



# Hallmark Shire Hall Luxury Care Home



Shire Hall Care Home, Overstone Court, Cardiff, CF10 5NT



02920537800



[www.hallmarkcarehomes.co.uk](http://www.hallmarkcarehomes.co.uk)

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

01/05/2025, 28/04/2025

## Service Information:

Operated by:	Hallmark Care Homes (Bute Town) 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:	99
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 describe the service as “*Excellent*.” People’s records are person centred and extremely detailed. People and their loved ones are regularly involved in their care and in the home. The service uses innovative approaches to improve communication to ensure that people have their voices heard. There is a commitment to understanding what living with Dementia means for people and how best to support them. A lifestyle team goes above and beyond to consider new ways to engage people in activities that they enjoy and helps keep them motivated.

Nurses and Care staff are appropriately recruited and receive specialist training to ensure they are appropriately skilled. There is an excellent management and leadership team in place who use robust and effective systems to update and maintain important information. The Responsible Individual (RI) maintains excellent oversight of the service to ensure they continually identify any improvement required. The service is clean, homely and inviting with a range of excellent facilities available to people.

## Findings:



### Well-being

**Excellent**

The service goes above and beyond to assess, consider and improve people's well-being. There is a passionate and committed lifestyles team in place. They assess people and consider how to improve their experience through meaningful activities that matter to them. An activities programme is sent out to people's rooms so they can choose what they want to attend throughout the week. This is also shared with relatives, friends and volunteers so they can also be involved. We found excellent systems in place to monitor people's engagement, which helps identify and prevent social isolation.

The service takes a proactive approach to feedback. We found regular surveys, reviews and feedback sessions are held so people can have their voice heard. Many people and relatives told us that they felt comfortable sharing issues. Advocates are available if people need support with making decisions. The service uses innovative techniques such as 'talking matts' which support people living with Dementia to engage in communication with staff and to share their views. Important information is readily available to people, and this can be provided in Welsh. Every person receives an individual one to one activity each week. Activities vary from individual, groups, trips out into the community and events which invite the community in.

People can feel valued building relationships with others and learning new things. Intergenerational visits are promoted. Local nursery children and staff are invited into the home to engage in activities alongside residents and local colleges are offered volunteering roles. There are regular trips into the community and family and friends are regularly invited into the home for events. Singing workshops, gardening, poetry reading, arts and crafts, church service and therapies such as reflexology provide a range of ways people can enhance their well-being whether through connecting with their faith, socialising with others or having a bit of 'me time'. Individuals are encouraged to set up and run their own activities which provides a sense of ownership and belonging. One relative told us "*Here her world has expanded.*" One staff member told us "*Well-being is everyone's responsibility.*"



Personal plans are extremely detailed and can be easily accessed by staff to help them understand the person. Plans are regularly reviewed and mostly well maintained. Where appropriate the person, relative and/or loved ones are involved in reviews. One relative told us, *"We have regular reviews; they sit down with us in a quiet room go through everything,"* and another said, *"They listen to what X says."* The service employs their own Dementia Specialist who attends the home weekly, observations are completed and patterns and trends considered. Bespoke support plans are created which consider how best to support the person and reduce any risk. A holistic and proactive approach is adopted considering communication, activities and responsibilities to aid the person's well-being. Nurses told us this gives them an essential support network and one relative described this additional support as *"Fantastic."*

A weekly 'Breakfast club' allows people from different communities to come together. The chef prepares a freshly made breakfast including cooked breakfast, pastries, fruit and juices. The chef prepares eggs made to order and in view, providing a restaurant feel. Staff and people sit together eating breakfast in a relaxed atmosphere sharing stories and chatting. The head chef told us they have flexibility to produce new seasonal menus using *"Premium Welsh produce."* People and relatives told us there are always options available and the catering team really try to encourage people to eat well. One relative told us *"They're feeders here."* The head chef told us they naturally fortify foods to reduce medication usage and dietary requirements are clearly recorded and are known to the catering team. People have been supported to manage their weight and maintain a consistent weight, so they no longer require medication support. The head chef liaises with professionals such as Dieticians and the Speech and Language team.

