Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Lewis Martin Court

Unit 3 Lewis Martin Court, Clos Parc Morgannwg, Cardiff, CF11 8AW

02920232203

https://www.salutemcareandeducation.co.uk/service/lewis-martin-court/

The inspection visits for this service took place between 12/10/2026 and 13/10/2026

Service Information:

Operated by:	Salutem LD BidCo IV Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care and support for people with a physical disability, mainly Care and support for younger adults with some children (16+), Care and support for people requiring short-breaks or respite care, Care and support for people with a learning disability
Registered places:	17
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Well-being is rated excellent because people consistently achieve exceptional outcomes and are supported to live fulfilling lives centred on their wishes, strengths and aspirations. They are actively involved in decisions, maintain meaningful relationships and access a wide range of community opportunities.

Care and Support is rated excellent because people receive highly personalised, outcome-focused care from skilled staff who understand complex health needs. Robust assessment, planning and review processes ensure support remains safe, effective and responsive. Positive feedback from relatives and professionals demonstrates the service routinely exceeds expectations and delivers meaningful outcomes.

Environment is rated excellent because people live in a welcoming, personalised and well-maintained home which promotes independence, safety and wellbeing. Bedrooms reflect individual preferences and specialist equipment supports complex needs. The service also makes exceptional use of community resources, ensuring people enjoy rich experiences beyond the

home.

Leadership and Management is rated excellent because leaders have established a strong, values-based culture focused on rights, inclusion and positive outcomes. Effective governance, quality assurance, staff development and responsive management support continuous improvement, helping people achieve outstanding outcomes. A dedicated staff team have people's wellbeing at the heart of the care they deliver.

Findings:

Well-being — Excellent

People living at Lewis Martin Court (LMC) achieve exceptional outcomes because staff consistently place individual wishes, preferences and aspirations at the centre of decision-making. Care records show people choose activities, holidays, meals, furnishings, technology and future goals, while staff ensure choices remain accessible regardless of communication ability.

Communication is a major strength. Staff demonstrate a detailed understanding of individual communication needs and use personalised approaches including communication books, picture boards, visual prompts, communication devices and individual sign systems. These approaches enable people to express preferences, make decisions and participate fully in daily life. Welsh language provision continues to develop, and independent advocacy is available when required. One professional told us the service has "*consistently been willing to go above and beyond what would ordinarily be expected, both in supporting X directly and in working collaboratively with professionals involved in X's care."*

People are supported to maximise independence and achieve personal ambitions. Staff focus on strengths and positive risk-taking, helping people build confidence and develop skills. Examples include supporting a person to self-administer medication, develop domestic skills and explore future independent living opportunities. We observed staff encouraging people to do things for themselves and saw evidence of progress. Some people make small steps on their improvement journey, such as gaining confidence to spend time in communal areas, but due to the personalised care planning, these steps are celebrated.

The service provides exceptional opportunities for meaningful activities. People regularly access cycling, sailing, concerts, football matches, holidays, fundraising events, gym sessions and community activities. A professional told us, "*The team go above and beyond to ensure residents have an enriched day-to-day experience.*" We observed this commitment in practice. A notable achievement was a whole-service trip to Folly Farm, where everyone was enabled to attend regardless of clinical complexity. People told us how much they enjoyed the experience.

People receive highly effective support to meet complex health needs while maintaining meaningful lifestyles. Staff work proactively with healthcare professionals and demonstrate strong knowledge of conditions including epilepsy, diabetes and complex nutritional needs. One professional stated, "*Residents are genuinely at the heart of this service*," while a relative said, "*I don't have to worry when X is here. It's great all the nurses are here*." Relatives and professionals consistently describe respectful relationships, and people are actively encouraged to influence service development, including participation in interview panels and wider organisational groups.

Care & Support — Excellent

People receive exceptionally personalised care and support tailored to their individual needs, wishes and aspirations. Staff work closely with people, families, advocates and professionals to develop comprehensive assessments and personal plans focused on achieving meaningful outcomes. Reviews are completed regularly, ensuring support remains responsive to changing needs and circumstances. Where possible, people are actively involved in planning their care and influencing service development.

Assessments provide a strong foundation for care delivery. Records demonstrate detailed consideration of communication needs, health conditions, risks, aspirations, emotional wellbeing and future planning. Relatives described feeling informed and involved before admission. One parent told us, "*Before choosing to come and stay, we had sufficient information, had visits at home for assessment. X was also able to come and stay for a weekend.*"

Personal plans are detailed, person-centred and outcome-focused. They provide staff with clear guidance to support people safely while promoting choice and independence. Risk assessments are robust and encourage positive risk-taking. One professional commented, "*Care plans and risk assessments are person centred and relative to the care provided*." Another highlighted the service's proactive approach, stating, "*Management are proactive and responsive, ensuring recommendations are implemented promptly and amendments made to support*."

