Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Riversdale

Riversdale House, Radyr Court Road, Cardiff, CF5 2QF

02920 494445

https://nationalcaregroup.com/view/riversdale/

The inspection visit took place on 08/09/2026

Service Information:

Operated by:	Integra Community Living Options Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with mental health needs
Registered places:	10
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	Good
Environment	Good
Leadership & Management	Excellent

Summary:

The service provides excellent support for people's well-being and benefits from highly effective leadership and management. People have a strong voice and play an active role in shaping the service through regular engagement with leaders. The service uses an innovative approach to co-production through its 'Welsh Quality Together Forum'. This gives people a genuine voice in the running of the service and enables them to influence decisions, developments and improvements that affect their daily lives. We found a positive and inclusive culture where people are respected, valued and supported to achieve personal outcomes. Leaders demonstrate strong oversight and a clear commitment to continuous improvement.

People receive good care and support from staff who know them well and understand their needs, wishes, and aspirations. Staff work closely with health and social care professionals to promote positive outcomes, recovery and independence. Staff support people to take part in activities that reflect their interests and goals, helping them develop confidence, maintain relationships and

access their local community.

The environment is good. People live in a safe and comfortable home with access to communal and private spaces. The provider has continued to invest in improvements since the last inspection, and health and safety arrangements are well managed.

Findings:

Well-being — Excellent

People achieve excellent well-being outcomes because they have a strong voice and play an active role in decisions about the service. The provider has developed innovative ways to involve people in shaping the home. People can attend the 'Welsh Quality Together Forum' and contribute directly to senior management discussions. The 'Welsh Quality Together Forum' brings people and senior leaders together to discuss the quality of the service. They can also take part in recruitment processes, helping to select staff who will support them.

People raise issues that matter to them, influence decisions and help shape future developments. Leaders act on their feedback and share information about the progress made. This ensures people remain at the centre of decision-making and influence how the service develops. People have access to advocacy and clear information about the service, what they can expect and how to raise concerns. Surveys completed by people and relatives show consistently high levels of satisfaction. These arrangements help people feel listened to, valued and respected.

People can live healthy and meaningful lives because staff try to support them to participate in activities that reflect their interests, goals and life experiences. Daily records demonstrate people are frequently offered opportunities to access the community with staff support. People take part in shopping trips, social events, meals out, beach visits, volunteering and other community activities. People told us their mental and emotional well-being has improved because of this. We found people were happy and settled, and the service had a calm and relaxed atmosphere. Case records and feedback from people and professionals demonstrated improved emotional well-being and increased stability for many people. Professionals told us staff work closely with them to address gaps in information, advocacy or support.

With few exceptions, staff treat people with dignity and respect. Staff actively support people to identify their well-being outcomes and build on their strengths. Staff develop strong and trusting relationships with people, which has meant people are increasing their self-confidence and are more open to learning new skills to keep them safe and well. Staff provide effective advocacy and work closely with health and social care professionals. Staff listen to and act on people's views, helping them retain choice and control over their daily lives. As a result, most people have learnt new life skills and have better opportunities to move on to more independent living.

Care & Support — Good

People receive good quality care and support that helps them achieve their personal outcomes. Staff develop care and support plans with people who wish to be involved, alongside their representatives and relevant professionals. We read detailed assessments, risk management plans and personalised care records. These provided staff with clear guidance. Staff review people's personal outcomes, goals and progress through monthly key-working sessions. These reviews take place very frequently which increases people's opportunity to focus on their goals and outcomes.

Staff work closely with a range of health and social care professionals and act promptly on their advice and recommendations. Records demonstrated effective communication with professionals following incidents and significant events. Staff refer people for appropriate care and treatment at the right time. They follow professional recommendations to support people's health and well-being.

People benefit from positive, respectful and person-centred support. Professionals consistently told us staff know people well and understand their needs, wishes and aspirations. Staff promote recovery, independence and positive risk-taking.

People are protected from harm and abuse. Leaders and staff respond appropriately to safeguarding concerns and follow safeguarding procedures. They listen to concerns, report and investigate incidents, and use learning to improve practice. This has enabled people using the service to feel safe and in control of their care.

People's medicines are safely managed. People receive their medicines as prescribed and in line with relevant guidance and the provider's medication policy. Staff store medicines safely and administer them in a person-centred way. This promotes choice, dignity and independence. People and relevant professionals are involved in regular medication reviews where appropriate. Leaders complete detailed audits and maintain effective oversight of medication practices, including the use of medicines prescribed for use when needed. This helps leaders identify patterns and trends and supports safe practice.

Environment

Good

People live in a safe and comfortable environment that supports their well-being. The design and layout of the service promote privacy, dignity and independence. People have access to communal and private spaces. They can spend time alone, socialise or receive visitors.

The provider has refurbished communal areas since the last inspection. People told us they are happy with the garden and enjoyed a barbecue there during the summer. The provider continues to invest in the home. People told us they are happy with their environment. A small number of people raised concerns about the reliability of the Wi-Fi connection. Leaders had recorded and monitored these concerns and were taking action to improve people's access to the internet. We saw many positive examples of personalised bedrooms that reflected people's interests, identities and choices

Health and safety arrangements are effective. The provider completes required checks, including fire safety checks, personal emergency evacuation plans and portable appliance testing. Facilities and equipment are well maintained. Routine servicing, maintenance and repairs help people live safely. Security arrangements protect people and their belongings without compromising their privacy, dignity or rights.

Leadership & Management — Excellent

People benefit from highly effective leadership and management arrangements. Leaders have developed a positive and inclusive culture that places people at the centre of service development. They actively seek feedback from people, relatives, staff and professionals and use it to improve outcomes. The 'Welsh Quality Together Forum' is an excellent example of co-production. It gives people meaningful influence over decisions about the service. This has enabled people to feel more confident and valued. All people we spoke to told us leaders take quick action to help them when problems arise.

Governance systems are comprehensive and outcome focused. The Responsible Individual's quality of care review is highly detailed and analytical. It identifies patterns, trends and areas for development. The Responsible Individual's quarterly visits and the provider's risk governance reports provide effective oversight and drive continuous improvement. Leaders use information from audits, incidents and feedback to improve the service and outcomes for people. They respond appropriately to safeguarding matters, concerns about staff practice and allegations of misconduct. This promotes accountability and safe practice.

Leaders promote a highly effective culture of learning and development. Staff told us they feel well supported by the management team. They described managers as approachable and willing to listen. One staff member described the team leader as *"supportive"* and said there is *"open dialogue between staff and management".* Staff receive regular supervision and opportunities to discuss their development needs. Leaders respond positively to requests for training and provide tailored support to build staff confidence and skills. Staff have access to a wide range of training, including safeguarding and the Social Care Wales Code of Professional Practice. Team meetings promote communication, reflection and shared learning. Leaders recognise and celebrate good practice through staff awards and recognition schemes. Staff told us they have opportunities for career progression and professional development. This helps staff feel valued and motivates them to provide high-quality support.

Professionals and commissioners consistently provided highly positive feedback about the service. They said the leadership, partnership working and commitment of senior staff make a significant difference to people's lives. They highlighted the service's ability to achieve positive outcomes for people with complex mental health needs. They also described the provider as a trusted service for people with high levels of need.

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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