



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Princes Street



40 Princes Street, Cardiff, CF24 3SL



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www.priorygroup.com

Date: 04/12/2025 & 05/12.2025

Service Information:

Operated by:	PARKCARE HOMES (NO.2) LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability, Provision for mental health
Registered places:	5
Main language(s):	English
Promotion of Welsh language and culture:	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Princess Street supports four adults. We found that people's well-being is excellent because the service delivers high-quality care that promotes well-being, autonomy, and choice. People are actively involved in decision-making, and their voices are central to care planning and delivery. People receiving support told us that they feel respected, valued, and empowered, reflecting the service's strong person-centred approach.

Care and Support is excellent because care delivery is informed by a deep understanding of people's needs, ensuring interventions are tailored and effective. The service prioritises what matters most to each person and works collaboratively with external professionals to provide integrated, holistic support. Staff told us that they are happy working at Princess Street. Robust safeguarding policies and evidence-based procedures underpin practice, ensuring safety and compliance with regulatory standards.

The environment people live in is good. It is warm, clean and tidy. There is a cleaning schedule in place. Décor and furnishings are appropriate, and it is adapted to meet people's needs. The outside space is accessible and safe to use. People chose decorating ideas outside, including the

smoking shed.

Leadership and management is excellent because governance is rigorous and proactive. The management team maintains strong oversight through systematic audits and robust quality assurance processes. The Responsible Individual (RI) is highly engaged, demonstrating exceptional leadership and accountability. Continuous improvement is embedded in the culture, with clear evidence of reflective practice and responsive action planning to enhance outcomes and maintain excellent standards.

Findings:



Well-being

Excellent

People are empowered to maintain control over their daily lives. They report being treated with dignity and respect and are actively involved in decisions about their care. Comprehensive pre-admission assessments ensure needs can be met, and care plans are co-produced, regularly reviewed, and reflect individual preferences. Care files are detailed and include what matters most to people. People we spoke to described life-changing outcomes resulting from consistent staff support.

The environment is highly personalised, fostering a strong sense of ownership and homeliness. People praised the accommodation, activities, and staff support, noting improvements in their well-being. Equipment and technology promote physical health and independence, while meaningful activities and social opportunities support emotional well-being. People have access to platforms to express views collectively, influencing service delivery. The service has a clear Statement of Purpose and Service Guide, which includes information on complaints, advocacy and rights. Complaints are handled promptly, and people expressed confidence in the manager's ability to resolve issues. The provider actively promotes the Welsh language, although no current residents speak Welsh.

People are supported to remain physically and emotionally healthy through practical measures such as exercise equipment, healthy eating initiatives and timely health referrals. Professional recommendations are implemented and staff provide information in accessible formats. People reported feeling empowered, rebuilding family relationships and enjoying community engagement.

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 and demonstrates a strong commitment to upholding people's rights.

The service delivers highly personalised care, promotes independence and achieves outstanding outcomes. Leadership and staff demonstrate strong commitment to dignity, safety and continuous improvement.



People receive excellent quality care and support that enables them to achieve their personal outcomes. People's care plans are detailed, person-centred, regularly reviewed and shared with them and their representatives. Information is current and written respectfully. Plans clearly outline how people wish to be supported and what matters most to them. They anticipate future needs and adapt promptly to any changes. Information is gathered from people, their representatives and external professionals involved in their care. In addition, staff maintain daily records documenting all care and support provided. This inspection observed natural, friendly interactions and genuine connections between people and staff.

Strategies are in place to continually improve care and support, including regular meetings with people and other professionals to discuss changes and agree on action plans. The service promotes reflective practice to implement sustainable, positive changes, including learning from near misses and internal and external reviews. People are kept safe through an exceptionally strong approach to safeguarding. Staff are well-trained and all training is up to date and relevant. They follow the Wales Safeguarding Procedures, supported by robust policies that are regularly reviewed. The service fosters a proactive culture of safety based on openness and honesty, while encouraging positive risk-taking. People are supported to go out into the community and have clear lines of communication with staff when doing so. People told us they are proud of their achievements. People thrive within the service, achieving outcomes that significantly enhance their quality of life. Feedback from people, their representatives, and professionals is positive, highlighting a culture of trust and collaboration.

