



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### Avalon



13 Kyveilog Street, Cardiff, CF11 9JA



02920237575



[www.priorygroup.com](http://www.priorygroup.com)

**Date(s) of inspection visit(s):**

16/05/2025, 21/05/2025

### Service Information:

|                                          |                                                                                                                                        |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Operated by:                             | PARKCARE HOMES (NO.2) LIMITED                                                                                                          |
| Care Type:                               | Care Home Service<br>Adults Without Nursing                                                                                            |
| Provision for:                           | Provision for learning disability, Provision for mental health                                                                         |
| Registered places:                       | 6                                                                                                                                      |
| Main language(s):                        | English                                                                                                                                |
| Promotion of Welsh language and culture: | The service provider makes and effort to promote the use of the Welsh language and culture, or is working toward a bi-lingual service. |

## Ratings:



**Well-being**

**Excellent**



**Care & Support**

**Excellent**



**Environment**

**Good**



**Leadership & Management**

**Excellent**

## Summary:

People are very happy living at Avalon and receive excellent care and support to achieve their well-being outcomes. Personal plans of care accurately reflect how people should be cared for and effectively guide care staff to support people correctly. Medication processes are safe and robust and people have access to health care professionals when required. People are treated as individuals and supported to be as independent as possible and to live their lives in their preferred way. This ensures excellent well-being outcomes are achieved for the people living at the service. People live in a good environment that is safe and suitable to meet people's needs. There is ample communal space available and people have single bedrooms that offer opportunity for personal space and privacy.

The leadership and management at Avalon is excellent. There are policies and procedures in place for the running of the service and quality assurance monitoring is completed regularly. The Responsible Individual (RI) has outstanding oversight of the service and engages with residents during regulatory visits. Care staff are safely recruited, highly trained and very well supported. Care

staff like working at the service and speak very highly of the manager.

## Findings:



### Well-being

**Excellent**

People are supported to have autonomy over their lives. People are very happy living at Avalon and speak highly of the care staff who support them. One person told us *"I love the staff; they really help me and I wouldn't want to live anywhere else"*. People are at the centre of care planning and where possible are included in the assessment and reviews of their needs. Personal plans of care focus on people's personal goals and aspirations and outlines ways in which these can be achieved. People's preferences, likes and dislikes are evident within personal plans to ensure that care staff understand how best to support them.

People have their own daily personal routines and do the things that matter to them. People decide when to get up in the morning, when to go to bed at night and how to spend the time in between. People have options available in regard to meals, snacks and drinks and are supported to plan a weekly food menu considering personal preferences and healthy eating. Some people choose to assist care staff with the weekly food shop and some people take turns to cook the evening meal for everyone.

People are encouraged to maintain safe and healthy relationships. Avalon facilitates positive communal living and encourage people to enjoy the company of the people they live with, but to also have personal hobbies and interests. Some people have their own personal activity plans in place while other decide each day how to spend their time. Visitors to the service are welcomed and people are given strong support to maintain relationships with family and friends. Care staff have extensive knowledge of people's recreational preferences and go above expectations to support people to engage in their chosen activities. We were told that a person had achieved a six stone weight loss with staff support and another person achieved their dream of going on an aeroplane with care staff support. One person told us, *"I do everything I want to do"*. Care staff and management continually look for new opportunities for people to fulfil their social needs and ensure that people's voice is heard. Avalon has two resident representatives who meet with senior manager regularly and consideration is being given to residents being part of new staff recruitment processes.



## Care & Support

Excellent

People receive quality care to meet their well-being outcomes. Care staff levels at the service are very good and ensure that people do not wait for their care and can attend community activities and appointments without fail. Care staff have built positive relationships with people and have a very strong understanding of people's needs and how to support them. Personal plans contain detailed, robust information about people and how they should be supported and include details of what people can do to ensure their independence is promoted and not compromised. There are risk assessments in place where required and all documents are kept under regular review to ensure they remain accurate. People have access to an internal care team with whom they meet with frequently and people attend appointments with external health professionals as and when required. Any professional advice or guidance is added to personal plans and followed correctly.

