Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Morel Court

Raisdale Road, Penarth, CF64 5BN

02920704811

https://mha.org.uk/care-support/care-homes/morel-court

The inspection visits for this service took place between 12/10/2026 and 21/10/2026

Service Information:

Operated by:	Methodist Homes
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with a physical disability, Care and support for people living with dementia, Care and support for people requiring short-breaks or respite care
Registered places:	36
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	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Morel Court is based in Penarth and can accommodate 36 people with a range of personal care and support 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 receive excellent care and support from a skilled, experienced, and dedicated staff team. Good staffing arrangements ensure that people's individual needs are consistently met, resulting in excellent outcomes that promote and enhance their wellbeing.

Leadership and management are outstanding and promote a culture of inclusivity, respect, and openness throughout the service. Staff feel highly valued and are supported through ongoing training and development opportunities that enables them to perform their roles effectively. Managers demonstrate exceptional visible leadership and maintain a strong presence within the day-to-day operation of the service.

Effective governance systems are embedded throughout the organisation, ensuring quality is consistently monitored, continuous improvement is driven forward, and care is delivered in accordance with people's individual wishes and preferences. Feedback from people, their families, representatives, and staff reflect exceptionally high levels of satisfaction. The service was

described as *“amazing”* and “*I really love living here, it has exceeded my expectations, they couldn’t do anymore for us at all*.” People benefit from living in a warm, welcoming, and exceptionally well-maintained environment that is furnished and decorated to a high standard. The service also offers excellent facilities, including attractive outdoor spaces where people can relax, socialise, and enjoy their surroundings safely.

Findings:

Well-being — Excellent

People are safe and receive exceptional, person-centred care and support tailored to their individual needs. Staff consistently demonstrate kindness, dignity and respect, creating a warm and welcoming environment. Care records provide clear guidance for care staff, and people are supported to maintain meaningful relationships with family and friends. Effective management oversight, robust quality assurance systems and a comprehensive Statement of Purpose ensure high-quality care and positive outcomes for people living in the home.

People consistently achieve excellent outcomes and are supported to meet and often exceed their personal goals, promoting wellbeing, independence, and quality of life. Feedback from people was overwhelmingly positive. Comments include, *"I couldn't ask for more"* (person) and *"Staff are amazing and very kind here, it really is faultless"* (relative). These views reflect the excellent, person-centred care and support people consistently receive. Care staff demonstrate a strong commitment to delivering excellent, person-centred care and support and had a clear understanding of people's individual needs and preferences. They spoke positively about their roles and described a supportive, collaborative culture, with comments such as, *"I absolutely love working here; we are one big family," and "We are an excellent team and work really well together."* These positive relationships and experiences contribute significantly to people's wellbeing and consistently excellent outcomes.

People are at the centre of the service, where effective arrangements support the delivery of excellent care and support. Individuals are encouraged to make choices and maintain control over their daily lives, following their preferred routines with support from care staff. A varied range of meaningful group and individual activities are available each day, promoting well-being and engagement. People are safeguarded through effective systems and processes that promote their safety and welfare. During the inspection, we observed a warm, welcoming, and homely environment where positive interactions between people and care staff create a strong sense of belonging. People appeared relaxed, comfortable, and secure in the presence of care staff. People told us they were happy living at the service and felt well supported.

Leadership and management are highly effective, ensuring people receive excellent, person-centred care that meets their needs and promotes positive outcomes. Strong governance and quality assurance systems support effective oversight, continuous improvement, and high standards of care. Leaders provide clear direction and support, creating a positive culture where people's well-being, safety, and outcomes remain central. As a result, people benefit from a well-managed, responsive service committed to excellence.

People live in a safe and well-maintained environment where effective systems are in place to

ensure equipment and facilities are regularly serviced and maintained. Robust safety checks are carried out, with a strong focus on fire safety. The service ensures appropriate Deprivation of Liberty Safeguards (DoLS) authorisations are in place for individuals who lack the capacity to make decisions about their care and support. These arrangements promote people's safety, wellbeing, and positive outcomes.

Care & Support — Excellent

Care and support is excellent and people receive highly effective, person-centred care from a skilled and experienced staff team. Care staff demonstrate a strong commitment to meeting individuals' needs and consistently deliver care with professionalism and respect. We found care documentation to be accurate, detailed, and up to date, clearly reflecting people's current needs and the quality of support provided. Personal plans contained comprehensive information to guide care staff in delivering consistent care. Care staff told us that any changes in people's needs or wellbeing are communicated promptly to the managers, ensuring care documentation is reviewed and updated without delay. Care staff spoke positively about working at the service and described a supportive culture where they feel valued and respected. Feedback included, *"I love my job, I know I am appreciated here."* and *"We work really well together, we are an excellent team."*

The service has highly effective systems in place for medication management and infection, prevention and control. Medication Administration Records (MARs) are appropriately completed, demonstrating good oversight and practice. The service promotes good hygiene practices and manages infection prevention and control effectively. Staff were observed using appropriate personal protective equipment (PPE) when required, helping to ensure people remain safe and well supported.

Throughout the visit, we saw staff interacting with people in a warm, respectful, and person-centred manner. Various activities are available six days a week and people were seen enjoying a pedicure and pamper day. We saw people enjoy and who told us about the visiting dog' and resident cat who was strolling around the home providing a homely feel. We saw people actively supported to make choices and express their preferences, including decisions about meals, drinks, and snacks. The dining experience was excellent, with nutritious, appetising meals tailored to individual needs and preferences. The chef told us menus are adapted to reflect people's likes, dislikes, dietary requirements, and personal requests. Where meals are not eaten, alternative options are readily available to ensure people receive food they enjoy. Fresh produce is delivered several times a week, contributing to the provision of high-quality meals. The service has achieved a five-star food hygiene rating (very good), demonstrating effective food safety and hygiene practices.

