



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Hallmark Ty Enfys Luxury Care Home



Ty Enfys, Marle Close, Cardiff, CF23 7EP



02920548920



www.hallmarkcarehomes.co.uk

Date(s) of inspection visit(s):

16/05/2025, 15/05/2025

Service Information:

Operated by:	Hallmark Care Homes (Pentwyn) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	101
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

People and relatives consistently praise the service. Everyone we spoke to told us they would recommend the service and provided excellent feedback. We found a range of ways people can engage and interact, such as individualised activities, immersive dining experiences, events and community group visits. People get along well with their consistent and experienced staff team and feel confident in reporting any issues to them or the manager. People told us the service goes above and beyond to meet their well-being needs including physical, mental, and emotional health. Faith, language and culture are considered and celebrated. Records and plans are extremely detailed and provide good information for care staff to easily understand. People and representatives are regularly involved in reviews and there are several ways for people to have their voices heard. The home values people's choice and decision making and strives to tailor the experience to meet their needs. One relative said, "*This is superb.*" The environment is welcoming, homely, relaxed and maintained to a very high standard. The service is immaculately clean and

includes a range of facilities as well as a well-presented garden with lots of interest. Health and safety is very well managed and maintained. The manager and the Responsible Individual (RI) maintain excellent oversight of the home ensuring they speak to people, relatives and staff and that they listen. Systems in place are effective, thorough and robust these ensure that people's well-being outcomes are considered and well managed. Information is consistently reviewed and analysed, taking a proactive approach and clearly identifies areas the home does well and what they can improve to enhance people's well-being. One person said "*It's wonderful, absolutely wonderful.*"

Findings:



Well-being

Excellent

People live safely and healthily with control over their lives. An energetic and enthusiastic lifestyles team ensures that there are a range of activities and opportunities for engagement. People benefit from assessments which identify their likes and dislikes as well as their levels of engagement. Individual consideration is given to identify people's specific wants and outcomes, one staff member said, *"We bring the experience to them."* An activities chart, also available in Welsh, changes weekly. People can choose to attend knitting, yoga, pampering, hymn service, tai chi and salsa dancing. The importance of mobility is promoted, and reports show people's mobility has improved following a range of exercise classes, improving their overall health and well-being. One person told us *"There's always something going on."*

People are supported to cultivate safe and healthy relationships. We saw several relatives, loved ones and visitors in and out of the home. They praised the home for their *"Excellent"* support of their loved one and of them. Some people have a telephone line installed in their bedroom, enabling them to keep in regular contact with family. One person told us this allows them to stay in touch without reliance on staff. Volunteers are regularly invited in to interact with people and to participate in activities. Trips into the community help people engage with their culture and own interests. Community groups are invited into the home, for example a 'Mum and Baby' group, local churches and a satellite shop. The service contributes to charitable organisations by inviting local schools, nurseries and the emergency services to join in events such as fayres. They hold food banks every year to give back to the local community. People can engage meaningfully with their community and feel valued. One member of staff told us *"Anything they ask, I try my best to do it, there is no limit."* One person told us *"I've got everything I need, it's like a family here, I would rate it as excellent."*

The service celebrates people's, faith, language and culture. Celebrating traditional festivals and cuisine from around the world through different events. The Welsh language is promoted through accessible training, signs and key words on display. Welsh speaking staff liaise with Welsh speakers where possible. St David's Day involves a celebration of traditional dress, food and arts and crafts. Trips to St Fagans, Welsh museums, Welsh art expeditions and going to Welsh landmarks help people engage in Welsh culture.



People's plans are extremely detailed, and person centred. Regular reviews are in place and people and/or relatives are involved in this process. An advocate regularly visits the service to support people who lack capacity in decision making. Relatives told us they are involved every three months, in line with regulation and that plans are a true reflection of the person. Important information is clearly documented to inform care staff and professionals. Records are detailed and up-to-date, the service is working on resolving technical issues to reduce duplication and aid clarity. Knowledgeable care staff demonstrate a positive and engaging approach, encouraging active participation and meaningful interactions. They consistently promote choice and respect people's preferences. One person told us *"The staff are wonderful, they always ask me what I need."*

Overall, medication is very well managed. A robust electronic medication system is in place, a nurse told us this reduces the risk of missed medication. Medication records are complete and clear. Professionals are regularly involved with the service, such as dietitians, podiatrists and the GP. Each person has an allocated key worker, providing a consistent point of contact. The individuals we spoke with knew the names of their key workers and felt comfortable raising concerns with them, as well as with other staff members. We saw consistent care staff know people very well and respond to their needs accordingly. People and relatives describe care staff as *"Friendly"* and *"Attentive."* People and relatives told us *"I think the care is exceptional"* and *"This is how care should be."*

