



## Innovate Trust Respite Service(Short Stay Service)



Cardiff



02920212516



<https://innovate-trust.org.uk>

The inspection visits for this service took place between 06/03/2026 and 01/04/2026

### Service Information:

Operated by:	Innovate Trust Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	4
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

**Good**

## Summary:

Innovate Trust Respite Service (Short Stay Service) is in the heart of Cardiff and offers a homely and friendly environment. People achieve excellent well-being outcomes because compatibility of those taking respite together contributes to the success of this service. The service is highly focused on well-being outcomes. People experience social and skill building activities to enhance independence and confidence. Care and support is good, and people's needs are consistently met. Care staff know people very well and understand their routines and preferences which support consistent outcomes. The environment is good and is well-equipped and maintained. Since the last inspection the provider has continued with their refurbishment plans to ensure people's needs are met in a safe environment.

Leadership and management is good. We observed improvements in quality monitoring and oversight of the service since the last inspection. The responsible individual (RI) and management team monitor the quality of the service to good effect. Care staff are suitably trained and competent to meet the needs of people accessing the service. There is positive communication between the management team, people, and their representatives, which is highly valued and effective in delivering the best well-being outcomes for people.

## Findings:



### Well-being

**Excellent**

People are treated with dignity and respect. The service actively involves them in identifying their well-being outcomes and provides opportunities for people to develop their strengths. The service focuses on what is important to people. Service leaders and care staff are highly committed to listening to people and their representatives, and value their input when planning their visits to ensure people get the best outcomes. Care staff contact people before each stay to check for any essential updates about their support needs. People are encouraged to be specific about what they want to do during their short stay. They tell care staff the meals they would like and activities they want to take part in. Staffing arrangements and pre-stay preparations are very well-managed to meet people's needs. The service works in close partnership with others, such as family representatives, personal assistants and day service provisions to ensure people's routines are maintained during short stays when required. The provider is working towards providing the Welsh active offer, and representatives told us better Welsh language provision would further enhance people's experiences. We discussed this with service leaders.

The service provider promotes independence and choice through proactive risk taking. People are developing skills and trying new opportunities in a safe and well-managed way. Several people have made significant progress in using public transport with care staff. This means they are expanding the range of activities they can enjoy and increasing their confidence. Most people experience a wide range of activities, and the service invites them to share their views and ideas for day trips. The service produces a newsletter which captures what people are doing, such as in-house activities, local activities and those further afield. The newsletter is highly valued by family representatives, because it keeps them informed of what people are enjoying during their short stays. Representatives are highly complimentary about the service and told us, "*We would be lost without this service*" and "*It has given us the respite we desperately need knowing they are safe and looked after.*"

People are supported to cultivate safe and healthy friendships. The staff team work exceptionally well to ensure the compatibility of people staying at the service together is successful. For those who need a quiet calm atmosphere, the service considers carefully who else can share the environment, to make sure it is safe and comfortable for all. Understanding compatibility is a strength of the service.



People achieve consistently good quality care. The service completes an assessment with people and their representatives to establish whether their needs can be met. The service considers information from other sources, such as health professionals when assessing and planning care and support for people with more complex needs. Care staff receive training to meet those needs, such as training to use manual handling equipment, support with eating and drinking, medication and specific training for known conditions such as epilepsy.

People's personal plans are strengths based. They inform care staff of what is important to people, and provide detailed information about likes, preferences, hobbies and interests. Daily support needs in the plans are basic, but care staff know people very well and understand their daily care needs. Some people are able to tell care staff how they want to be supported. People are encouraged to be as independent as possible with their daily care tasks, such as following their personal care routines. Representatives told us people's daily needs are met, they are clean, well-presented and personal hygiene standards are good. The service reviews the personal plan with people and makes necessary changes as and when required. We saw up to date risk assessments in place for those who require them, which sufficiently inform care staff on how to keep people safe.

There are procedures for supporting people with their medication if this is an assessed need. Appropriate arrangements are in place for the safe administration of medications. Care staff receive training to safely administer medication and competency checks are up to date. We found medication recording charts in order and management have good oversight of records. There are suitable arrangements for safe storage of medications.

People's dietary needs and preferences are met. Care staff are suitably trained to meet the needs of people requiring support to eat and drink safely, and to maintain good nutritional intake. People are encouraged to participate in meal planning and preparation whenever they wish to do so. Representatives value the information the service shares with them after each stay, which details the person's well-being, dietary intake and activities during their stay.

People are protected from the risk of infection because the service has robust and effective systems for maintaining the hygiene of the environment. There are ample supplies of personal protective equipment, cleaning materials and clean bedding. Care staff are up to date with training and service leaders demonstrate effective oversight of the environment.



## Environment

Good

The home is well-equipped to meet the needs of people accessing the service. We found it to be a warm, comfortable and cosy environment. The décor and home furnishings give people a home-from-home experience. Care staff complete daily, weekly and monthly checks in the home and repairs are reported directly to the manager. The home has a '5' rating with the Food Standards Agency (FSA), which is very good. Care staff receive training in food safety, and we found food storage to be in-line with safe food handling requirements and records are well maintained.

Care staff complete fire safety training and regular drills. Fire equipment records are up to date. All people staying at the service have a personal emergency evacuation plan. Fire risk assessments are up to date, and actions are complete. Some areas of the home are locked to keep people safe, such as the cleaning cupboard, the boiler room and the medication storage room.

The provider has completed works to replace flooring in some communal areas identified at the last inspection. Bedrooms are neutrally decorated to cater for all tastes, with bedding and towels in good order, with spares available if required. Technology such as smart speakers are available for people to use during their stay and this technology supports greater independence. Suitably sized communal areas are available to people, such as a lounge and kitchen dining area. People benefit from a first-floor shower room, whilst ground floor bedrooms have adapted on-suite facilities. Equipment for safe moving and handling are in good order, and well-maintained.

We found improvements in records relating to the environment. The management team clearly demonstrate their oversight of the records and action any outstanding matters. We saw records relating to food, water and storage temperatures and regular safety checks throughout the environment. Most were up to date.



## Leadership & Management

Good

The organisational structure is clear; the management team embed a positive and compassionate culture at the service. Management provide care staff with effective and consistent support and guidance. There is a system in place to monitor the quality of the service people receive. The responsible individual (RI) completes quarterly visits at the home, to assess the service and drive improvement where needed. The RI completes a quality-of-care review in-line with their regulatory duties. People's opinions matter and every effort is made to seek their views and feedback about the service, which informs service improvement. We found improved auditing in relation to oversight and monitoring of a variety of records. The management team provide a sufficient level of oversight of medication charts and environmental monitoring. We discussed with the RI how this is a continuing area of growth for the service to ensure consistency of information across care documentation. We found the provider to be proactive in making improvements identified at the last inspection.

Training compliance at the service is good. Care staff receive thorough and comprehensive training to understand the needs of people using the service. The service annually completes competency checks with care staff using equipment and administering medications. Care staff receive timely supervision. We saw supervision records which contain basic information. We discussed with service leaders the need to fully document the supervision to demonstrate the training and development of care staff. A small number of care staff shared their views at inspection and told us they feel valued and supported by service leaders. Care staff are suitably registered with Social Care Wales, the workforce regulator and either have or are working towards a relevant qualification.

People's representatives told us they understand how to provide feedback to the service, and communication is transparent and responsive. Representatives are kept suitably informed of service updates and people's outcomes. The management team are accessible to people and their representatives, and those we spoke with told us they trust the service to act should they need to raise a concern. A copy of the complaints policy is available to people at the service.

## 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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