Medication processes within the service are safe and robust. The home has a robust medication policy in place which includes supporting people to be independent with medication management where possible and details how to respond if a medication error occurs. Care staff receive medication training and must be deemed competent before they are able to administer medication. Medication is stored securely and administered safely in line with prescription; a second carer oversees the process to reduce risk of errors. There are Medication Administration Record (MAR) charts in place which contain the required information and are completed correctly to reflect when medication is administered.

People are protected from harm and abuse. Avalon has a robust safeguarding policy in place and all care staff receive training in the safeguarding of adults at risk of abuse. Care staff understand their safeguarding responsibilities and know how to report any concerns they may have. People are given detailed information about the service which includes how to complain if they are unhappy with the service. Independent advocacy services visit the home regularly to offer support to people if needed and people's representatives are always consulted about people's care. One family member told us *"The care is absolutely amazing; they have got the best out of my family member and are very supportive. I feel we work together"*.



## **Environment**

**Good**

People live in a suitable environment. Avalon is located in a residential area of Cardiff that benefits from local amenities and good transport links. The home has ample communal space including a galley style kitchen, a large lounge and a dining room that enables people to spend time communally and take part in group activities. There is an enclosed garden to the rear of the home that is equipped with furniture that assists people to spend time outdoors comfortably if they wish. The home is warm, welcoming and decorated nicely throughout but would benefit from some minor cosmetic redecoration in places. We saw evidence of good cleaning regimes in place and we did not detect any malodour during inspection. There are a sufficient number of bathrooms and toilets within the service, all accessible, clean and in good working order. People have their own single bedrooms and are supported and encouraged to take pride in their personal space. People are encouraged to personalise their rooms to make them as homely and comfortable as possible. Care staff respect people's personal space by knocking doors and requesting permission to enter people's rooms.

People can be assured they live in a safe environment. On arrival to Avalon, we found the main entrance secure; our identification was checked and we were asked to sign the visitors book before we were permitted entry. This indicates that visitors to the service are monitored to ensure only authorised people have access. We did a tour of the building and found the environment to be safe with hazards reduced as far as possible. Window restrictors are in place and harmful chemicals are locked away safely. There is a stairlift in place for people to access the first floor of the home safely. Avalon has a fire risk assessment in place and all care staff are trained in fire safety. Fire alarms are tested weekly and regular fire drills take place. All residents have a personal emergency evacuation plan (PEEP) in place which ensures that care staff are able to evacuate them safely in the event of an emergency. Repairs to the building are completed without delay and safety testing of equipment and utilities such as gas and electricity take place within legally required timescales.



People achieve their well-being outcomes because the provider has effective organisational arrangements in place. Avalon benefits from a very experienced and knowledgeable manager who is registered with Social Care Wales, the workforce regulator. The RI has excellent oversight of the service and in-depth knowledge of the people who live at Avalon; this has been achieved through regulatory visits to the home, meeting with people at various forums and social events and being accessible when people wish to contact him directly. Robust quality assurance monitoring of the service takes place regularly and seeks the views of people using the service and/or their representatives. People have opportunity to meet with the senior management team on a regular basis to discuss the service and provide their thoughts and opinions of the service and where they feel changes or improvements need to be made.

There are policies and procedures in place for the smooth running of the service which are reviewed and updated regularly. The manager understands legal requirements of caring for vulnerable people and liaises with the local authority safeguarding team when required. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team when required. This ensures that placements at Avalon are lawful where people lack the mental capacity to make decisions regarding their care and accommodation needs.

People are supported by care staff who are highly trained, skilled and well supported. Care staff attend training appropriate to the roles they undertake and feel well equipped and knowledgeable to do their jobs. Care staff receive a formal supervision in line with regulatory requirements but are able to speak with the manager at any time. One staff member told us *"The manager is amazing; I have never met a manager who cares more about their staff and residents"*. The organisation offers various staff benefits including financial benefits, recognition awards and forums to support and listen to care staff. This has resulted in exceptional care staff retention and created a strong, stable staff team who are extremely happy and keen to do an excellent job. We examined a selection of care staff files and found that they contain the required information such as employment contracts and identification checks. Pre-employment checks including references and Disclosure and Barring Service (DBS) certificates are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable 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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