



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Bellavista Care Cardiff Limited



2 Harrowby Place, Cardiff Bay, CF10 5GB



02920494447



www.BellavistaNursingHome.Com

The inspection visits for this service took place between 13/03/2026 and 23/04/2026

Service Information:

Operated by:	Bellavista Care (Cardiff) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	77
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Bellavista Nursing home is based in Cardiff Bay and can accommodate 77 people with a range of nursing and personal care needs. This inspection was unannounced. There is a Responsible Individual (RI) for the service and a manager who is registered with Social Care Wales (SCW). People generally experience good care and support from a friendly staff team. Staffing levels are sufficient to meet individuals' needs, with arrangements in place to cover any staffing shortfalls. Wellbeing outcomes for people are generally good, as the provider works to ensure care is delivered by a caring team while continuing to make improvements to the service.

Leadership and management arrangements have improved and promote a culture of openness, respect, and transparency. The newly appointed manager is visible within the service and actively involved in its day-to-day operation, providing clear direction and demonstrating commitment to improvement. While governance arrangements are in place, some systems require further development to more effectively monitor standards of care and support continuous improvement. This will help ensure that care delivery consistently aligns with individuals' assessed needs, wishes, and preferences. Feedback from families, representatives, and staff reflects an improving service with good levels of satisfaction. Comments such as "*so much has improved here lately,*" highlight the positive impact of recent changes. People live in a good environment that is secure, clean, and well decorated, with attractive outdoor areas available for relaxation. Some areas of the environment have been identified as requiring improvement.

Findings:



Well-being

Good

Well-being is good, people are safe, and they generally receive high-quality, person-centred care and support that is tailored to their individual needs. Their preferences and aspirations are respected, and staff consistently demonstrate a warm and supportive approach. Personal care plans need improvement to ensure they fully support the effective delivery of care. Individuals are encouraged to welcome visitors into the home and are supported to maintain meaningful relationships. Visitors told us they always feel welcome and are often invited to join their relatives or friends for lunch during mealtimes. Measures are in place across the home to support best practice; however, further improvement is needed by enhancing and strengthening audit processes. The new manager maintains strong oversight of incidents, accidents, complaints, and safeguarding matters.

Outcomes for people who use the service are generally achieved and are of a good standard. People are supported to work towards their personal outcomes. People told us they are happy at Bellavista and have positive relationships with staff. Comments include *“staff are really good to us here”* and *“the food is very good; I have seen so many improvements here”*. Care staff expressed they are supported working at the service and spoke positively about aspects of support from management. Comments include *“I enjoy my job and feel so supported with the new manager; we are a good team and staff morale is good now”*.

People are protected from abuse and harm. Bellavista has a safeguarding policy in place, and staff receive training in safeguarding adults at risk of abuse. Recruitment processes are robust, with all necessary pre-employment checks completed to ensure staff are suitable for their roles. Staff demonstrate a clear commitment to respecting and valuing individual preferences, which supports good care practices. This approach helps promote positive outcomes for individuals by recognising both their physical and emotional well-being. Whenever possible people are supported to have control over their day-to-day life and follow their own routines each day with support and encouragement from the staff team. People have access to a good selection of group and individual activities available on a daily basis. The Responsible Individual maintains oversight of the service, carrying out visits and quality assurance monitoring in line with regulatory requirements and acknowledges where improvements are required.

People live in a safe and secure environment, with systems in place to ensure that equipment and facilities are regularly serviced and maintained. Routine safety checks are undertaken; however, these would benefit from further strengthening and is an area for improvement. Fire safety is appropriately prioritised within the service. The service also ensures that Deprivation of Liberty Safeguards (DoLS) are implemented for individuals who are unable to make decisions about their care and support.



Care & Support

Good

Overall, individuals receive good-quality care and support from skilled and experienced staff who demonstrate professionalism and respect. However, improvements are needed to ensure records are consistently accurate, up to date, and reflective of individuals' daily needs and the care provided. While the personal plans we reviewed contained clear and detailed information, certain areas require further strengthening to ensure documentation is consistently robust. In particular, the accurate, detailed, and consistent recording of fluid and dietary intake must be improved. This is an area for improvement. Care staff show strong commitment to their roles and report feeling valued and respected within the organisation. One staff member told us, *"I love my job, we are all really well supported by the new manager, and we work well together as a team."*

Care staff were observed interacting with people in a friendly, respectful, and professional manner. Individuals are consistently supported to exercise choice, including in relation to their preferences for meals, drinks, and snacks. The dining experience was of a high standard, with meals well-presented and appropriately tailored to meet individual needs. The chef confirmed that menus are adapted to reflect residents' likes/dislikes, and dietary requirements. The chef told us they are able to accommodate any meal requested by residents, and when a meal is returned uneaten, suitable alternatives are promptly offered and encouraged. Fresh meat, fish, and vegetables are delivered most days, and the service has achieved a food hygiene rating of five (very good) from the Food Standards Agency.

Systems are in place to safeguard individuals using the service. During our visit, we observed a happy calm atmosphere with lots of visitors and friendly interactions throughout the home, contributing to a warm and homely environment where people appeared to feel a strong sense of belonging. People's body language and facial expressions indicated they felt safe, relaxed, and comfortable in the presence of care staff who support them. Although we identified one instance where a person experienced a delay in receiving assistance from staff, we intervened by alerting care staff and informing the manager, who assured us the matter would be addressed immediately. Individuals using the service confirmed they feel safe and secure living at the home. Comments include: *"The home is good, I feel well looked after, I am really happy"* (resident) and *"Staff are fabulous here, its improved so much"* (relative).

