



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Partridge Road Residential Respite Service



Cardiff



02920236216



www.mirus-wales.org.uk

Date of Inspection Visits: 23.02.2026 & 27.02.2026

Service Information:

Operated by:	Mirus Wales
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	3
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and cultural needs of people, or is working towards a bi-lingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Mirus Wales provides respite services in Cardiff. The service operates from two properties, including Patridge Road. Both services have the same service manager, responsible individual (RI) and team manager. Both, team manager and service manager are registered with Social care Wales (SCW). Respite is offered to carers through short-term stays and other flexible respite options. The service supports adults aged 18 and over with a learning disability, physical disability, autism and mental health.

At this inspection we found people's well-being is good, based on observations that they appear happy, relaxed, and comfortable. Staff were seen engaging positively with people, who responded with smiles and ease, indicating a sense of safety and trust.

The care and support people receive is good, care was provided with kindness, attentiveness, and responsiveness to people's needs, offering reassurance where appropriate. Personal plans are in

place providing guidance for care staff to follow.

People live in an environment that is safe. There are systems in place to identify and mitigate risks to people's health and safety.

The leadership and management of the service is good with some elements of excellent. The RI has good oversight of the service and identifies improvements to service delivery.

Findings:



Well-being

Good

People's well-being outcomes are good. They are treated with dignity and respect and are supported to identify their personal outcomes. People are encouraged to continue to use and build on their strengths and have control over their day-to-day lives. They understand their rights and entitlements. People told us they are happy with their short breaks. People are supported to make informed choices and are given clear information during their stay. They are encouraged to take informed personal risks within a positive and enabling culture. Risk assessments are thorough. This is reflected in people's personal plans, which promote choice and independence. This strong approach helps people take charge of their lives with confidence.

Feedback gathered from the inspection is mostly positive. People and their representatives told us the service provides a warm, welcoming and supportive environment. They describe staff as kind, familiar and attentive and say they feel comfortable and enjoy the activities and outings during their stay. Family representative told us *"we have been using the service for years, now. We have no complaints, staff are caring, supportive and take good care of people"*. People are safe and protected from abuse and neglect, with effective safeguarding measures in place to ensure their choices are respected. Risks are identified and addressed promptly, supported by clear safeguarding policies and procedures. Management informs all relevant agencies of any incidents that may affect people's health, safety, or well-being. Good standards of practice are promoted throughout the home, including robust infection prevention and control measures in line with Public Health Guidance. Management maintains strong oversight of incidents, accidents, complaints, and safeguarding matters. The statement of purpose is up to date, reflective of the service, and contains all required information.

People consistently achieve their personal outcomes with support from a stable and knowledgeable staff team. During feedback, one person told us *"I like coming into respite and meeting people I like being out in the community. I feel at home here everyone treats me well"*. People's interests, culture and important relationships are recognised and respected by staff and leaders. Their voices are clearly reflected in personal records. Where needed, staff support people with their finances and secure systems are in place to store money during their stay, with all agreements recorded in care plans. Responsibility is applied consistently across the team, supported by strong leadership and management oversight. This collective approach promotes independence, well-being and a high quality of life for people using the service.

The environment is safe for people. Health and safety checks are completed in a timely manner.

The home is clean and well furnished, with some items scheduled for replacement. People can move around safely in line with their abilities and assessed risks.



Care & Support

Good

People receive high-quality care and support because their needs are assessed before admission. The provider ensures that each person is offered a personalised introduction to the service, including tester stays such as short tea visits, allowing people to familiarise themselves with the environment and staff before committing to respite. This approach helps reduce anxiety and supports smooth transitions into the service. Staff are skilled, well trained, and confident in meeting a wide range of needs, including those with complex health conditions. The provider offers specialist training to ensure staff can deliver safe, effective support for people requiring more advanced levels of care. People and their representatives told us they have strong confidence in both the staff team and management. They spoke highly of the support provided and expressed the service brings significant value to their families, even when they would welcome more hours if resources allowed.

Personal plans clearly reflect people's interests, preferences, routines and quarterly reviews are carried out at every stay to ensure plans remain up to date and responsive. Care is delivered in a way that promotes independence, maintains familiar routines and supports people to enjoy meaningful experiences during their time in respite. People have access to a nutritious and balanced diet, with meals tailored to their needs and choices. Safeguarding arrangements are robust, ensuring people are protected from harm and abuse. Concerns about safety are listened to and acted upon timely. The provider has effective systems in place and risk assess before allocating bedrooms.