A safeguarding policy is in place to support staff in protecting adults who may be at risk of abuse, harm, or neglect. Records demonstrate that care staff have completed safeguarding training. Where individuals are unable to represent or express themselves, family members or appointed advocates are involved in care reviews and decision-making, ensuring their wishes, views, and best interests are appropriately considered.

Relatives spoke positively about communication within the service and told us they are always kept informed of any changes or concerns. They said they are actively involved in decisions about their family member's care and support. One relative told us, *"This is the best decision I have ever*

made," adding that their relative was *"extremely happy living at Morel Court."*

Environment — Excellent

People enjoy a strong sense of belonging within the home and benefit from an exceptionally warm, welcoming, and inclusive environment. A range of comfortable communal spaces offers flexibility for people to socialise, relax quietly, or spend meaningful time with family and friends. Bedrooms are thoughtfully personalised with people's own belongings and chosen furnishings, creating a familiar and homely atmosphere. Well-maintained dining areas and attractive gardens further enhance the excellent quality of the environment. During our visit, we observed people making full use of the outdoor seating areas, enjoying the dry weather throughout the day with drinks and snacks readily available. These inviting outdoor spaces promote social interaction, companionship, and meaningful engagement, with people and visitors enjoying opportunities for conversation and chatter. Care staff told us about the small communal room that has recently been adapted into a 'bar' area for people to enjoy. They said the space was popular for socialising, with plans underway for people to gather and watch rugby matches on a large-screen television.

People benefit from care and support in an exceptionally clean and well-maintained environment. Effective measures are in place to protect people from environmental health and safety risks. The home provides excellent accommodation, and the provider demonstrates a strong commitment to continually improving the environment for the benefit of people living there. People have access to small communal seating areas on each floor of the home, furnished in an attractive vintage style. We saw people using and enjoying these comfortable spaces. Robust arrangements help safeguard public health and minimise the risk of cross-infection, with effective oversight ensuring staff adhere to infection prevention and control guidance. Regular call bell checks are undertaken, and call bells are readily accessible throughout the home, enabling people to summon assistance when needed.

People are supported within an environment where access and egress throughout the home is safe, secure, and suitable for individuals with mobility needs. The entrance is securely controlled, and visitors are required to provide identification and sign the visitor book before gaining access. These arrangements help ensure the service effectively monitors access to the home and only authorised individuals are permitted entry, promoting the safety and well-being of people living there.

People can be assured they live in a safe, secure and exceptionally well-maintained environment. We found risks had been minimised as far as reasonably practicable, with hazardous substances stored safely and securely. Robust fire safety arrangements are in place, including regular fire safety checks, up-to-date fire risk assessments and individual Personal Emergency Evacuation Plans (PEEPs) to support people in the event of an emergency. Staff receive appropriate fire safety and first aid training. The home, including its attractive and well-maintained gardens, provides a

calming environment that people value and enjoy. People continued to access all areas of the home safely during the installation of the new passenger lift. The service demonstrated consideration for people's ongoing mobility needs by making effective use of a stairlift, which provided safe access between the third floor and the ground floor. This enabled people to maintain their independence, remain involved in daily life within the home, and experience minimal disruption while the works were completed.

Leadership & Management — Excellent

Leadership and management demonstrate excellence, giving people confidence that the service is well governed and effectively managed. The Statement of Purpose has been reviewed and clearly describes the service's philosophy of care, which prioritises "choice, dignity, and safety." Care documentation we looked at confirmed these principles are consistently applied in practice. All documentation evidenced these principles are consistently embedded in practice, ensuring people receive high-quality, person-centred support that reflects the service's commitment to excellence.

People can be confident the service benefits from strong and effective leadership and management, with robust oversight arrangements in place to monitor and enhance the quality of care provided. The provider is committed to continuous improvement and has established effective systems and processes that support the safe and efficient running of the home. Regular clinical and non-clinical audits are completed in key areas, including falls, nutrition, medication management, and skin integrity. This helps to drive positive outcomes for people. The management team are visible daily within the service. They maintain regular engagement with people, relatives, and care staff gathering feedback on their experience of the service. We reviewed monitoring arrangements, including falls management, nutrition, medication, skin care and the most recent Regulation 73 visit (30 June 2026). These are completed to an excellent standard and demonstrated effective quality assurance processes. These arrangements help ensure people consistently receive high-quality care and support.

People can be confident care staff are competent and well supported in their roles through robust recruitment and oversight processes. We reviewed pre-employment records and found all required safety checks had been completed, helping to ensure care staff are suitable to work with vulnerable adults. Care staff receive formal supervision every three months, complemented by regular clinical observations of their practice. These sessions provide valuable opportunities to reflect on performance, discuss professional development, and raise any concerns. We were informed that staff turnover is low, with many employees remaining with the service for several years. Thus, promoting consistency and continuity of care for people living at the home. Care staff and managers told us about several initiatives designed to promote staff wellbeing and recognition. This includes staff appreciation days recognising long service and if additional support is needed. These measures help foster a positive and valued workforce, which in turn benefits people through the delivery of consistent, high-quality care and support. Innovative leadership, effective governance, and a positive organisational culture continue to drive improvements and support positive outcomes for people.

Policies and procedures promote safe and effective practice, and robust safeguarding arrangements are in place. The service makes safeguarding referrals and submits notifications to

CIW appropriately when required, helping to ensure people remain protected from harm and abuse.

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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