Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Hollies

22 Pardoe Crescent, Barry, CF62 8EQ

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The inspection visit took place on 07/07/2026

Service Information:

Operated by:	The Cedars Care Services Ltd
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 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	Good

Summary:

People achieve excellent well-being outcomes because care staff provide highly personalised support that promotes independence, choice, relationships and community inclusion. People live fulfilling lives, maintain important relationships and take part in activities that matter to them. People, relatives and professionals consistently described positive and excellent outcomes in well-being.

People receive excellent care and support. Care staff know people exceptionally well and provide highly personalised support based on individual wishes, strengths and goals. Staff use positive risk management to maximise independence whilst keeping people safe. Strong partnerships with health, mental health and social care professionals help people access the right support at the right time. We found evidence of significant progress in people's independence, communication, confidence and quality of life.

People benefit from a good environment that supports their comfort, independence and well-being. The home is warm, welcoming and highly personalised. Accessible indoor and outdoor spaces promote independence and social interaction. Ongoing investment and improvements help ensure the environment remains safe, comfortable and homely.

People benefit from good leadership and management. Leaders promote a positive, inclusive and person-centred culture. The manager provides visible leadership and actively involves people in shaping the service. We found several examples of excellent practice, particularly in promoting participation, staff support and continuity of care. However, leadership systems require further strengthening to improve oversight, recording and information sharing of allegations of staff misconduct.

Findings:

Well-being — Excellent

People achieve excellent well-being outcomes because care staff provide highly personalised support that promotes independence, choice, safety, relationships and inclusion. People live healthy and fulfilling lives, remain in control of their daily routines and achieve outcomes that matter to them. We found strong evidence that people maintain and improve their physical, emotional and mental well-being because of the exceptional support they receive.

People are extensively supported to make choices and direct their own lives. Care staff promote independence through positive risk management and support people to do the things they enjoy. People choose when they get up, go to bed, eat and spend their time. Staff remove barriers through creative and personalised approaches. We found examples of people taking holidays abroad, attending community events, enjoying social occasions and visiting pubs.

People consistently describe care staff as kind, respectful and supportive. One person told us, *"It's a real family home here."* Another described the service as *"brilliant"* and said, *"They don't treat us like residents, they treat us like people, like it's our own home."* People told us staff listen to them, respect their choices and encourage them to achieve their goals. Relatives also described excellent outcomes. One relative said, *"They are amazing with my father, absolutely brilliant."* Another told us, *"He's improved a lot since he's been there."* Another told us how their loved one has become much happier in presentation and mood since moving into The Hollies and said, "*she's quite the little adventurer now its lovely seeing photos of all the places she's visiting and enjoying with staff*". We found people are valued, respected and supported to reach their potential.

People maintain important relationships and emotional connections. Care staff support people to spend time with family, enjoy holidays with relatives and keep in regular contact through technology. Staff also provide meaningful support during bereavement. Care staff support people to remember loved ones and maintain important emotional connections following bereavement and to share this experience together as a group. These experiences help people maintain emotional well-being and support each other through loss.

People develop meaningful friendships and participate actively in their communities. We found strong evidence that people were experiencing opportunities that enriched their lives and increased their confidence. Records, observations and feedback from relatives demonstrated improvements in confidence, emotional well-being and community participation. People enjoy holidays, sporting activities, social events and community groups. One person reconnected with groups linked to an important part of their life history and identity. Another person regularly enjoys activities that reflect their sensory preferences, with speedboat trips being one of them.

People benefit from highly personalised accommodation that reflects their interests and preferences. Bedrooms contain meaningful possessions, photographs and memorabilia. One person proudly showed us a bedroom personalised with items that reflected their interests and identity. Another told us they would not change anything about their room. People described the service as a “*home from home*”.

The service also promotes Welsh language and culture. It has bilingual procedures, Welsh-speaking staff and management, and can deliver the service fully through the medium of Welsh if required. This means the provider is well placed to identify and meet Welsh language needs.

Care & Support — Excellent

People receive excellent care and support because care staff know them exceptionally well and design support around their wishes, strengths, risks and goals. People's plans are highly personalised. They clearly describe what matters to each person, how they communicate and how staff support them to achieve positive outcomes. We found people's preferences and individual needs were evident throughout their care records and daily support. We read outstanding pen picture profiles written by the manager from each person's voice and perspective. They capture people's character, personality and life journey, and clearly describe what is important to them. They also provide strong evidence of the progress people have made and show how they are now thriving

People are treated with dignity and respect. Care staff involve people in decisions about their care and support them to maintain control over their daily lives. We observed and read evidence of people being given choices throughout the day. Care staff adapt support around people's routines rather than expecting people to fit into routines set by the service.

