Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Avondale

130a, Pencisely Road,  Cardiff, CF5 1DR

02920494445

https://nationalcaregroup.com/view/avondale/

**The inspection visit took place on 30/09/2026**

## Service Information:

| | |
|---|---|
| Operated by: | Integra Community Living Options Limited |
| Care Type: | Care Home Service<br>Adults Without Nursing |
| Provision for: | Care and support for people with mental health needs |
| Registered places: | 5 |
| 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:

Avondale provides accommodation and support for adults with mental health and related support needs. People achieve positive outcomes because care staff know them well and provide highly personalised support.

Well-being is excellent because people achieve exceptional outcomes. The service significantly improves people's independence, confidence, relationships and involvement in their community. People develop new skills and have greater control over their lives. Many people have progressed to more independent living arrangements. People told us they are happy living at the service and spoke positively about the support they receive.

Care and Support is good because people receive personalised care from staff who respond effectively to changes in their health and well-being. People remain independent, contribute to decisions about their support and access appropriate professional help. Care records are highly detailed but do not always clearly capture people's voices, measurable outcomes or progress.

Environment is good because people live in a safe, spacious and suitable home. The environment

supports people's independence, relationships and daily living skills**.**

Leadership and Management is excellent because strong, visible and sustained leadership makes a demonstrable difference to people's lives. Leaders promote independence, invest in staff and use effective governance and partnership working to improve the service continually.

# Findings:

## Well-being — Excellent

With few exceptions, people are treated with dignity and respect. They receive exemplary support to identify what matters to them and how they want to spend their day. People spoke positively about living at the service and valued the support they receive. Most people we spoke with rated the service highly.

People have extensive control over their day-to-day lives and receive highly effective support to understand and exercise their rights. One person subject to a legal restriction known as a Deprivation of Liberty Safeguards authorisation told us the service offers considerably greater freedom than their previous home. Care staff support the person to access the community whenever they choose during the day. As a result, the person leads an active and fulfilling life despite the authorised restrictions in place.

Care staff promote independence and choice through exemplary support and positive risk management. People develop daily living skills, manage aspects of their medication and travel with greater independence. They cook, shop, complete household tasks and learn to maintain their home and access the community safely and independently. Many people have achieved their personal goals and moved to more independent accommodation. They have also made significant progress in their confidence, emotional well-being, family relationships and community involvement.

People receive extensive support to maintain or improve their physical, emotional and psychological health. We observed care staff patiently supporting a person experiencing low mood. Care staff offered sensitive encouragement with meals, medication and social contact. They respected the person's decisions and helped them retain control.

People enjoy enriching experiences and receive support to explore their interests, strengths and skills. They take part in holidays, overnight stays, music events, cooking, gardening, exercise, volunteering and independent travel. People lead activities, share their skills, maintain relationships, make friends and contribute to their communities.

People also influence how the service develops through recruitment, feedback and the Quality Together Forum. The forum gives people opportunities to contribute to decisions about the service. When people cannot attend, the manager gathers their views and shares them at the forum. These opportunities strengthen people's independence, confidence, relationships and sense of purpose.

People benefit from highly effective partnership working. Care staff work effectively with families, advocates and healthcare professionals. This helps people achieve their goals and access the

support they need. Professionals told us the service is highly regarded. One relative told us their loved one's well-being has improved greatly.

## Care & Support — Good

People receive good-quality care and support which reflects their individual needs, preferences and aspirations. Care staff know people well and understand their routines, relationships, risks and preferences. Personal plans provide staff with information about the support people need. Care staff review these plans regularly. People have named key workers and are encouraged to contribute to decisions about their care.

People receive effective support to maintain their physical and mental health. Care staff recognise changes in people's needs and seek appropriate professional advice. They work positively with health and social care professionals, mental health services and community teams. People receive support to attend health appointments, maintain healthier lifestyles and access specialist services. There are good examples of structured support for people with complex mental health needs, epilepsy, substance misuse and acquired brain injury. One person's support includes relapse monitoring and medication oversight. Their plan also gives staff clear guidance on recognising and responding to deterioration in the person's health.