People benefit from excellent healthcare support, strong multidisciplinary working and care which is delivered with compassion, dignity and flexibility. Staff collaborate effectively with specialist nurses, dietitians, speech and language therapists, social workers and mental health professionals. The service supports a wide range of complex needs, including epilepsy, diabetes, neurological conditions, autism, acquired brain injury and complex nutritional requirements. Healthcare support is proactive and designed to improve both wellbeing and quality of life. Staff adapt their approach to individual preferences and communication styles, supporting people to achieve outcomes which are important to them. We saw people supported during complex hospital admissions and legal processes. A commissioning professional told us, "*The entire team consistently prioritise the wellbeing of the people who call LMC their home*."

Medication systems are generally strong. The service identified medication management as an area for improvement earlier in the year following some errors and has implemented stronger controls. We observed safe administration practices, detailed documentation and improved stock-control processes. Infection prevention measures are well embedded, with staff using appropriate protective equipment and maintaining clinical equipment in a clean and orderly condition, helping reduce infection risks for people using the service.

Environment — Excellent

People live in an environment that consistently promotes wellbeing, independence, safety and inclusion. Lewis Martin Court provides a welcoming and homely setting for younger adults with complex health and mobility needs while supporting them to remain connected to their local community. Its location allows easy access to healthcare, leisure and community opportunities, which people use regularly. One relative described the home as "*Homely rather than institutional*" and told us they are always welcomed for "*a cuppa and a chat*."

People play an active role in shaping their surroundings. Bedrooms are highly personalised and reflect individual identities, interests and life experiences. One relative praised the service for recognising their family member as an individual, "*even down to the decoration of X's room to make them feel at home.*" We observed themed bedrooms, personalised artwork, communication resources and memorial spaces which reflected what is important to people. This helped create a sense of ownership, comfort and belonging. People are able to spend time in communal areas with others or enjoy privacy in their own bedrooms, according to their preference.

Communal areas support a broad range of social, recreational and cultural opportunities. People participate in cooking, arts and crafts, music sessions, celebrations, fitness activities and multicultural events. Some lounges support people with sensory needs and opportunities to get out of their wheelchairs and spend time relaxing on comfortable but supportive cushioned mats.

Outdoor areas are used to encourage social interaction, sensory experiences and remembrance activities. Importantly, the service does not rely solely on activities within the home and instead maximises opportunities in the wider community. Professionals confirmed people benefit from a broad range of meaningful experiences, although one suggested further enhancement of outdoor space. The provider has plans to develop this following completion of proposed building extensions which will accommodate a separate bathroom. People told us they look forward to an accessible bath as currently en-suite facilities only offer showering opportunities.

People have access to specialist equipment which supports both safety and independence. Bedrooms include tracking hoists and equipment tailored to individual needs. The provider demonstrates a willingness to invest in adaptations and equipment when required. Maintenance and environmental systems are effective, with regular fire safety checks, legionella monitoring, servicing arrangements and environmental audits in place. Actions arising from these processes are addressed promptly, helping maintain a safe and supportive environment.

Leadership & Management — Excellent

Leadership at Lewis Martin Court is highly effective and promotes a culture where people, relatives and staff feel valued, listened to and supported. Leaders demonstrate strong values based on rights, inclusion, independence and achieving positive outcomes. Feedback from stakeholders consistently highlights the caring culture within the service and the commitment shown by staff at all levels. A commissioning professional told us, "*There is a genuine culture of care within the home*."

The service is transparent and demonstrates a strong commitment to continuous improvement. Governance arrangements are well established and help identify trends, respond to concerns and support organisational learning. Responsible Individual (RI) visits take place regularly and include consultation with people and staff. Other systems are used to actively seek feedback, valuing people, relatives and professionals' input to drive service development. Reporting systems continue to improve and provide increasing oversight of incidents, safeguarding concerns and complaints. Both the RI and senior managers demonstrate clear oversight of service performance and provide support to the management team when required. Relatives told us management maintain an open and approachable culture, with one commenting, "*The staff will always make themselves available to talk to us*." During our inspection, we observed people regularly approaching management and staff for support, reassurance and informal conversation.

The manager provides visible, compassionate and effective leadership. Professionals, relatives and staff consistently praised their approachability, professionalism and commitment to people. One professional described the manager as "*an absolute delight*" who is "*proactive and creative*" in supporting individuals. Another stated they should be commended for their "*utmost care, empathy and professionalism*." A family member highlighted the manager's understanding of their relative's needs, saying, "*She totally got the gist of X, whereas it usually takes time for others to really work out what's going on*." The manager acknowledges the staff's dedication and hard work to deliver quality care and support, with many going above and beyond to support during challenging times.

Staff benefit from robust recruitment, induction, supervision and training arrangements. Training reflects the specialist nature of the service and includes epilepsy, dysphagia, safeguarding, infection prevention, mental capacity and other complex clinical needs. One staff member explained, "*I had one week training and two weeks shadowing*," confirming they did not work independently until confident and knowledgeable about people's needs and personal plans. Although some agency staff are used, they work regularly within the service, know people well and contribute to continuity of care and support.

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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