People are supported by staff who are confident and competent. Staff receive regular supervision and benefit from a comprehensive training programme that fosters a skilled, motivated workforce. They demonstrate exceptional knowledge and apply their training effectively to meet complex needs. We observed initiative and creativity in supporting people to achieve personal goals. One staff member told us: "The support workers provide excellent quality care to the residents. They follow care plans and they listen to our residents' needs. The home manager is great, he supports all his staff as best he can and ensures high-quality care is delivered to our residents."

The service has a stable staff team, providing continuity of care. When staff changes occur, these are communicated openly and promptly to protect both staff and people using the service. People told us they value this transparency, as it demonstrates respect and consideration for their choices and builds trust in leadership. One care worker commented, "The leadership team is one of the best I've ever come across. I love working here."

The service collaborates effectively with health and social care professionals to enhance outcomes. Strong systems are in place to manage medication safely, with secure storage and locked cabinets. Best Interest procedures are followed in line with guidance and legislation. The service maintains

excellent links with all professionals involved and uses feedback and data creatively to drive innovation and improvement. There is clear evidence of reflective practice and a commitment to excellence. Care and support within this service is exemplary going beyond meeting basic needs to foster independence, dignity, and wellbeing. This inspection found the approach to be proactive, highly personalised, and delivering outstanding outcomes for people.



Environment

Good

The premises at Princess Street are maintained to a high standard, ensuring they are warm, clean, and well-organised. Bedrooms are personalised to reflect people's preferences, promoting identity and a sense of belonging. Décor and furnishings are thoughtfully adapted to meet people's needs, supporting comfort and accessibility. A robust cleaning schedule and regular safety checks ensure hygiene and compliance with health and safety requirements.

The outdoor area is safe, well-maintained, and fully accessible, enabling people to enjoy fresh air and social interaction. People are actively involved in decisions about outdoor décor, such as the smoking shelter, reflecting a commitment to choice and inclusion. These spaces support physical, sensory and cognitive needs, and people can easily navigate the premises and access necessary equipment safely.

The premises comply with current legislation and national guidance, including health and safety and environmental health standards. The kitchen is classified as domestic and therefore does not receive a formal food hygiene score. Regular servicing, maintenance and repairs are carried out to ensure safety. The laundry room is big and people access freely or with minimal support. There are good laundry processes in place to ensure hygienic processes. Effective infection prevention measures are in place, with staff following best practice. Feedback from people confirms that the environment feels safe, comfortable, and conducive to achieving positive outcomes.



The service demonstrates robust governance arrangements supported by effective management oversight and comprehensive quality assurance systems. These systems promote a positive and compassionate culture throughout the organisation. The RI maintains full oversight of the service, undertaking regular visits and engaging directly with people and staff.

Recruitment processes are rigorous, with staff files and procedures reviewed to ensure suitability for employment. A structured induction programme is in place, including mandatory shadowing prior to commencing duties. All care staff are registered with Social Care Wales (SCW), confirming they hold the required qualifications and competencies. Staff achievements are recognised through various initiatives, contributing to a motivated workforce.

The RI and leadership team provide clear strategic direction, ensuring the service operates in line with its Statement of Purpose and regulatory requirements. There is a strong culture of openness, transparency and accountability, underpinned by continuous improvement. Managers are visible and approachable, fostering positive relationships with staff, people and stakeholders. Staff report feeling well-supported through regular supervision and appraisals. Opportunities for professional development exist, although progress is slower due to the size of the service. Training is comprehensive and tailored to individual and service needs.

Governance arrangements include effective monitoring of performance, compliance, and outcomes. Regular audits and quality reviews are undertaken, and findings are used proactively to drive improvements. Feedback from people, families and professionals is actively sought and acted upon, demonstrating a commitment to co-production and learning. Staff we spoke with told us that they are happy to work at Princess Street. They feel supported in their roles.

Communication within the service is strong, with clear channels for sharing information and updates. Policies and procedures are current, accessible, and consistently implemented. Risk management is robust, ensuring the safety and well-being of people using the service. Contingency planning is in place to maintain service continuity during unforeseen circumstances.

Overall, the leadership team is highly effective, creating a positive and supportive environment where people's rights, choices and well-being are central to decision-making. The service consistently meets and, in some areas, exceeds regulatory standards, delivering excellent outcomes for those who use it.

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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