Care staff support people to remain independent while managing identified risks. They promote positive risk-taking and use the least restrictive approaches. Care staff understand the needs of people subject to legal restrictions under Deprivation of Liberty Safeguards authorisations. The provider considers people's needs and compatibility before accepting new placements. Care staff also plan people's transitions into the service.

People receive medication support which is generally safe. Medicines are stored securely and care staff maintain medication administration records. The provider completes stock checks and medication audits. A new medication recording system strengthens strategic oversight of medication errors and the use of medicines prescribed to be taken when needed. This helps leaders identify patterns, take action and ensure people receive their medicines safely.

Care records, including risk assessments, needs assessments and personal plans, are highly detailed. However, reviews and key-working records do not consistently capture people's voices or clearly demonstrate progress towards agreed outcomes. Some key-working sessions are led by care staff and focus more on monitoring than on people's goals.

The provider recognises these areas require strengthening and is reviewing its recording practices. This includes documentation relating to legal restrictions. The provider understands the need to ensure records clearly show that restrictions are authorised, necessary and proportionate. More outcome-focused recording will demonstrate people's progress and the difference their support makes. These recording issues do not currently have a significant negative effect on people's outcomes.

## Environment

**Good**

People live in a safe and suitable environment that supports their well-being and independence. People move around the home and grounds independently. They have access to private and communal spaces where they can spend time alone or socialise with others.

The spacious home is situated within a local neighbourhood. People maintain important relationships by inviting friends and family to celebrations and seasonal events at the home.

The environment supports people to develop daily living skills and take part in meaningful activities. People use the newly refurbished kitchen to prepare meals. They are involved in gardening, including growing and harvesting vegetables. People use communal areas for shared activities and relaxation, including film and takeaway evenings. These opportunities help people maintain relationships and enjoy ordinary day-to-day experiences.

People have access to equipment and technology which supports their independence and communication. Personal devices and communication equipment are available according to people's individual needs. People can also use a shared tablet. The home has a quiet room where people can relax and take part in activities in line with their interests.

The provider has effective arrangements for monitoring the safety and suitability of the environment. Leaders monitor maintenance, equipment and health and safety through regular audits and governance arrangements. This helps ensure the home remains safe and appropriately maintained.

## Leadership & Management — Excellent

People benefit from highly effective leadership which has a clear and sustained focus on positive outcomes. The registered manager is highly visible, experienced and has provided consistent leadership over many years. They work in the home throughout the week and provide direct support when needed. The manager has meaningful relationships with people, understands what matters to them and advocates strongly on their behalf. Their leadership contributes to people's increased independence, improved emotional well-being and greater involvement in their communities.

Leaders promote a strong culture of continuous improvement, independence and person-centred support. The manager encourages people to build confidence, develop skills and progress towards less restrictive support. Health and social care professionals spoke highly of the manager. They described the positive difference the manager's leadership makes to people's lives. Leaders work closely with professionals and contribute actively to multidisciplinary meetings. This joined-up approach helps people achieve positive outcomes.

People benefit from a stable, skilled and well-supported workforce. The service does not routinely use agency staff, which provides continuity for people. Care staff receive regular supervision, annual appraisals and training linked to people's needs. Training includes mental health, acquired brain injury, substance misuse, epilepsy, Clozapine, mental capacity and legal restrictions on people's liberty. New care staff complete the national induction programme for social care workers in Wales. Eligible care staff are appropriately registered with Social Care Wales, the workforce regulator.

Robust governance arrangements help leaders monitor quality, identify risks and drive improvement. Leaders monitor incidents and patterns through audits, quarterly risk and governance meetings, visits by the Responsible Individual, and six-monthly quality-of-care reviews. Senior leaders provide additional oversight through internal audits. Team meetings allow care staff to reflect on incidents, medication, recording and lessons learned. Where the manager identifies inconsistencies, particularly among less experienced care staff, they provide additional oversight and support. This has improved recording and reduced medication errors.

People increasingly influence how the service develops. Leaders introduced the Quality Together Forum and encourage people to speak with senior leaders. The forum follows the principle of "*no decision without me*." This strengthens people's influence over decisions about the support they

receive. Strong and sustained leadership is a significant factor in the excellent experiences and outcomes people achieve. Leaders know people well and maintain highly effective oversight. They use learning, professional partnerships and people's views to improve the service continually.

# 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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