Medication brought in from home is stored safely in secure, lockable cabinets and at the time of inspection no one staying at the service was receiving covert medication. People receive medication in a person-centred way considering choice, individuality and independence. Care staff are fully trained and competency-assessed to administer them safely. Regular reviews of medication are completed in a timely manner, involving people and family members or representatives where appropriate and relevant professionals. Infection control practices are consistently safe and strong oversight and review systems ensure compliance with Public Health Guidance and internal policies. Overall, people experience care and support that is safe, person-centred and of high quality. The service demonstrates strong leadership, skilled practice and a commitment to achieving excellent outcomes for those who use the service.

The staff team is stable and demonstrates consistent responsibility in their practice, supported by strong leadership and clear oversight. Team discussions, records and observations show a shared commitment to delivering high quality, safe and enabling care. This collective approach ensures people benefit from a high standard of support that promotes autonomy, safety and a positive experience of respite.



Environment

Good

People benefit from a safe, warm and comfortable environment that meets their needs. The home is welcoming and provides a homely atmosphere where people feel relaxed during their stay. People's privacy and dignity are respected and staff are mindful of supporting people in a way that upholds their personal space and independence. The physical environment is generally well maintained and there is clear evidence that regular checks, servicing of equipment and repairs are completed to ensure the continued safety and wellbeing of people using the service. Access to the property is secure and visitors are monitored appropriately. Communal spaces meet the needs of people, promoting independence and providing space for people to socialise.

Records confirm routine testing of utilities. Substances hazardous to health are stored safely and securely. Water safety checks, including legionella risk assessments, are completed. Fire drills are completed. Personal Emergency Evacuation Plans (PEEPs) are in place and provide clear guidance for safe evacuation during emergencies. The service provider ensures the premises comply with current legislation and national guidance related to health and safety, environmental health and standards set by the Food Standards Agency.

There are no identified mobility or access issues within the environment at Partridge Road. External areas are generally well maintained, and recent tree-cutting has improved visibility and safety around the property. However, some outdoor surfaces would benefit from jet-washing to remove debris and improve cleanliness, which would further enhance the environment for people, staff, and visitors. This does not impact people's current safety or access.

Overall, people experience a good-quality environment that supports their comfort, safety and wellbeing, with clear plans for ongoing improvements to maintain high standards.



Leadership & Management

Good

The service benefits from strong, visible and effective leadership. Governance arrangements promote a positive, compassionate and person-centred culture, with leaders setting clear expectations, promoting accountability, and demonstrating a sustained commitment to improving outcomes for people. There is good oversight of the service, supported by regular three-monthly RI visits. These visits include feedback from people and staff. Feedback from family members need strengthening. Robust governance systems are in place to monitor and maintain high standards of care and drive continuous improvement, ensuring delivery aligns with people's wishes and preferences. Meaningful engagement and a clear focus on continuous improvement is evident. A detailed and analytical Quality of Care (QoC) report meets regulatory requirements and provides a comprehensive review of performance. The service also benefits from excellent audit systems, completed thoroughly by the service manager. These audits are well structured, consistently identify gaps and errors and directly inform improvements. Supervision notes show that the team manager acts promptly on audit findings, reflecting very strong and effective managerial practice.

Care staff told us leaders, including the service manager and team manager, are visible, accessible and actively involved in daily operations. Their presence contributes to a supportive, respectful workplace culture. Staff describe leaders as approachable, fair and committed to delivering positive change. Audit activity is robust and excellent across all aspects of service delivery. The service manager's detailed analysis of outcomes leads to effective and sustainable improvements. There is clear evidence of passion and commitment to improving people's experiences and management engages positively with staff team. People and their representatives report high levels of confidence in the service and attribute this to the inclusive and respectful culture fostered by leadership. Effective quality monitoring systems are in place, including routine audits of care and support.

The provider maintains strong financial planning, monitoring, and control systems, supported by clear audit trails. Policies and procedures are appropriate and proportionate to the needs of people using the service. Staff are highly skilled and knowledgeable and understand safeguarding procedures and their responsibilities to protect people from harm. They receive training in whistleblowing and feel confident raising concerns. The provider supports leadership development at all levels, promoting shared responsibility, professional growth and a positive learning culture. Staff are familiar with the complaints policy and statutory notifications are submitted as required. Leaders remain accountable for the actions and behaviours of staff. People achieve good outcomes because the service is supported by a stable workforce who know people's needs well. Recruitment, induction, and ongoing development practices are good. Staff benefit from structured

induction, shadowing, specialist training and reflective supervision and appraisals. Staff and leaders are praised for their long service, teamwork, and commitment to meeting people's needs, contributing to a homely atmosphere and high-quality care. Staff feel well supported and value the collaborative team culture.

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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