We found people's weights are stable with a 'food first' approach, achieving and maintaining a healthy weight through balanced nutrition and regular monitoring. One relative told us their loved one's health had improved since being at the service saying, *"She's thriving, the difference is amazing."* A range of varied dining experiences offer people time to get together with others from different communities." A carvery, which people describe as *"Absolutely delicious"* and a fish and chip day catering for small and large groups allows people to engage with one another and enjoy a restaurant like experience. A nutritious and varied three course menu provides lots of choices, one person said, *"I like the food and there is always something I like."* People and relatives are regularly invited to a 'Food forum' where they can share their views and ideas. People's independence is promoted by using adapted plates for easier eating. There is continuous availability of drinks and snacks, ensuring that refreshments are accessible, promoting hydration and nutrition. Specialist diets are considered and catered for. One relative told us traditional, cultural dishes are included and said, *"Nothing is too much trouble."*



Environment

Excellent

The purpose-built home is designed to encourage freedom of movement and independence without reliance on staff. The home is beautifully presented, clean throughout and provides a homely atmosphere. Bedrooms are extremely personalised with clean, matching bedding and the appropriate equipment. One relative told us how the service had further personalised a bedroom door to provide a sense of ownership and encourage direction. One person said, *"I love my room, and I was able to bring all my things."* Separate kitchens and dining rooms are available which provide a homely and intimate environment. The outside space is well designed with sufficient seating where people can enjoy the warm weather either alone or together. There are different areas in the garden catering to people's preferences and hobbies. There is a sensory area with a water feature and herbs, providing a tactile and sensory experience. Raised beds encourage people to enjoy gardening, and there is a gardening station/activity box where people can help themselves. There are a range of facilities including a cinema room, sensory room, café, pub and on-site shop. These facilities allow individuals to have a sense of autonomy and independence. One relative said, *"It's like a four-star hotel."*

Measures are in place to ensure people can access all areas of the home safely. Some areas of the home are secured with a keypad lock and there is an electronic sign-in required for visitors, keeping people safe and the building secure. Bedrooms are lockable with overrides, ensuring safety and privacy. The maintenance person maintains oversight of the building and the overall environment. Daily checks are in place and any wear and tear is quickly identified and actioned. External contractors are used when required to ensure equipment is safe to use. Care staff and people can access an app where they can quickly report any issues, damage or faults. One member of staff told us *"Health and safety is everyone's responsibility."*

The home maintains excellent infection control practices, ensuring a healthier and safer environment for people. Excellent, comprehensive Infection Prevention Control (IPC) audits are conducted, 'Bare below the elbow' is monitored through checks, there are IPC champions and staff regularly attend IPC forums. These highly effective systems help identify patterns and trends and by utilising this information, risks are reduced, leading to improved infection control. Consequently, the well-being of the residents has significantly improved with a reduction in infections. A manager told us *"We have extremely high standards, that's what people deserve."*



Staff files are well managed, and staff are appropriately recruited. Every staff member has a Disclosure and Barring Service check and are all registered with Social Care Wales, the workforce regulator. Care staff are provided with substantial training covering a range of topics, inclusive of Health and Safety, Equality and Diversity and Safeguarding as well as Dermatitis training, Hand Hygiene and specialist Dementia training. Staff told us *"The training here is excellent"* and *"It's thorough and of high quality."* Care staff also receive a range of competency checks including medication, this is to ensure their skills and knowledge are maintained. Care staff were very visible on the day of inspection, some staff told us they felt they needed more staff at busy times, the service took quick action to hold meetings and observations to identify if there was a need for better deployment or increased levels of staff. Staff told us they have regular supervision, and the majority feel supported, one staff member told us the manager is *"Beyond supportive."* The majority of staff we spoke to have been supported to promote and develop skills to enable promotion within service. Staff told us *"They've given me my worth back," "They see a future in me,"* and *"Hallmark gave me an opportunity, it's something incredible and priceless."*

The service value their staff and provide opportunity for them to prosper and develop. The manager told us *"Take care of your team and they take care of people."* Several events are held to award staff for their commitment and dedication some include fun games with prizes, people and relatives are involved and join in. One relative told us *"I feel everybody deserves it, everybody in this building should have an award, they go above and beyond what is expected"* and another said, *"It doesn't feel like it's a job to them, it's a calling."*

There are excellent systems in place to maintain oversight within the home. The manager has an open-door policy and people, and staff feel they can raise issues. Thorough and robust systems are in place which are detailed and informative. A range of effective tools and audits are proactively used to identify areas of risk and/or improvement. Continuous analysis of information is conducted to identify patterns and trends and improve people's well-being and overall experience. The management team told us *"We always go for the least restrictive method"* and *"We don't repeat the same mistakes."* The RI conducts visits to the service and completes a quality-of-care review. These are extremely informative and consider important events, patterns, trends and direct feedback. These documents clearly highlight any action required and identify what the service does well and how it can improve. One relative told us the service is *"Ten out of ten, excellent, there's nothing else you can say about 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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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