A safeguarding policy is in place that clearly defines staff roles and responsibilities for protecting adults at risk from harm, abuse, and neglect. Reviewed records showed that staff have completed current safeguarding training. Where individuals are unable to represent themselves, family members or designated representatives are involved in accessing and reviewing the service on their behalf. The service has established systems to manage medication safely, ensuring individuals receive their medicines as prescribed. We reviewed the Medication Administration Records (MARs) and found them to be accurately maintained. Staff record both fridge and room temperatures daily. The service also promotes effective hygiene practices and manages infection risks appropriately.



Environment

Good

Overall, individuals are supported within a good environment; however, some areas require further improvement. During the inspection of the premises, it was noted that, while risks had been reduced as far as reasonably practicable, several issues required attention. These included a number of windows that were not operational and a fire door that was not closing effectively. Throughout the visit, domestic staff were observed carrying out cleaning duties, and no unpleasant odours were detected. We reviewed a range of health and safety records, which showed that while the provider has some oversight to help maintain a safe environment, further scrutiny is needed to ensure daily checks are consistently carried out, effective and any issues resolved. Regular fire-safety checks are completed, and residents have individual Personal Emergency Evacuation Plans (PEEPs) to guide staff in evacuating people safely. A fire risk assessment is in place, and care staff receive appropriate training in both fire safety and first aid. We saw all confidential information securely stored in lockable areas.

Access and egress arrangements throughout the home are appropriate to meet the needs of individuals with mobility requirements. The main entrance is secure, and staff appropriately requested identification and a signature in the visitor log prior to gaining access. This demonstrates that effective systems are in place to monitor and manage visitors, ensuring that only authorised individuals are permitted entry to the service.

People are supported in an improving, clean and homely environment. Measures are in place to protect individuals from environmental health and safety risks. The home provides good-quality accommodation, and management has demonstrated a strong commitment to ongoing development and improvements for the benefit of those living there. They acknowledge that further improvements are needed to ensure the home is as safe and well-maintained as possible, and they are continuing to progress with a programme of ongoing works.

There are effective systems in place to safeguard public health and reduce the risk of cross infection, with appropriate oversight to ensure staff follow infection control guidance. We observed that call bell checks are regularly carried out, and call bells are available throughout all areas of the home. Measures are mostly in place to protect individuals from environmental health and safety risks. The home provides good-quality accommodation, and management has demonstrated a strong commitment to ongoing development and improvements for the benefit of those living there. They acknowledge that further improvements are needed to ensure the home is as safe and well-maintained as possible, and they are continuing to progress with a programme of ongoing works.



Leadership & Management

Good

Leadership and management is good, and people can be assured that the quality of care is actively monitored. The service provider demonstrates good oversight and a clear commitment to driving improvements in all areas identified as requiring development. However, systems and processes need to be strengthened to ensure the home operates smoothly and effectively. Comprehensive clinical and non-clinical audits should be consistently completed and reviewed across key areas of service delivery, including, nutrition, skin care and oral care to ensure their effectiveness. The Responsible Individual (RI) maintains a regular presence within the home and engages proactively with staff, residents, and relatives to gather ongoing feedback. We requested evidence of monitoring arrangements and reviewed the most recent quality of care report dated April 2025. This report was produced to a good standard and demonstrates that, while quality assurance processes are in place, they require further depth and rigour to fully identify any shortfalls and support continuous improvement. This will help ensure the service consistently delivers care that aligns with individuals' personal outcomes.

People who use the service can be confident that capable and effective leadership is in place. The Statement of Purpose has been reviewed and clearly outlines the service's philosophy of care, emphasising "choice, dignity, and safety." Documentation examined demonstrated that these principles are being mostly applied in practice, whilst also recognising areas where further improvements are needed.

People can feel assured that staff are competent in their roles, supported by a robust and thorough recruitment process. A review of pre-employment documentation confirmed that all necessary safety checks are completed, ensuring staff are suitable to work with vulnerable adults. Staff receive formal one-to-one supervision every three months, complemented by regular clinical observations of their practice. These supervision sessions provide valuable opportunities for individuals to discuss their performance, professional development, and any concerns they may have. We were informed that staff turnover is low, with many employees having worked within the service for several years. This stability helps to ensure continuity of care for the people supported. Staff confirmed completion of all mandatory training, including dementia care and safeguarding. Policies in place guide staff practice, new care staff complete appropriate induction, and ongoing training is available when required. The service makes safeguarding referrals when needed and promptly notifies CIW of notifiable events.

We spoke with management and staff during our visit who told us the Responsible Individual (RI) organises a variety of additional initiatives aimed at promoting staff wellbeing and morale. During our visit, a staff barbecue was observed taking place in the outdoor garden area as part of Staff Appreciation Week. Relatives, staff members, and people living at the home were observed participating in and enjoying the event. A range of additional initiatives have been implemented to recognise and support staff, including themed evenings, raffles, and the provision of ongoing

support where required. As a result, individuals benefit from care delivered by a motivated, valued, and experienced workforce.

The newly appointed manager demonstrates strong leadership, underpinned by effective governance and robust oversight arrangements. While acknowledging that further improvements are required, the manager recognises that compliments and positive feedback from individuals using the service will support the continued development of a positive organisational culture, thereby enhancing outcomes for those in receipt of care.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Failure to maintain accurate and up to date records at times creates incorrect, insufficient or misleading information about individuals. This can place the individual at increased risk of inappropriate action taken or incorrect care being delivered	10/12/24
People are living in an environment that is not kept maintained and there are hazards that will pose a significant risk to people.	10/12/24

CIW has not issued any Priority action notices following this inspection.

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