Healthcare monitoring is robust. Care staff understand people's health conditions and respond quickly when needs change. They maintain accurate records and seek specialist advice when required. This helps people remain healthy and safe while enjoying maximum freedom. The service has very strong links with health, mental health and social care professionals. The manager works closely with doctors, consultants, district nurses, occupational therapists, physiotherapists and specialist services. This collaborative approach helps people access the right support at the right time and achieve excellent outcomes. We found examples of the manger strongly advocating for people, arranging specialist assessments and ensuring health concerns received prompt attention.

Care staff demonstrate extensive knowledge of how to support people safely while maximising freedom and independence. They use positive risk management and avoid unnecessary restrictions. Rather than limiting opportunities, staff find creative ways to help people participate in activities, develop skills and enjoy meaningful experiences.

We found excellent examples of personalised support. Staff understood one person's sensory and communication needs in detail. They used sensory cues to help them understand daily routines and activities. Staff used highly personalised sensory approaches to help the person understand routines and participate in activities they enjoy. Another person's progress demonstrated the impact of consistent and skilled support. When they moved to the service, they previously experienced significant distress, had limited communication and relied heavily on support from others. Care staff supported the person to develop their communication skills, increase their independence and reconnect with other peers. This helped restore their sense of identity and belonging. They now take part in community activities, use technology to keep in touch with family, and complete some daily living tasks independently.

Environment

Good

People live in a warm, welcoming and highly personalised home. The environment supports people's well-being, independence and quality of life. We found the home was clean, comfortable and well maintained throughout. The home creates a positive first impression. The property has a personalised house name, well-maintained lawns and colourful displays, which give it a welcoming and homely feel. Accessible ramps support people to enter and leave the home safely and independently.

The manager told us they have successfully built positive relationships with the neighbours. When the home first opened, the manager actively engaged with neighbours and invited them to visit the home and meet people living there. This helped build understanding and positive relationships. People are now well integrated into their local community. The manager uses creative ways to celebrate people's experiences and achievements. Digital photograph frames display holidays, activities and important life events. These displays help people reminisce, share experiences with visitors and take pride in what they have achieved.

The design and layout of the home supports independence and accessibility. Several accessible doors lead directly to outdoor areas, making it easy for people to move between the house and garden. The accessible pathways and patios connect around the home and encourage people to spend time outdoors. The garden provides a safe and attractive space for relaxation, activities and social occasions. A gazebo provides sheltered seating, access to shade and allows people to enjoy the garden throughout the year. During the inspection, we saw people and staff enjoying lunch together in the garden. Mealtimes felt relaxed, social and inclusive. Staff sat and ate with people, creating a warm family atmosphere. Throughout the home we observed many personalised touches which reflected people's lives, interests and achievements. We found the home organised and well maintained throughout. The service has achieved a five-star food hygiene rating.

People benefit from a well-maintained environment. The provider has invested in improvements, including new flooring and ongoing refurbishment work. Health and safety checks are up to date and completed regularly. We saw evidence that the provider responded promptly to recommendations made by the fire safety service. Required improvements had been addressed quickly and further planned work was underway at the time of inspection. The service provider invests in the home and improving the environment through ongoing work and refurbishments.

Leadership & Management — Good

People benefit from good leadership and management. Leaders create a positive, inclusive and respectful culture. People, staff and professionals have high confidence in the service. The manager is visible, approachable and knows people exceptionally well. The manager leads by example and promotes compassionate, person-centred care. The manager promotes a clear vision of a "*home from home*", where people are valued and supported to achieve outcomes that matter to them. We found this vision embedded throughout the service. Care and support is organised around people's preferences, strengths and goals.

People help shape the service. Some people take part in staff recruitment interviews and attend team meetings. Their involvement helps shape how the service operates and develops. As a result, people's confidence and participation have increased. This gives people a genuine voice in decisions that affect their lives. People are also involved in discussions about activities, plans, and service development.

The manager promotes equality and inclusion, making reasonable adjustments for staff and provides tailored support when needed. This includes accessible learning resources, additional coaching and practical workplace adaptations. These actions help staff develop their skills and succeed in their roles and promotes an inclusive culture.

People receive support from a knowledgeable and competent workforce. Staff receive regular supervision, annual appraisals and training that reflects people's needs. All staff are registered with Social Care Wales and hold appropriate DBS (Disclosure and Barring Service) checks. The manager ensures sufficient staffing arrangements are in place to meet people's needs. Flexible staffing and contingency arrangements support continuity of care and enable staff to respond quickly to changing circumstances. We have not always been informed of details about safeguarding concerns and allegations of staff misconduct at the earliest opportunity. The provider also needs to strengthen systems for recording, monitoring and analysing concerns, patterns and trends. This will support transparency, learning, oversight and continuous improvement.

Leaders actively seek feedback from people, relatives, staff and professionals. They use this information to review and improve the service. Professional feedback captured within the service was consistently positive and highlighted the excellent outcomes people achieve. We spoke to two professionals during our visit. They confirmed the home is managed effectively and told us the manager enhances people's quality of life. There is a strong culture of person-centred care,

supported by a committed and consistent manager who works hard and a dedicated workforce who go the extra mile 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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