiting family member told us, how they are comforted and reassured that their loved one is safe and happy at the home, they said *“the key worker is great and always keeps me updated with how things are going. I appreciate that I am involved in monthly reviews with the key worker, manager and RI. The manager is brilliant, and plans are revised promptly as progress is made, or other changes occur.”*

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. People can access independent advocacy services for support when required and peoples' families and representatives are also consulted with regularly.



People receive the quality of care and support they need to achieve their personal outcomes. Care staff have positive relationships with the people they support which enables them to have a good understanding of how to support people in the best way. We observed warm, compassionate interactions between care staff and residents. People are relaxed and comfortable around care staff and feel able to seek help or support when required. Management at the service are very involved in the day-to-day operation and plan ahead to anticipate people's needs in advance to ensure the best support is readily available.

Personal plans are developed with people to inform care staff how best to support them. The plans are exceptionally well presented, with a strong focus on what the person would like to achieve in the identified areas and how best to support them to achieve these goals. Related risks are clearly and comprehensively documented, along with direction of how the risks should be managed to allow the person to develop practical and emotional management skills to achieve their goals. Each plan is highly person centred to the individual. People choose a designated key worker who they feel most comfortable talking to. Information shared is treated sensitively and effectively for the benefit of the person. The key worker takes a lead on encouraging the person to strive towards achievable long term and short-term goals that will benefit them. People's progress and personal plans are reviewed at least every month through a highly effective meeting between the person, their relatives or advocate, the manager, RI, key worker and any external professionals involved. Detailed records of the reviews are kept, and plans are promptly updated and revised 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 can administer medication. Medication Administration Record (MAR) charts are in place to record when medication has been administered. All MAR charts are completed clearly to reflect what medication has been administered and when.

People are protected from harm and abuse. The service 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 consulted with and notified of any safeguarding related matters, and these are monitored by the RI. 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 an environment that meets their needs. The property benefits from a homely décor and is well maintained. People choose how they would like their bedrooms to be decorated and are encouraged to have personal items to make their own space feel more homely to them. The bedrooms we viewed were clearly personalised to people's individual tastes. One of the registered places is a self-contained flat within the main building, the person living in this flat was proud to show us around and told us they benefit from having their own space as well as accessing the communal areas of the home. The lounge is a suitable size for the number of people in the home; the furniture is comfortable and in good condition. The fitted kitchen is in adequate condition, the RI informed us a new kitchen is due to be fitted within the next year, which will benefit the home. The rear garden is laid to a level patio, leading to a lawned garden.

Access to the home is gained through the main front door, which is kept locked for people's safety. Care staff check people's identity if they are not known to them and all visitors are required to sign in and out of the home for safety purposes. A good level of cleanliness is maintained throughout the home. Environmental risk assessments and audits are regularly reviewed to ensure the home is as safe as possible and any potential hazards to safety are identified. Cleaning products are stored in a locked cupboard, and medication is stored in secure cabinets which are designed for this purpose, the cabinets are stored within a locked medication room, as is best practice. Window restrictors are fitted where required.

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 hygiene standards are good. 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 benefits from highly effective leaders who have embedded a positive, open and compassionate culture. The manager, assistant manager and RI are all committed to providing excellent quality services for the benefit of residents. The service is constantly striving to improve, which is supported by established, robust and effective audit and governance processes.

The RI visits the service frequently; they consider the quality of care being provided and complete relevant reports. These reports are detailed and show continual consideration of how the service can improve. People and staff are consulted to inform service development. People know what they can expect from the service, this is documented in the Statement of Purpose which is kept under review and accurately describes the home and the service which is delivered. Feedback from authorities that commission placements rate the service as “*excellent*”.

The RI is supportive of the manager and staff team. The manager is experienced and passionate about the quality of service. Throughout our visit, we saw both the RI, Manager, and assistant manager interacting in a warm and supportive manner with care staff and residents. Everyone we spoke to was extremely positive about how supportive and caring the management team are. We were frequently told how approachable and helpful the management team are. The RI’s oversight and governance arrangements fosters a positive and compassionate culture in the service.

Care staff are safely recruited, and personnel records are well organised. Records contain all relevant documentation, including employee’s right to work and enhanced checks with the Disclosure and Barring Service. There are details of the employee’s registration with the workforce regulator, Social Care Wales. Care staff enjoy working at the home and supporting the individuals. One staff member told us “*I absolutely love working here, the teamwork is excellent, and we are extremely well supported by the management team.*” Care staff receive regular high-quality supervisions which provide a focus on their own wellbeing, performance, progress of individuals, and development plans. Care staff are well trained and proactively supported to progress in their career path in Health and Social Care, if they choose to do so. The RI runs a management development programme for staff to prepare them for taking on increased responsibilities. People are supported by familiar, competent and well supported care staff who know them well. Another care worker told us “*It is brilliant here; I get great support from all the staff and management. If I have any queries, there is always someone to ask, and they always respond quickly.*”

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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