Health professionals such as the GP, Dieticians and Podiatrists are involved at the home. We saw lots of positive feedback has been received from professionals. The pharmacy conducts an audit to ensure medication systems are good. Robust medication systems in place reduces risk. Nurses and managers maintain excellent oversight of medication to ensure any omissions are quickly actioned and rectified. Medication Administration Records are completed in full. Nurses have excellent knowledge of the people they support, their needs and risks. People's risks are identified within plans and clear measures are recorded. Records show regular checks are in place to reduce risks to people and the service took quick action in response to any inconsistencies identified. A relative told us *"They really go the extra mile to protect their residents."* People and relatives told us staff are quick to notice signs of concern and respond in a timely manner. Care staff know how to raise concerns and maintain effective communication with health professionals and people's representatives.



## Environment

**Excellent**

The home is promoting people's wellness through the outdoors and encouraging people and staff wherever possible to be out in the 'fresh air'. We found the service has opened its doors throughout the large home to enable everyone to move freely throughout. This enables people to socialise with other residents and staff who they may not usually see, attend different activities through the home, access a range of facilities including the well-presented garden. The doors to the garden are open with signs to guide people to the outdoor space. There are games and activities available and a 'hydration station' providing readily available drinks. Practical items such as sun hats, blankets and sun cream are also accessible. The garden includes paths which lead to different areas, there are several places to sit and relax either in the sun or shade. There are different points for people to engage with such as water features, sculptures and gardening jobs. There is a café with fresh tea, coffee and cakes, we saw several people socialising here. One relative told us using the café *"Makes mum feel like she's been out for the day."* There is also a cinema, pub and hairdressers available to people.

The home is immaculate, we saw a team of housekeeping staff ensure people's rooms are clean, and they have clean washing available. People's rooms are personalised with their own items and belongings within. Some people have chosen to bring their own furniture in to make it more homely. One relative told us this really helped the smooth transition to the home. Kitchenettes are available and these allow people and care staff to access drinks and snacks. There is equipment in place to support people with their mobility and any risks. We found every door which could pose a risk to people such as storage rooms were locked. External contractors are used when required to check equipment. There is a maintenance person in place who maintains oversight of the home ensuring appropriate checks are actioned and completed. There are excellent systems in place for any issues to be reported and managed. The service also has a Health and safety manager who helps maintain oversight of the home.



There is a strong, passionate and consistent management team in place. People, relatives and care staff all know who the manager is and feel comfortable talking to them. One staff member said, *"Her experience benefits us all,"* and a relative described the manager as *"So professional."* A long-standing team of heads of department help ensure the smooth running of the service and maintain thorough oversight, these include areas such as catering, lifestyles, hospitality and maintenance. Regular meetings keep everyone up to date and help share important messages. People and their relatives told us they trust in the staff and management. One relative told us *"They are in my bubble of trust."* Managers are quick to respond to concerns and complaints and take action. Thorough investigations are conducted, and the service informs the appropriate agencies where appropriate such as safeguarding or Care Inspectorate Wales. Professionals have provided the service with extremely positive feedback in relation to the running of the home.

The RI is visible and completes their regulatory duties. The RI maintains oversight of the service and considers important matters such as incidents, complaints, medication and records. The Quality of Care review identifies clear areas the service do well and considers how they can continuously improve. There are excellent systems in place which enable effective oversight and help identify patterns and trends. A range of different roles complete regular quality checks creating layers of oversight. One relative told us *"They constantly strive to improve experiences for the resident."*

The majority of people and relatives we spoke with describe the home as *"Excellent," "Fantastic"* and *"So impressive."* People told us that staff are all friendly and they get along well with them. We saw care staff approach people with kindness, patience and understanding. Staff told us they've been supported within the service to develop their skills with opportunities for progression and professional development internally. Nurses are exceptionally knowledgeable, competent, compassionate and caring. Every member of staff we spoke to was friendly, polite and very approachable. Staff told us they feel supported, one staff member said, *"Its lovely here"* and another said, *"I love it, I enjoy coming to work."* Appropriately recruited staff receive specific and specialist training; competency checks and supervision. Care staff have the opportunity to learn Welsh and some staff are bilingual. Care staff receive monthly recognition for their achievements through awards. The service is currently working on ways to help support and improve the well-being of staff. Staff told us *"We all work together."*

## 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

**This report is also available in Welsh**

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